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# Final Report

## Myanmar: Mandalay Floods

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF Operation Final Report</b>	<b>Operation n° MDRMM015</b>
<b>Date of Issue:</b> 01/04/2021	<b>Glide number:</b> <a href="#">FL-2020-000172-MMR</a>
<b>Operation start date:</b> 27/07/2020	<b>Operation end date:</b> 31/12/2020
<b>Host National Society:</b> Myanmar Red Cross Society (MRCS)	<b>Operation budget:</b> CHF 200,683
<b>Number of people affected:</b> 25,000	<b>Number of people assisted:</b> 20,000
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> Myanmar Red Cross Society has worked with the International Federation of Red Cross and Red Crescent Societies (IFRC) in this operation. Danish Red Cross (DRC) supported in cash assistance in this operation to reduce the livelihoods impacts of flood, which was supported by the DREF.	
<b>Other partner organizations involved in the operation:</b> The State Government (GAD) and Department of Disaster Management (DDM) was the leading coordination of the response. Whereas Weather forecast are monitored through Department of Meteorology and Hydrology (DMH) and department of Social Welfare were part of the response.	

## A. SITUATION ANALYSIS

- Early July 2020**, the Ayeyarwady River water level has raised due to heavy rainfall especially in Amarapura township in Mandalay.
- 19 July 2020**, the Ayeyarwady river dike broke near Sagaing-Mandalay Highway. The event caused a sudden flood downstream in nearby township and villages in Amarapura area. MRCS volunteers were deployed ERUs and Mandalay branch conducted the 48-hour damage and needs assessment (DANA) and coordinated with the state government and local authorities supported the evacuation process.
- 27 July 2020**, IFRC allocates 200,683 Swiss francs (CHF) from its [Disaster Relief Emergency Fund \(DREF\)](#) to support the National Society.
- 16 October 2020**, DREF Operation Update No. 1 is published.

### Description of the disaster

In July 2020, heavy rain and the raising of Ayeyarwady river has raise the emergency alert level especially in Amarapura township. Based on [UNOCHA report](#), on 19 July 2020, Ayeyarwady river dike broke along the river near the Sagaing-Mandalay Highway region, affected nearly 25,000 people. Temporary shelters for the displaced population have been set up in Amarapura Township, in the southern part of Mandalay city. Floods hit Sagaing, Magway, Mandalay regions and Kachin state. Among of these areas, Mandalay region area suffered the most, namely, Amarapura, Tataroo, Sintkaing, Thabaikky twonship in registering over 6,466 people affected.

According to the Department of Disaster Management (DDM) of the Ministry of Social Relief, Welfare and Resettlement, as of Thursday, 23 July 2020, 6,400 households have reportedly been affected. On the other hand, European Civil Protection and Humanitarian Aid Operations - ECHO Flash report highlighted that there were efforts on pre-emptive evacuation of 1,478 households (nearly 4000 individuals) while 6,400 households (Approximately 28,160 individuals) have been affected by flood of which 14,266 people (3,362 families) displaced and were being supported in 117 evacuation centers.

Since March 2020, the country has also been contending with the continuing spread of COVID-19. A special committee was formed to tackle the coronavirus chaired by the Union minister for international cooperation and the minister of

health and sports to mitigate and control the COVID-19 virus. This imposed stringent measures on the country including physical distancing, enhanced community quarantines (ECQ), and limitation of movement within the entire country. By following the protocol, MRCS volunteers carried out the activities with considering the COVID-19 pandemic situation and maintain social distance in all activities.

This has had implications on MRCS implementation the other ongoing operations, including the Mandalay flood response (MDRMM015), with activities having to be rescheduled or redesigned to adapt to the current situation. Two-month extension to the response timeframe was approved to accommodate the changes that have been required, and to enable commitments to the affected population to be met.

## Summary of response

### Overview of host National Society

In accordance with Myanmar Red Cross Society (MRCS) Standard Operating Procedures (SOP), the MRCS Emergency Operation Center (EOC), monitored and collected the information on the weather condition and flood alert warnings, and issued regular updates on the situation as it evolved.

The National Headquarters (NHQ) informed the respective branches to be on heightened alert as situational scaled up and ensure their readiness to respond. MRCS Mandalay branch communicated to volunteers to implement early warning measures in communities that were expected to be affected and placed Red Cross Volunteers Team. A total 100 volunteers were actively involved since the beginning of the event and 200 people were evacuated in safe place. The initial interventions were establishing the welfare desk for PSS and disseminated the information early warning message, initial assessment, coordination with local government units and supports on temporary shelter construction as well as in relief distribution.



A MRCS Volunteer providing assisting to displaced people by flood in temporary shelter. (Photo: MRCS)

Likewise, the MRCS Disaster Management Department also coordinated and supported on preparedness and response capacity of 23 warehouses which includes the Mandalay warehouse. Emergency Response Units (ERU) for disaster relief, health, water and sanitation, FA, search and rescue, and welfare team were activated, and used 10 life buoys, stretchers and Regional Disaster Response Teams (RDRT) were mobilized.

Summary of overall accomplishments by MRCS in response to Mandalay flood are as follow:

Sector	Action Taken
Cash and voucher assistance	<ul style="list-style-type: none"> <li>800 households provided with cash assistance.</li> </ul>
Essential household items	<ul style="list-style-type: none"> <li>1,458 households received each mosquito nets.</li> </ul>
Health	<ul style="list-style-type: none"> <li>17,580 disinfectants and masks distributed to affected communities.</li> <li>4,545 households received water purification tablets.</li> </ul>
Water, sanitation and hygiene (WASH)	<ul style="list-style-type: none"> <li>14,410 individuals reached through health promotion activities.</li> <li>20,000 people reached WASH promotional activities.</li> <li>2,194 households received hygiene parcel.</li> </ul>
Protection, Gender, and Inclusion (PGI)	<ul style="list-style-type: none"> <li>500 children were reached with child-friendly spaces activities.</li> </ul>
Manpower and assets mobilized	<ul style="list-style-type: none"> <li>First Aid Team, and ERT, WASH Team deployed to support the operation. Total 120 MRCS personnel were actively involved in this response.</li> <li>NHQ and chapter vehicles were mobilized.</li> </ul>

The MRCS Communications team posted updates and photos of the situation on social media such as [MRCS Tweet](#).

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

MRCS led the overall response operation, maintaining close coordination with in-country Movement partners and providing regular updates. In Addition to the IFRC, numbers of Movement partners are present in the country, the

International Committee of the Red Cross (ICRC), American Red Cross, Danish Red Cross, Finnish Red Cross, German Red Cross, Norwegian Red Cross, Swedish Red Cross, and Turkish Red Crescent Society.

MRCS hosted Movement coordination meetings and operational meetings to share information with partners. IFRC CO Myanmar supporting MRCS in disseminating updates to Movement partners in-country and coordinating with the IFRC Asia Pacific Regional Office (APRO) in Kuala Lumpur in accordance with the IFRC Secretariat's Emergency Response Framework.

The IFRC Myanmar CO assisted in the preparation of an DREF activation and implementation, whereas Danish RC provided funding for immediate cash support to families affected. Asia Pacific Regional Office (APRO) where situation information is updated regularly from Myanmar IFRC country office.

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

As an auxiliary to the public authorities, MRCS maintains a strong relationship and collaboration with and Department of Disaster Management (DDM) for the planned operations considering the developing situation.

At country level, MRCS and IFRC are observers to, and participate in, meetings of the Humanitarian Country Team (HCT). MRCS and IFRC are involved in relevant government and UN agencies information sharing, planning, and analysis at all levels while IFRC supports MRCS coordination efforts through representation in other relevant clusters as required. MRCS is a co-chair of Cash transfer working group coordinated by WFP; member of UN Readiness group coordinated by OCHA. IFRC and MRCS have been in constant communication with OCHA to provide updated data from the field to the humanitarian team.

### **Needs analysis and scenario planning**

Please refer to the original [EPoA](#) and [Operational Update](#) for references on needs analysis, risk analysis, changes made to the EPOA, information on targeting, scenario planning, where they are explained in detail.

## **B. OPERATIONAL STRATEGY**

### **Proposed strategy**

The overall operation aims to meet the immediate humanitarian needs of the most 20,000 vulnerable of the population (4,000 HHs) that had been affected by flood in Amayapura Township, Mandalay Division through the provision of appropriate assistance including, essential households' items, cash grants, WASH, health and PGI including PSS.

The delivery of this support was accomplished over a period of three months, from July 2020 to October 2020. However, due to the second floods affecting the area as well as stricter restriction due to increased number of COVID-19 cases, the operation was extended for additional two months making the total operation timeframe to be five months. The operation has ended on 31 December 2020.

Note that the DREF operation formed part of an overarching Plan of Action, which was led by MRCS and complemented by other Movement partners. Please refer to the original [DREF Operation](#) and [DREF Operational update No. 1](#) for detail information and planned activities.

## C. DETAILED OPERATIONAL PLAN



### Livelihoods and basic needs

People reached: 4,000

Male: 2,000

Female: 2,000

Indicators:	Target	Actual
# of households have food to meet their emergency needs	800	800
# of households assisted through cash and voucher assistance	800 <sup>1</sup>	800

#### Narrative description of achievements

MRCS mobilized additional items (stretchers and tarpaulins) from its own stocks. The DREF fund were able to replenish MRCS NFI stock that had been distributed to affected families as immediate support. Which complemented the support provided under the DREF operation IFRC CO personnel were supported the process of selection/validation of targeted families and to monitor the distributions in selected areas as part of commitments on quality programming.

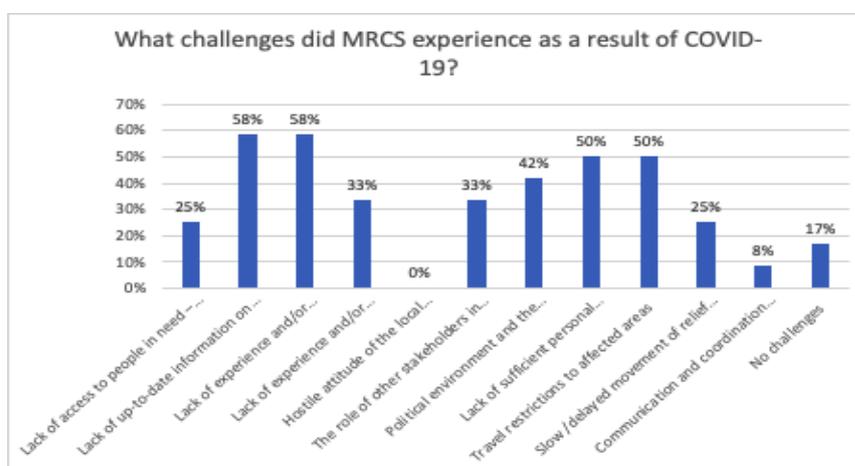
A total of 800 households (4,000 individuals) have been provided with multipurpose cash grants equating to 20% of severely affected families. Each family received a cash grant of MMK 200,000 (approximately CHF 128) which was calculated based on the minimum expenditure basket (MEB) and was intended to help affected families to address their basic needs for one month. IFRC CO personnel were mobilized to support the selection process/validation process.

Following the COVID-19 outbreak, measures were taken to ensure the disbursement of cash grants could be completed. This included registration protocols, physical distancing protocols during disbursement, provision of personal protective equipment as well as use of new cash transfer modalities.

#### Challenges

The DREF operation was extended by two months to accommodate delays in the beneficiary's validation and disbursement of cash grants as well as other related activities. It was caused due to enhanced community quarantines (ECQ) and limitation of movements following the COVID-19 outbreak.

In addition, there has been experienced three challenges during this response. First, getting data and information of beneficiaries form village committee and township due to affected people were internal migrant form from different part of Myanmar. Second, need to improve the experience and knowledge and third, experienced staff/volunteer turnover. Refer to Graph for details.



Graph chart shows the challenges faced during the operations due to COVID-19. **Source: MRCS)**

<sup>1</sup> The targeted number of families with cash assistance, excludes the other essential households' items support.

## Lessons Learned

Lessons learned workshop highlighted issues on early warning system and coordination where early warning about flood and risk intensity information was received in time due to close coordination with local government units and township. However, it is noted that village committee formation needed to be enhanced and well informed in response to ongoing activities to set the clear criteria for beneficiaries' selection. Which MRCS identified that RCV volunteers need to improve their capacity and knowledge on cash and voucher assistance as well as support and update on disaster preparedness plan of township.



### Health

**People reached: 20,000**

Male: 8,000

Female: 12,000

Indicators:	Target	Actual
Immediate risks to the health of the 4,000 households from the affected populations are reduced through health support	4000	4000
# of people receive immediate assistance where their risk for COVID -19 and vectoral disease are reduced	20,000	17,580
# of households received mosquito net	4,000	1,458 <sup>2</sup>
# of people reached through health promotion	20,000	17,580

### Narrative description of achievements

Health assessments were carried out as part of the rapid need assessment which was reported in the [DREF Operational update No. 1](#).

A total of 14,410 people were reached through the health promotion activities to prevent the vector-borne diseases in risk area at Amayapura Township. A total 1,458 units of mosquito nets (family sized) were also distributed to the floods-affected *each* households. As they were living in temporary shelters surrounded with stagnant waters – high risk for vectoral and gastrointestinal diseases at the Amayapura Township.

In addition to the health promotion, MRCS conducted the awareness raising activities in the communities on the risk of COVID-19 transmission where volunteers stressed on the importance of physical distancing and wearing proper protection measures to reduce the risk of local transmission. Together with the health promotion, MRCS distributed 17,580 disinfectants and masks to the targeted households.



### Water, sanitation and hygiene

**People reached: 20,000**

Male:10,000

Female: 10,000

Indicators:	Target	Actual
# of people provided with safe WASH services that meet agreed standards according to specific operational and programmatic context	20,000	20,000
# of people are provided with safe water	20,000	20,000
# of households received hygiene parcel	4,000	2,194 <sup>3</sup>

<sup>2</sup> The targeted number was not achieved due to presence/coverage by other agencies.

<sup>3</sup> The targeted number was not achieved due to presence/coverage by other agencies.

# of people reached through health promotion	20,000	20,000
<b>Narrative description of achievements</b>		
<p>A total of 14,410 people (2,997 households) were reached with safe water and water purification tablets were distributed to 4,545 households. This was done together with the orientation sessions on the use of the water purification tablets.</p> <p>A total of 2,194 affected families have been provided with hygiene parcel of which 10,970 people were supported through the DREF. The hygiene parcel, which lasts for one month, consists of a pack of sanitary napkin, 5 units of toothbrushes, a tube of toothpaste, 5 units of towels, a bath soap, a packet of laundry soap, 2 rolls of tissue, a packet of detergent powder, 2 units of plastic cups and a comb. The hygiene parcel was provided to cover for a family of five members. The distribution activity was conducted together with hygiene promotion and awareness to the flood-affected communities.</p> <p>A total 20,000 people were reached with hygiene promotion activities. The activity was conducted to increase public awareness and prevent diseases linked to poor hygiene practices. It was also intended to emphasize the importance of hand hygiene, through handwashing with soap, as one of the most effective actions to reduce the spread of pathogens and prevent infections, including prevention of COVID-19 transmissions.</p>		
		
Mandalay Branch dispatching the hygiene parcel to distribution center. (Photo: MRCS)		
<b>Challenges</b>		
MRCS faced procurement and logistical challenges where some suppliers (for hygiene parcels and boats) were forced to delay deliveries due to COVID-19 pandemic restrictions.		
<b>Lessons learned</b>		
No lessons learned reported for this sector.		

 <p><b>Inclusion and Protection</b>  <b>People reached: 500</b>  Male: 250  Female: 300</p>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of school children receive school kits that lost during floods i.e., stationary, books, uniforms, masks and hand sanitizers	500	500
<b>Narrative description of achievements</b>		
<p>PGI was incorporated as part of the rapid need assessment and indirectly all targeted families supported through this DREF operation were provided with different services based on PGI considerations and standards. As well as MRCS has conducted the assessment at five schools to assess the potential in accessibility of school children of the flood-affected community to education services and identifying their loss of educational materials. The assessment was also conducted to understand more on the availability of COVID-19 protection measures among school children i.e., PPE such as facial mask.</p> <p>Child Centered activities completed under this DREF operation, in five schools a total 500 school children's received books, pencils, school uniforms, raincoats, facial masks and disinfectants/sanitizers to continue their school classes.</p>		

## Lessons Learned

Post distribution monitor with Education Department shows that the students' level of protection is at satisfying level where students have the access to school uniforms and are wearing proper mask in schools.

## Strengthen National Society

Indicators:	Target	Actual
MRCS has strengthened response preparedness capacities	Yes	Yes
MRCS target state/region branches are better equipped to respond to disaster	Yes	Yes

### Narrative description of achievements

During this operation, MRCS National Headquarters (NHQ) directly supported the MRCS Mandalay branch with technical support, manpower and for the activity implementation. A total of 120 MRCS personnel were mobilized, and all were insured as duty of care.

Prior to mobilization, all staffs and volunteers were trained to the Red Cross Red Crescent (RCRC) history and the seven fundamental principles, disaster management response as well as do's and don'ts for COVID-19 risk.

Community engagement and accountability (CEA) was an important component of the DREF operation and integrated into all activities planned to ensure that affected families had access to information on services being provided by MRCS. MRCS implement well regards to CEA related activities for the affected the communities. MRCS has the experience to mainstream CEA throughout activities.



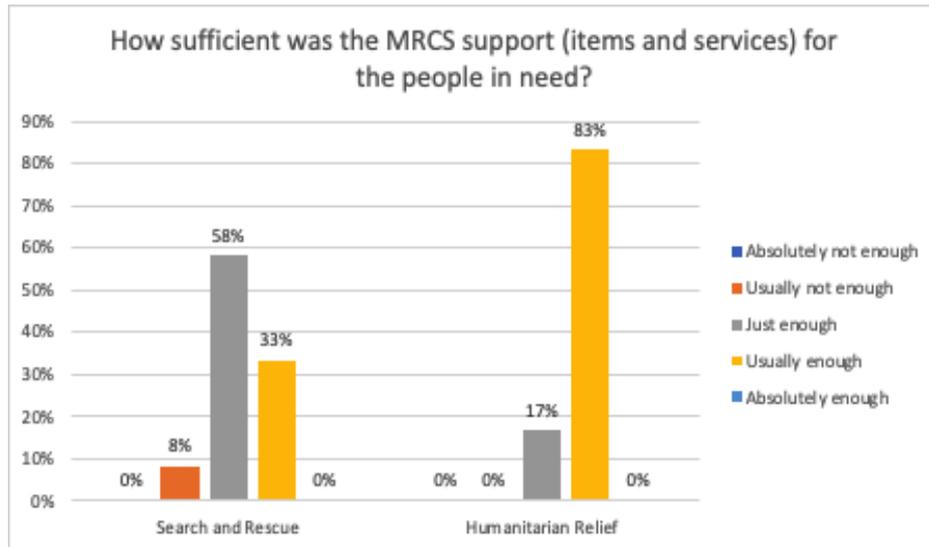
MRCS volunteers engaging with flood affected HHs family to share information as well as get information. (Photo: MRCS)

A feedback and information sharing mechanism were set in affected communities and in temporary shelters, as most of the people who were displaced due to flood. As well as risk communication for seasonal hazards with focus on flood and early warning message were disseminated in affected communities by Red Cross volunteers (RCV).

CEA activities specific to the mudslide operation was incorporated in the following:

- Branch staffs and volunteers oriented in how to collect and shared information, collect feedback form the affected communities. The information and feedback were collected by visiting households visit and during the community meetings where affected community members were assessed and consulted for their needs.
- A [Feedback Starter Kit](#) was used to gather feedback, concerns and complaints from affected families. Feedback was collected during the households' visits and community meetings where affected community members were assessed and consulted about their needs.
- The developed information on about CEA and assistance being provided by MRCS. Information's were disseminated with four key messages (flood early warning message, MRCS flood operation assistance, cash assistance and beneficiary's selection criteria).
- During the beneficiary's validation process MRCS staffs has coordinated with local CBOs (community-based organization), Township and local government.

Analysis feedback collected reflected that majority of the feedback was about their gratitude on the support provided by MRCS to the affected population. A [Feedback Starter Kit](#) was used to gather feedback, concerns and complaints from affected families. As you can see in graph below.



Graph shows that the 83% of responded states that relief assistance provided by MRCS was adequate. (Source: MRCS)

## Influence others as leading strategic partner

Indicators:	Target	Actual
Lesson learned workshop is conducted	Yes	Yes

### Narrative description of achievements

The MRCS communications team ensured that Red Cross response efforts were effectively communicated to key target audiences in a timely manner.

Regular updates on the operation were posted on official social media accounts of the MRCS. there were different communications materials across multiple platforms such as Facebook posts, tweets and press releases produced for this operation. Some of the updates and news articles on MRCS supports are as follow:

- [Brief update of MRCS response.](#)
- [Emergency Disaster Assistance Fund for Flood.](#)
- [Mandalay Flood – Myanmar Times heightened MRCS work.](#)
- [Facebook.](#)

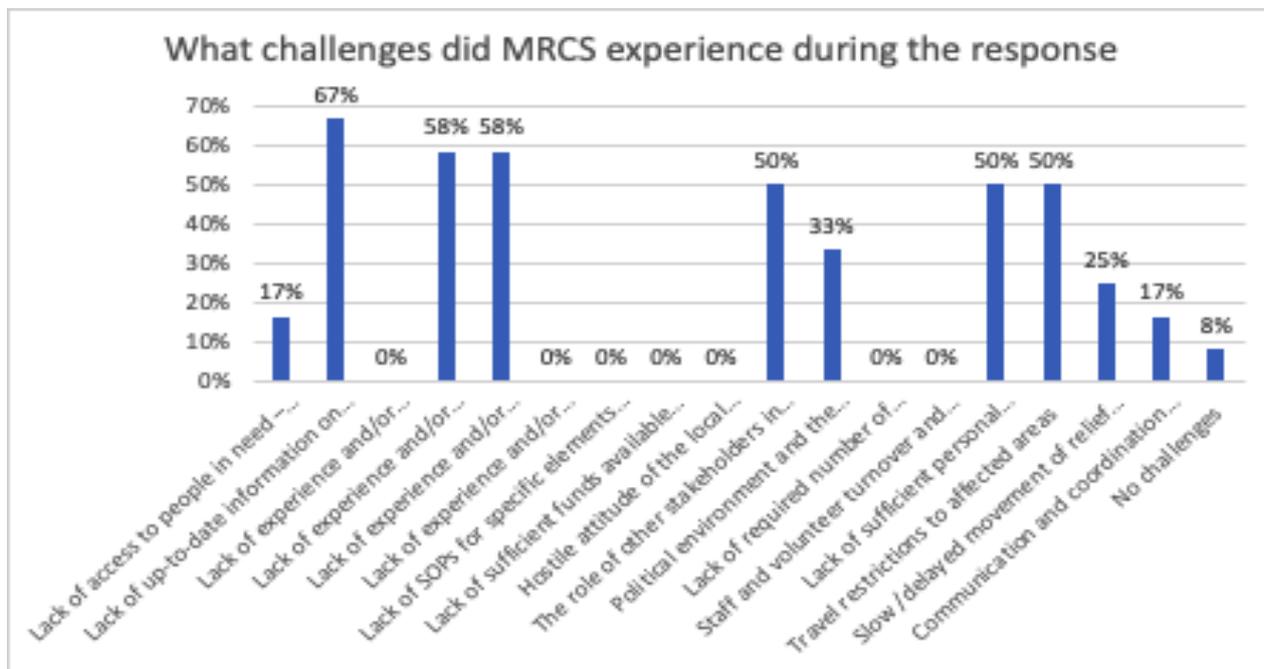
MRCS has conducted first time online lesson learned workshop with volunteers and branches, which was a good experience in new normal context. The lesson learned workshop was structured to focus on the challenges, strengths, and weaknesses in DREF response and to in turn make recommendations to strengthen future MRCS response operations. The six sectors were discussed during the lesson learned workshop, namely, MRCS Preparedness, Information collection, reporting, planning, service delivery, monitoring and evaluation and coordination.

### Challenges

MRCS conducted first time online lesson learned which faces the challenges of internet. The development and implementation of the survey was done in a very short timeframe which did not allow for time to thoroughly review the questions or do a thorough analysis once results were received. As well as discuss on PDM (post disaster monitoring) findings and challenges in synchronising the reporting channel.

### Lessons Learned

Overall, operation went well. Though, to Strengthening capacity of volunteers and staffs in response to emergency, DREF operation should include the capacity development activities such as refresher training/training on Emergency Response Training, CVA, and enhance the platform of KOBO to share data from different devices. Please, see fig 2.



The graph shows the challenges faced during the DREF operation. (Source: MRCS)

## D. Financial Report

CHF 200,683 was allocated to respond to the DREF Operation for Mandalay floods. The operation utilized CHF 181,391 (90.4%) out of the total amount requested. The closing balance variance was due to reduced target of cash assistance beneficiaries and some health and WASH activities. Balance of CHF 19,292 from this operation will be returned to the DREF pool. Detailed expenditure is outlined Final Financial Report at the end of this report.

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 Myanmar Red Cross Society, would like to extend thanks to all for their generous contributions.

## Contact information

Reference documents



Click here for:

- [DREF Operation](#)

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

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## How we work

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

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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**.

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# DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/07-2021/02	Operation	MDRMM015
Budget Timeframe	2020/07-2020/12	Budget	APPROVED

Prepared on 20/Mar/2021

All figures are in Swiss Francs (CHF)

## MDRMM015 - Myanmar : Mandalay Floods

Operating Timeframe: 24 Jul 2020 to 31 Dec 2020

### I. Summary

Opening Balance	0
<b>Funds &amp; Other Income</b>	<b>200,683</b>
DREF Allocations	200,683
<b>Expenditure</b>	<b>-181,391</b>
Closing Balance	<b>19,292</b>

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

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter			0
AOF3 - Livelihoods and basic needs	121,442	169,405	-47,963
AOF4 - Health	25,347	11,986	13,361
AOF5 - Water, sanitation and hygiene	30,566		30,566
AOF6 - Protection, Gender & Inclusion	6,225		6,225
AOF7 - Migration			0
<b>Area of focus Total</b>	<b>183,579</b>	<b>181,391</b>	<b>2,188</b>
SFI1 - Strengthen National Societies	15,293		15,293
SFI2 - Effective international disaster management	1,491		1,491
SFI3 - Influence others as leading strategic partners			0
SFI4 - Ensure a strong IFRC	320		320
<b>Strategy for implementation Total</b>	<b>17,104</b>		<b>17,104</b>
<b>Grand Total</b>	<b>200,683</b>	<b>181,391</b>	<b>19,292</b>

# DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/07-2021/02	Operation	MDRMM015
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## MDRMM015 - Myanmar : Mandalay Floods

Operating Timeframe: 24 Jul 2020 to 31 Dec 2020

### III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
<b>Relief items, Construction, Supplies</b>	<b>169,645</b>	<b>10,000</b>	<b>159,645</b>
Clothing & Textiles	22,925	10,000	12,925
Water, Sanitation & Hygiene	28,700		28,700
Medical & First Aid	4,550		4,550
Teaching Materials	1,470		1,470
Cash Disbursement	112,000		112,000
<b>Land, vehicles &amp; equipment</b>	<b>7,000</b>		<b>7,000</b>
Vehicles	7,000		7,000
<b>Logistics, Transport &amp; Storage</b>	<b>1,400</b>	<b>1,250</b>	<b>150</b>
Distribution & Monitoring		675	-675
Transport & Vehicles Costs	1,400		1,400
Logistics Services		575	-575
<b>Personnel</b>	<b>3,335</b>		<b>3,335</b>
National Society Staff	560		560
Volunteers	2,775		2,775
<b>Workshops &amp; Training</b>	<b>4,725</b>		<b>4,725</b>
Workshops & Training	4,725		4,725
<b>General Expenditure</b>	<b>2,330</b>	<b>8</b>	<b>2,322</b>
Information & Public Relations	700		700
Communications	210		210
Financial Charges	1,420	8	1,412
<b>Contributions &amp; Transfers</b>		<b>159,063</b>	<b>-159,063</b>
Cash Transfers National Societies		159,063	-159,063
<b>Indirect Costs</b>	<b>12,248</b>	<b>11,071</b>	<b>1,177</b>
Programme & Services Support Recover	12,248	11,071	1,177
<b>Grand Total</b>	<b>200,683</b>	<b>181,391</b>	<b>19,292</b>