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DREF Final Report

Pakistan: Monsoon Floods

 International Federation
of Red Cross and Red Crescent Societies

DREF operation	Operation n° MDRPK019
Date of Issue: 31 May 2021	Glide number: FL-2020-000185-PAK
Operation start date: 10 August 2020	Operation end date: 28 February 2021
Host National Society: Pakistan Red Crescent Society	Operation budget: CHF 598,649
Number of people affected: 1.2 million	Number of people assisted: 110,949
Red Cross Red Crescent Movement partners actively involved in the operation: The International Federation of Red Cross and Red Crescent Societies (IFRC) and Pakistan Red Crescent Society (PRCS) were closely engaged throughout the operation, from the planning stage until closure. PRCS also liaised and shared experiences of the operation with in-country Movement partners i.e. International Committee of the Red Cross (ICRC), German Red Cross, Norwegian Red Cross and the Turkish Red Crescent Society.	
Other partner organizations involved in the operation: The National Disaster Management Authority (NDMA), Provincial Disaster Management Authorities (PDMAs), district administrations in target locations, United Nations (UN) and the local Non-Governmental Organizations (NGOs) in the areas.	

A. SITUATION ANALYSIS

Description of the disaster

Every year Pakistan experiences heavy monsoon rains which often result in floods and devastation. The year 2020 was no exception, where the monsoon season started with heavy downpour in the provinces of Sindh and Balochistan on 6 August and continued until 7 August 2020 with small intermissions. Continuous rain for 24 hours caused massive flooding in many parts of the country.

Karachi, Hyderabad, Shaheed Benazirabad and Dadu districts of Sindh province were severely affected by these floods. Furthermore, Kacchi, Sibbi, Harnai, Naseerabad, Jaffarabad and Jhal Magsi districts of Balochistan province were also affected, of which Jhal Magsi and Jaffarabad districts were the most affected. It was reported that the floods not only damaged the infrastructures and houses in these areas but also badly affected the standing crops.



Flood water inundates a village in Dadu district, Sindh. (Photo: PRCS Sindh branch)

Another heavy spell of monsoon rains hit most of the country in late August and continued until early September 2020 with intervals, which resulted in urban flooding in Karachi and other parts of Sindh. Flash floods were also reported in districts Shangla and Swat and extensive flooding in district Charsadda in Khyber Pakhtunkhwa (KP) province. Karachi experienced the heaviest of rains in almost a century, killing 41 people and severely affecting thousands of people in the city. People were without electricity for prolonged periods as urban flooding badly affected the infrastructure in the city as well. The second spell of flooding enhanced the misery of people and caused the displacement of hundreds of thousands of people. Despite the best efforts of the government, the living conditions of the displaced were appalling, with very limited access to clean drinking water, food, medicines, and safe shelter. The livelihoods of rural communities were also devastated by these floods as they lost their houses, crops, and livestock.

According to NDMA figures¹, around 1,193,353 people were directly or indirectly affected by these floods across the country, with 134, 672 houses fully damaged while 170,479 partially damaged. Besides damages to the infrastructure,

¹ NDMA sitrep no. 97 dated 30 September 2020

a total of 409 casualties were also reported during the 2020 monsoon season in Pakistan. The government established 217 relief camps while providing 103,570 tents along with other items to the most affected population.

Apart from the floods, the COVID-19 outbreak was also a pertinent threat to the affected population. However, the number of positive COVID-19 cases reported by then in the targeted districts was still considered small. As of 7 September 2020, Dadu district reported 1,184 positive cases, Jhal Magsi and Jaffarabad reported 328 and 71, respectively. Nevertheless, during the operation, the COVID-19 cases jumped drastically and the government then imposed restrictions across the country.

Summary of response

Overview of Host National Society

PRCS with more than 150 staff at the National Headquarters (NHQ) level, seven provincial/state branches and more than 70 district branches with active volunteers, can deploy its Practical Emergency Cash Transfer (PECT) trained staff members, Rapid Response personnel, National Disaster Response Teams (NDRTs) and Branch Disaster Response Teams (BDRTs) in areas affected by a disaster. PRCS has a strong finance, logistics, procurement and transport department besides IT, health and other programmes and support departments.

The floods not only damaged the infrastructures and houses in the affected areas but also badly affected the standing crops. To assess the situation closely, PRCS conducted a rapid need assessment in the affected districts of Dadu, Jhal Magsi, and Jaffarabad, and simultaneously requested partners for financial support to respond to the disaster.

Initially, IFRC allocated a disaster relief emergency fund (DREF) of CHF 259,466 to support PRCS in reaching out to 68,250 affected people. Following another heavy spell of monsoon rains in late August and the severity, the DREF allocation was increased and its plan of action revised to cater to more affected people.

The second round of torrential rains caused urban flooding in Sindh and flash flooding in KP, affecting new areas including districts Malir, Karachi Central, Karachi West, Karachi East and Korangi (Sindh) and district Shangla, Swat, and Charsadda in KP. A rapid needs assessment was carried out by PRCS in target locations and revisions to the DREF plan of action were made accordingly based on the findings. The target population was increased from 68,250 to 96,250 people and the budget was also enhanced from CHF 259,466 to CHF 598,649, to cater to the needs of the additional targeted population. The DREF operation was also extended for another two months, i.e. until 28 February 2021.

Below is the summary of the revisions made to the plan of action:

- Inclusion of water, sanitation, and hygiene (WASH) promotion interventions, distribution of hygiene kits and household water filters to the additional target of 14,350 people (2,050 households (HHs) in KP and Sindh provinces);
- Replenishment of 1,500 hygiene kits and 2,050 household water filters in all three provinces.
- Provision of Cash and Voucher Assistance (CVA) for a total of 28,000 additional beneficiaries - 17,500 people belonging to the most affected districts of Sindh and 10,500 people from KP for cash assistance - for one month.
- Additional 28,000 people (4,000 HHs) on top of the 68,250 people initially covered under the first DREF allocation.

The families whose homes were damaged or destroyed by the flooding were back to their original locations within five months of the disaster but were still either living in damaged or partially rebuilt houses, with financial support from their relatives. Though living in damaged houses is still a potential risk but they had no means to rebuild on their own. Initially, PRCS provided clean drinking water along with hygiene kits to the affected populations, with cash disbursements later on to support the immediate basic needs of the most vulnerable households. The Post Disaster Monitoring (PDM) was also conducted at the end of the DREF operation, whereby the communities indicated that they have received support to address some of their immediate needs, but that amount does not suffice to rehabilitate their livelihoods. They needed further financial and technical support to go back to the pre-disaster situation. PRCS continued to operate in the affected areas until 28 February 2021.

Overview of Red Cross Red Crescent Movement in country

The ICRC is present in the country and provides support to PRCS in first aid (FA), restoring family links (RFL), community-based risk education (CBRE) and communication. The IFRC CD and the IFRC Asia Pacific Regional Office



Water treatment plant being transported from PRCS Karachi warehouse to target areas in Sindh. (Photo: PRCS Sindh branch)

(APRO) have also been providing technical support to the National Society. Additionally, the Turkish Red Crescent Society supported PRCS in the deployment of a water treatment plant in district Jaffarabad for two months and distributed 500 jerry cans to the local population for accessing clean drinking water.

Overview of non-RCRC actors in country

Many other local and national organizations continued to be active in providing relief to the monsoon affected populations while moving towards early recovery. The Pakistan Army, NDMA, PDMA, United Nations Children's Emergency Fund (UNICEF), International Non-Governmental Organizations (INGOs) and district administrations responded to the floods in close coordination with each other. NDMA and PDMA being government entities led the coordination at the national and provincial levels, respectively, to ensure an effective and efficient operation, while avoiding duplications. Under this umbrella, UNICEF provided WASH and nutrition support and distributed approximately 10,000 hygiene kits in Tharparkar district, 62 boxes of water purification tabs, 7,401 boxes of water disinfectants and 20 water bladders for Mirpurkhas, Umerkot, and Karachi. Water Aid Pakistan provided WASH support in Thatta and Umerkot whereas, Visionary Foundation Pakistan supported in Yousuf Goth and Surjani sector 4 Karachi. Besides this, few other local organizations also provided relief items at a smaller scale.

Needs analysis and scenario planning

Needs Analysis

When the floods hit certain parts of Pakistan in August 2020, PRCS immediately conducted a Rapid Need Assessment (RNA) to identify the most immediate needs of the affected population. Findings of the RNA revealed, that most people had lost their homes, household items, livestock and agriculture in the aftermath of the floods. Consequently, they needed clean drinking water, food (dry ration), tents, household items (i.e. hygiene kits) and livelihood support as their standing crops were badly damaged by the floodwater. Health services/hygiene promotion were also required to reduce the risk of waterborne diseases in the area.

The water sources in the affected areas also got contaminated and the local communities houses were damaged, resulting in poor hygiene situation in the target districts. The analysis of the RNA reports helped highlight key response actions needed, including the provision of clean drinking water, hygiene kits, water filters and multi-purpose cash grants. The intervention types were selected after consultation with different stakeholders, including district branches, revenue department, district administration, health department and the District Disaster Management Authorities (DDMAs).

The multi-purpose cash grant assistance aimed to meet the most pressing needs of the people who lost their livelihood sources in the affected areas due to the floodings. Additionally, the risk of spreading potentially communicable diseases could be reduced by the provision of hygiene kits and water filters in the affected areas. PRCS also installed three water treatment plants to provide clean drinking water in the affected areas, as water sources were also contaminated because of the flooding.

Based on the initial information and findings of the RNA, district Dadu in Sindh and districts Jhal Magsi and Jaffarabad from Balochistan province were targeted for the response operation. The communities as well as the district administrations and relevant disaster management authorities were engaged for the identification of villages to be targeted. PRCS also engaged relevant stakeholders at the district level, including PRCS local branches, district staff and trained District Disaster Response Teams (DDRTs), who followed a set of criteria for the selection of beneficiaries in target locations.

After the onset of the second spell of heavy rains which resulted in urban flooding in various parts of the country, five more districts (Malir, Karachi Central, Karachi East, Karachi West and Korangi) in Sindh Province and three districts (Shangla, Swat and Charsadda) from KP province were also included in the response operation interventions. Throughout the operation, PRCS ensured that the interventions were aligned with their own as well as IFRC's minimum standard commitments to gender and diversity. Thereby, women-headed households, pregnant/lactating women, infants, weak and elderly persons were given priority for all response interventions.

Targeting

PRCS planned to reach overall 96,250 beneficiaries through different interventions, in the flood-affected target locations. Based on the findings of the needs assessment, the following interventions were chosen as the most suitable to meet the needs of the affected population:

- 1. Provision of unconditional multipurpose cash grant:** Unconditional multipurpose cash grants assistance was planned, to address the immediate basic needs of 6,500 households in 11 districts of Sindh, KP and Balochistan.
- 2. Provision of hygiene kits and HH water filters:** Hygiene kits were planned to be distributed among the affected communities to promote safe hygiene practices and to avoid the potential risk of diseases like diarrhoea. Total 11,800 hygiene kits and HH water filters were planned to be distributed in the affected areas.

- 3. Provision of clean drinking water:** Provision of clean drinking water through installation of water treatment plants, water trucking and provision of household water filters was to be ensured. A total of 3 water treatment plants (2 under DREF operation, while 1 supported by TRC) and 2,050 water filters distribution was planned in affected areas.

Risk Analysis

- The unavailability of clean drinking water in the affected areas was a threat to the local people's health, as they were exposed to the risks of water-borne diseases. It could cause an outbreak of diseases like diarrhoea, malaria or skin disease.
- Women-headed families were found to be extremely vulnerable and in dire need of assistance.
- Lastly, COVID-19 was a major threat in the targeted areas and non-adherence to COVID-19 standard operating procedures (SOPs) could put the community as well as the volunteers and PRCS staff at risk.

B. OPERATIONAL STRATEGY

Proposed strategy

PRCS carried out a detailed needs assessment in the target locations using data collection tools including the Red Rose application, to find out about the current needs of the affected population. The collected data was further refined through gender, age and disability analysis, to ensure inclusion of all vulnerable segments in the DREF interventions. Keeping in view the COVID-19 pandemic, PRCS ensured that the staff and volunteers engaged in the needs assessment and later project implementation followed the SOPs and took all precautionary measures while working in the field.

PRCS Sindh, KP and Balochistan teams were in continuous coordination with the Disaster Management Authorities at their respective provincial and district levels. They carried out initial assessments in their respective affected areas to ascertain the damages and needs of the affected populations. Thereof, the DREF operation was developed based on the findings of the RNA. The PRCS provincial offices in the targeted districts remained fully functional during the response operation. With a strong presence in the affected areas, PRCS ensured a timely response and transparent and quality interventions. It was planned that PRCS would provide cash grants to 6,500 HHs, hygiene kits to 82,600 beneficiaries (11,800 HHs: 11,250 hygiene kits+550 household water filters), additional water filters to 10,500 beneficiaries (1,500 household water filters) and clean drinking water to local populations through the instalment of three water treatment plants in the target districts. The vulnerable segments of the population were selected in consultation with the district administration authorities, community committees/elders and findings of the needs assessment.

Cash and voucher assistance

Findings of the RNA show:

- The affected population needed cash assistance to address their immediate basic needs.
- Nearby markets were functional and accessible to the affected population.
- Financial Service Providers (FSPs) existed in the area (including banks, telecom partners and post offices).

PRCS's annual contingency plan proposes to adopt the multipurpose cash grants assistance, given that the prerequisites for cash assistance are fulfilled as per the Minimum Expenditure Basket (MEB) guidelines outlined in the contingency plan. The amount calculated for the cash grant assistance to fulfil the basic immediate needs of the affected families in target districts was PKR 10,500 (CHF 59) per family, calculated as per the MEB. It was seen that the multipurpose cash grant modality provided beneficiaries with flexibility, and more options to prioritize their basic needs, thereby helping them to recover quickly.

Acceptability and willingness for CVA

As PRCS has an experience of post disasters multi-sector interventions in the past, focusing on the basic survival needs of affected populations, the same approach was adopted in this DREF operation with cash and voucher assistance for affected families. The amount calculated for each family/household was based on multi-sector needs like food, health, transportation and other general basic needs. According to the findings of the PDM, this approach facilitated the affected communities to a greater extent and received wider acceptability among them. Since the communities are already engaged in the Government-run Ehsaas Emergency Cash programme in the country, so most of the communities were already aware and had an understanding of cash grants via FSPs.

Availability of financial service providers

Several FSPs were available in the target districts and affected areas, including banks, post offices and telecom companies. Furthermore, PRCS had already conducted cash feasibility and market baseline in disaster-prone districts of the country and signed a Memorandum of Understanding (MoUs) with leading financial institutions including Telenor easypaisa, Jazz Cash and UBL Omni for future cash interventions. Therefore, FSPs retailers and franchises were available in the affected provinces, as well as at district, tehsil and village levels and provided cash grants to the affected families within the agreed timelines.

Policies of the host Government and donors

The Government of Pakistan allows cash transfers following the State Bank regulations of ensuring biometric verification and mobile account CNIC-based during cash disbursements, through FSPs like banks and telecom companies. The government itself has been carrying out cash transfers in emergency relief and recovery operations since the 2005 earthquake disaster relief. More recently, the government implemented a wide range of cash initiatives for the 2010 megafloods affected populations, e.g. the complex emergency in ex FATA region and the current COVID-19 outbreak response.

Other actors including UN agencies, civil society partners and the private sector also use cash and voucher assistance. Additionally, at The United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA) coordination meetings, UN agencies, Government departments and NGOs all share their response mechanisms and modalities, household items distributed and cash transfers, to avoid duplication of efforts and fill the gaps in disaster-affected areas.

Human resources

PRCS Joint Director Operations was in charge of the DREF operation, and held the overall responsibility for the operation, while the Deputy Director Disaster Response/CVA and PRCS Sindh, KP and Balochistan provincial branch staff and volunteers, directly supported the operation at the field level. Whereas IFRC Pakistan CD team provided continuous technical support to the National Society throughout the operation.

Logistics and supply chain

Hygiene kits were transported to affected areas from PRCS's existing stock in the Karachi warehouse for Sindh province beneficiaries and from the Haripur warehouse to the KP province beneficiaries. IFRC CD logistics and procurement focal point worked in close collaboration with the PRCS counterpart to ensure the safe and timely delivery of these essential goods while ensuring compliance with IFRC procurement standards and procedures.

Community Engagement and Accountability

Community Engagement and Accountability (CEA) was integrated into the operation to ensure transparent and inclusive interventions. It provided a platform to the beneficiaries to give their feedback and receive answers to their queries in a systematic manner. PRCS engaged local volunteers in the response activities from the beginning to the end of the operation, since they have a better understanding of the communities they are working with. Banners and information charts of the items being distributed were displayed at various locations within the target districts to inform the communities in a timely way. During the assessment, distribution, awareness sessions or any other field activity, beneficiary feedback was captured through a dedicated phone line, the number for which was communicated to the community members at the very beginning of the operation.

Protection, Gender, and Inclusion

PRCS tried to maintain a gender balance within their response teams. The response teams comprised of both men and women staff and volunteers to reach out to vulnerable women, pregnant and lactating women, women-headed households, Persons with Disabilities (PWDs) as well as the elderly, for provision of response services.

Communications

PRCS regularly shared the operation updates with relevant stakeholders during the DREF timeline. PRCS Secretary-General (SG) was the primary spokesperson for the NS communications with external stakeholders within Pakistan. IFRC CD supported the PRCS communications team to connect with external audiences. Additionally, close collaboration was maintained between the IFRC Asia Pacific Regional communications unit, IFRC CD and the NS to ensure a coherent and coordinated communications approach. Lastly, written and audio-visual content produced, along with relevant social media and digital products were promoted on the PRCS official web/social media pages for greater visibility.

Planning, Monitoring, Evaluation and Reporting (PMER)

The choice of response interventions in this DREF operation was need-based, and the beneficiary selection was based on a set of criteria and standards of accountability and transparency. The emphasis was on continuous assessment of the situation, monitoring of the services being provided as well as getting regular feedback from target beneficiaries. The analysis of monitoring observations helped with timely decision-making, e.g. the DREF response was revised after the second spell of rains, owing to some critical observations. A detailed need assessment was carried at the very beginning of the operation to assess the disaster situation and a report was prepared, which showed the needs of the communities with certain key recommendations.

Continuous communication was maintained with the field teams, along with the development of necessary operation updates, including the final report of the response. PDM exercise was carried out for the disbursement of cash as well as Non-Food Items (NFIs). Lastly, a lessons learnt workshop was organized at the end of the operation involving all relevant stakeholders, to record the best practices and recommendations for future operations.

PRCS PMER NHQ team led the monitoring process by visiting the affected target areas time and again, to ensure the smooth implementation of activities as per standards. PRCS PMER along with IFRC counterpart led the PDM process at all target locations and developed respective reports accordingly. The PDM exercise helped assess the efficiency of the distribution process and gauge the satisfaction level of the targeted beneficiaries. The data collection process included semi-structured interviews with the beneficiaries and household surveys. It was a unique PDM with a mixture of remote data collection through Red-Rose application because of COVID-19 restrictions and face to face interviews with beneficiaries, where possible. The online data entry form in Red Rose helped in acquiring clean and efficient data, along with real-time ongoing data review. In addition, six FSP's outlets were also interviewed to get an insight regarding potential issues at their level.

The PDM data was gathered by a team of 41 trained PRCS volunteers and PMER staff from the provincial branches, while the NHQ PMER team supervised, analyzed and summarized this data. A total of 314 beneficiaries were interviewed (81 women and 233 men) in Sindh, Balochistan and KP provinces. The sample size was derived by computing the minimum sample size required for accuracy in estimating proportions, by considering standard normal deviation set at 95 per cent confidence level.

The data collection tools were designed in consultation with the IFRC CD and PRCS NHQ technical teams and PMER staff. Most of the questions in the survey/interviews were about the cash grant and its usefulness, while others were regarding the utility and relevance of relief items. The findings of the PDM exercise revealed that the beneficiaries were happy with the selection criteria, timing of distribution of aid, the content of the aid and the overall distribution process. Below are some of the key recommendations gleaned from the PDM exercise:

- Unconditional cash grant assistance should be considered in future DREF operations as well, as it gives liberty/empowerment to the beneficiaries to spend the cash amount as per their prioritized immediate needs.
- There should be separate assessments for cash grants and other relief items, for more in-depth and detailed information on the most deserving and needy populations for disbursement of cash grants.
- It should be discussed with the service provider in advance, for increasing the number of retailer shops in target locations that are closer to the communities for improved accessibility and convenience of beneficiaries.

PRCS planned and conducted a joint exercise with IFRC CD and in-country Movement partners ICRC, Norwegian Red Cross and German Red Cross to discuss and record the lessons learnt during the response operation for informed planning and decision making in future programming. PRCS PMER team facilitated the lessons learnt workshop. The following are some of the key recommendations gleaned from the exercise:

- Simplify the existing beneficiary registration and verification process, since it is a bit complicated and time taking at the moment.
- Active integration of CEA and PGI activities is needed from the beginning of the operation.
- There is a need for revision of PRCS per-diem policy/rates for the volunteers engaged in the response operations since it is quite low at the moment.
- Mandatory training for the volunteers on response operation planning, implementation and related modalities should be planned and budgeted in the plan of action.
- The needs assessment and monitoring process must be documented and reported with key recommendations for future response operations. This is already being done but with room for improvement.
- Other cash disbursement modalities also need to be explored with the FSPs.
- The PRCS management needs to focus on expediting its procurement processes during emergencies and disasters.
- There is a need for budget allocation for periodic maintenance of WASH equipment and machinery, available at the PRCS warehouses.

Administration and Finance

Both PRCS and IFRC CD administration and finance teams were fully engaged in supporting the development and implementation of the DREF operation.

Security

The IFRC CD staff was unable to travel to the flood-affected areas of the DREF operation, owing to the COVID-19 pandemic related travel restrictions. However, IFRC ensured that PRCS staff and volunteers visiting the operational areas were briefed on the security situation and the IFRC safety and emergency procedures. SOPs set by the GOP were applied throughout the operation and additionally, PRCS also ensured that the field staff used personal protective equipment (PPE) for their safety and well being. The security situation in the affected districts remained normal during the operation and no security incident was reported during this period.

C. DETAILED OPERATIONAL PLAN



Livelihoods and basic needs

People reached: 41,867

Male: 20,516

Female: 21,351

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

Output 1.1: Basic needs assistance for livelihoods security including food is provided to the most affected communities.

Indicators:	Target	Actual
# of affected families provided with multipurpose cash grants to address their basic needs	6,500	5,981

Narrative description of achievements

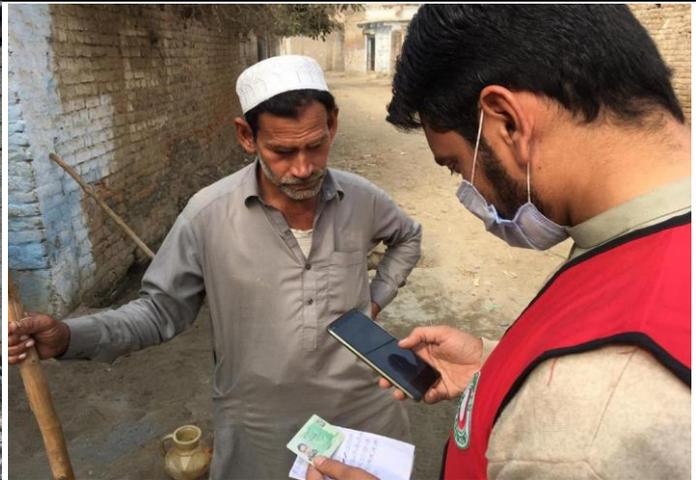
Under this DREF operation, a total of 6,500 HHs were targeted for unrestricted unconditional multi-purpose cash grants. Out of the targeted HHs, 5,981 (92 per cent) were reached successfully despite so many challenges. A total of 5,981 HHs (2,268 HHs under the initial DREF allocation and an additional 3,713 HHs under the second allocation) received cash grants. The beneficiaries were from Jaffarabad and Jhal Magsi districts in Balochistan province; Dadu, Karachi Central, Karachi East, Karachi West, Malir and Korangi districts in Sindh Province; and Swat, Shangla and Charsadda districts in KP Province. Priority was given to the most affected and most vulnerable families in the targeted districts including women-headed households, households with pregnant and lactating women and PWDs for receiving the cash grants. The total amount of the cash grant was PKR 10,500 (CHF 59), which was calculated according to the MEB.

The actual number of people receiving the multipurpose cash is less than targeted because some of the beneficiaries failed the bio-metric verification as the transaction was linked to bio-metric as per State Bank Rules. This was mostly due to labour work and the age factor of beneficiaries as their fingerprints were somehow tempered. Some of the beneficiaries died and due to the lengthy replacement process, their relative couldn't get the amount. Some beneficiaries migrated as seasonal migration is very common in Sindh and Balochistan provinces. Their phone numbers were not accessible, and they were unable to receive the messages. Additionally, some of the beneficiaries deleted the code due to ignorance and some were unable to read the messages due to the illiteracy factor. However, the major cause for this variance was that there was an ongoing feud among the tribes in Jhal Magsi and Jaffarabad, most of the beneficiaries belong to one or the other tribes which were involved in the conflict. They were not coming out to markets and retailer shops to collect their amount despite so many contacts through phone calls and community elders.

A pre-identified FSP was engaged in the DREF operation to process the cash transfers to selected beneficiaries. It was expected that the cash grants will be distributed to affected families during October 2020. However, because of the COVID-19 outbreak, activities were halted as the staff was unable to travel to the affected areas while complying with the COVID SOPs.

A PDM exercise was carried out in target districts and the results showed that 73 per cent of people found the cash disbursement process efficient, since the selected FSP retailers were close to their homes and in easy access, and they did not face any delays or any other problems in collecting their money; 90 per cent of respondents said that they found the distribution process excellent, as it was smooth and well organized; and a few respondents indicated that the retailer shops were far from their homes and it took them an hour or so to get there to collect their money.

Furthermore, 92 per cent of respondents expressed that they were very satisfied with the overall process and opined that the beneficiary selection criteria were quite fair. The PDM findings also highlighted that 100 per cent of respondents found this distribution process safe and equally convenient for women beneficiaries as for their male counterparts; 82 per cent of respondents said that they spent the amount of the cash grant on the purchase of household and food items, whereas the remaining 18 per cent indicated that they spent the amount on the purchase of medicines, agriculture, infrastructure and educational needs respectively. Lastly, 82 per cent of respondents indicated that the items of their needs were easily available to them for purchase, from their local markets.



Registration of beneficiaries for multipurpose cash grants, through Red-Rose application in Shangala district, KP and Dadu district, Sindh. (Photo: PRCS KP and Sindh branches)

Challenges

- Some beneficiaries were unable to collect their cash grants as it was almost impossible for them to go to the FSP retailer because of a tribal feud in their area in Jhal Magsi and Jafferabad, and they were avoiding leaving their houses due to security issues.
- Access to target communities was restricted owing to COVID-19 and related lockdown, causing delays in activities.
- Other elderly beneficiaries were unable to collect their cash grants as their bio-metric fingerprints were unrecognizable by the National Database and Registration Authority (NADRA). These beneficiaries were mostly above the age of 60 and their fingerprints have naturally erased.
- Some of the beneficiary's mobile phones were switched off, or they had migrated to other areas with better livelihood opportunities but with no mobile networks available, resulting in uncollected cash grants.
- To overcome these challenges, the teams contacted the beneficiaries over the phone and communicated to the community elders.

Lessons Learned

- A combination of cash and in-kind assistance worked well in this scenario and can be used in future similar interventions as well, keeping this operation in mind as a learning experience.
- Capacity building of branch staff on CVA related trainings is essential in the current COVID-19 scenario, where technical personnel from the NHQ are usually unable to travel to the field because of related travel restrictions.
- In future responses, more than one FSP should be engaged for cash distribution activities in order to ensure the availability of enough retailers and the required liquidity. Prior coordination with FSPs is vital, in order to ensure liquidity at various retail outlets in the targeted areas during the distribution process.
- Beneficiary orientation for cash collection requires more attention in future so that the selected households collect their cash grant well in time and without hassle, and the NS is also able to achieve their targets successfully.



Water, sanitation and hygiene

People reached: 110,949
 Male: 54,365
 Female: 56,584

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

Indicators:	Target	Actual
% of target population that has increased knowledge of hygiene practices	60%	50%
# of people provided with access to clean drinking water	32,350	28,350
Output 1.2: Daily access to safe drinking water, which meets Sphere and WHO standards in terms of quantity and quality, is provided to target population.		
Indicators:	Target	Actual

# of people provided with access to clean drinking water through water treatment plant	18,000	14,000
# of liters of safe water distributed (cumulative)	50,000/day	48,000-55,000 per day
# of people provided with access to clean drinking water through provision of HH water filters	14,350	14,350
# of household water filters replenished/procured	2,050	2,050
Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population		
Indicators:	Target	Actual
# of people reached by hygiene promotion activities	82,600	80,000
# of people reached by awareness session on COVID-19	82,600	80,000
# of people reached by awareness session on dengue outbreak	82,600	80,000
# of IEC materials distributed on hygiene and dengue	8,000	8,000
Output 1.5 Hygiene-related goods (NFIs) which meet Sphere standards are provided to the target population		
Indicators:	Target	Actual
# of households provided with a set of essential hygiene items	11,800	13,750
# of hygiene kits replenished/procured	1,500	1,500

Narrative description of achievements

Two water treatment plants (WTP) were installed in districts Jhal Magsi and Dadu. The production and distribution of safe drinking water through these WTPs was 48,000-55,000 litres per day, for three months. Water distribution points were set up near the WTPs for the surrounding population to collect safe drinking water for their domestic use. Water trucking was also adopted for the provision of safe drinking water to families living far from the distribution points. Additionally, household water filters were also distributed to 2,050 families living far from the distribution points and where trucks could not reach due to narrow roads/streets.



A WTP installed for local communities in district Jhal Magsi. (Photo: **PRCS Balochistan branch**)

PRCS WASH technical personnel checking the water quality in the district Jhal Magsi. (Photo: **PRCS Balochistan**)



Preparation for distribution of NFIs in Dadu district. (Photo: **PRCS Sindh branch**)

Beneficiaries after receiving hygiene kits in Dadu district (Photo: **PRCS Sindh branch**)

Sessions on hygiene awareness were organized for local communities to promote hygiene practices like washing hands, mainly before eating and after using the latrine, boiling water before drinking, etc. Pictorial Information, Education and Communication (IEC) material was developed in the local language for the sessions, which was easy to understand and comprehend for the local community with low literacy level. Messages on COVID-19 awareness and preventive measures for dengue outbreak including referral points and psychosocial support were also included in the sessions. Detailed orientations were given on the use of household water filters installation, use and maintenance during distribution. Though the operation and maintenance messages are already printed in the local language on boxes. Key messages related to hygiene and health awareness were displayed at water collection points as well.

A total of 13,750 hygiene kits were distributed from PRCS's stocks to the most vulnerable and needy families in districts of Sindh, Baluchistan and KP, of which 1,500 hygiene kits were replenished as part of this operation. Additional 2,500 hygiene kits were also distributed, i.e. 500 in each district of Karachi Central, Karachi East, Karachi West, Malir and Korangi in Sindh province.

Distribution of mosquito net, hurricane lamp and shawl that was initially planned was conducted, but minimally in Dadu district only. This distribution was not included as part of the operation as PRCS used its funds to distribute these items.

Challenges

Similar challenges as mentioned in the previous area of focus were experienced. At the initial stage of floods, it was difficult to reach remote areas due to inundation. PRCS arranged locally available transportation and had taken safety measures for volunteers by providing them with essential items (e.g. long shoes, jackets, bandages, antiseptics, latex gloves, Laerdal pocket masks, rescue blankets and first aid kits) to reach people with safe water and other WASH services.

Lessons Learned

Based on lessons learned, PRCS will implement these WASH activities in future emergency response. It was recommended during the lessons learned workshop to limit each relief distribution between 300 to 350 households considering COVID-19 safety measures.



Protection, Gender and Inclusion

People reached: 96,250.

Male: 47,163

Female: 49,087

Outcome 1: Communities identify the needs of the most vulnerable and particularly disadvantaged and marginalized groups, as a result of inequality, discrimination and other non-respect of their human rights and address their distinct needs

Indicators:	Target	Actual
# of people provided with PGI services	96,250	96,250

Output 1.1: Programmes and operations ensure safe and equitable provision of basic services, considering different needs based on gender and other diversity factors.

Indicators:	Target	Actual
Initial assessments focus on key PGI areas	Yes	Yes
Sex-age and disability disaggregated data is collected	Yes	Yes

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

Indicators:	Target	Actual
% staff and volunteers sign the code of conduct	100%	100%

Narrative description of achievements

PGI was incorporated as part of the detailed need assessment, and indirectly all targeted families supported through this DREF operation have been provided with different services based on PGI considerations and standards.

Gender and age disaggregated data of communities in target locations were collected for beneficiary selection and to include the most vulnerable segments of society in the response operation. As a result, 49 per cent of men and 51 per cent of women were reached through the DREF operation. Data of orphans, widows and PWDs were also collected, to be included in the beneficiary list and thereof were given priority during activity implementation.

Throughout the operation, PRCS organized continuous orientation sessions on minimum standards for PGI, CEA for its staff and volunteers engaged in this operation. Sex, Age, Disability Disaggregated (SADD) data were collected by trained volunteers through household surveys using the RedRose mobile application.

All 45 volunteers mobilized for this DREF operation signed the code of conduct before being engaged in the operation.

Challenges

COVID-19 was a major challenge during the implementation of activities, as the country experienced a major spike in cases during the project timeline which resulted in government-imposed restrictions and SOPs. The lapse between the initiation of the response operation to the actual disbursement of cash grants to beneficiaries, due to the lockdown in the country by the authorities was another challenge.

As per the cash SOPs, the cash grant should reach the target beneficiaries within 2-3 weeks of the disaster, but in this case, it took longer owing to the delays in some new approval processes. Therefore, the timeliness of service delivery, i.e. the cash grant reaches the needy population within a few days of the disaster could not be managed.

During the beneficiary registration process, it was seen that some families were duplicated due to multiple reasons, which not only lead to wastage of time but efforts as well.

Some of the cash grant beneficiaries were unable to recognize messages received from the FSP regarding the collection of the grant, rather they deleted the messages making them ineligible for receiving the cash on time. Furthermore, some beneficiaries' fingerprints were not recognized by the biometric system at the FSP collection point, which is a prerequisite for cash collection and hence could not receive their grant.

To overcome these challenges, PRCS with the support of IFRC provided PPEs provided to its staff and volunteers. Mostly, PRCS management data electronically i.e. conducted PDM remotely through the RedRose application. PRCS also mobilized local communities about COVID-19 SOPs.

Lessons Learned

Based on learning from this operation, PRCS will continue using these learnings to access response-related data for data-driven decision making and documentation in future operation.

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
# of NS branches that are well functioning (in the operation)	3	3

Output 1.1.4: National Societies have effective volunteers who are protected.

Indicators:	Target	Actual
# of volunteers insured	45	45

Outcome S2.1: Effective and coordinated international disaster response is ensured.

Output 2.1.1: Effective and respected surge capacity mechanism is maintained.

Indicators:	Target	Actual
# of rapid response personnel support the operation	1	1

Output 2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved and respected surge capacity mechanism is maintained.

Indicators:	Target	Actual
<i>DREF procedures are applied during the implementation of the operation</i>	Yes	Yes
% of target population satisfied with support received	80%	90%
Output 2.1.4: Supply chain and fleet services meet recognized quality and accountability standards.		
Indicators:	Target	Actual
Logistics department provides constant support to the National Society's logistics unit for replenishment and other procurements	Yes	Yes
Output 2.1.6: Coordinating role of the IFRC within the humanitarian system is enhanced.		
Indicators:	Target	Actual
<i># of coordination meetings held with other stakeholders</i>	3	3
Outcome S2.2: The complementarity and strengths of the Movement are enhanced.		
Indicators:	Target	Actual
<i>Complementarity and strengths of the Movement enhanced</i>	Yes	Yes
Output 2.2.1: In the context of emergencies, the IFRC, ICRC and NS enhance their operational reach and effectiveness through new means of coordination		
Indicators:	Target	Actual
<i>Movement coordination is well established.</i>	Yes	Yes
Narrative description of achievements		
<p>Owing to the COVID-19 pandemic related travel restrictions, deployment of surge support was impossible and the most feasible alternate was to get support locally. Therefore, IFRC CD with support from the APRO technical colleagues hired a national staff with a PMER profile as per NS's request.</p> <p>CEA activities were integrated into the response operation, to engage the target beneficiaries in the planning and implementation process and to decide about the interventions for the response. Furthermore, a PDM was conducted to collect feedback from the beneficiaries about the benefits of the cash grants, and it revealed that 90 per cent of the target beneficiaries were satisfied with the cash amount received.</p> <p>The supply chain of relief items, including procurement, fleet, storage and transportation of items to distribution sites, was effectively managed in line with the standards and procedures of IFRC. Replenishment of the relief items was also completed on time.</p> <p>PRCS issued an operations update and four sit-reps during the initial days of the operation and these documents were uploaded at the IFRC Go platform as well. Bilateral coordination with in-country Movement partners was a regular activity carried out by IFRC CD. Additionally, IFRC CD remained in close coordination with ICRC for security-related matters. Lastly, all relevant stakeholders participated in the lessons learnt workshop arranged by IFRC CD and shared their experiences, challenges and lessons learnt during the DREF operation.</p>		
Challenges		
Owing to the COVID-19 related government restrictions and SOPs, most of the coordination activities and meetings were undertaken remotely, which at times were delayed as well.		
Lessons Learned		
Planning for this operation was good; however, unforeseen situations need to be factored in.		

Influence others as leading strategic partner		
Outcome S3.1: The IFRC secretariat, together with National Societies uses their unique position to influence decisions at local, national, and international levels that affect the most vulnerable.		
Indicators:	Target	Actual
<i>IFRC and PRCS participate in local, national, and international dialogues/ meetings</i>	Yes	Yes

Output 1.1: IFRC and NS are visible, trusted, and effective advocates on humanitarian issues.		
Indicators:	Target	Actual
# communications materials produced/published	10	10
Narrative description of achievements		
<p>IEC material on health and hygiene in the COVID-19 context was developed, published and disseminated to the target audiences during the DREF implementation. Additionally, PRCS regularly uploaded updates regarding the DREF activities on its website, including the official Facebook and Twitter accounts.</p> <p>IFRC supported PRCS in terms of communications, media relations and coordination with the public authorities and national government as well as in external communication.</p> <p>Under this operation, a lesson learned workshop was organized on 25 February 2021 and the purpose was to draw highlighted areas of quality programming to ensure the recurrence of desirable outcomes; testimony of progress made towards key actions derived from the previous lesson learned workshop and programmatic review; analyze the risk and identify measures to mitigate those risks in future and building consensus on future directions for systematic emergency response.</p>		
Challenges		
<p>Owing to the COVID-19 related government restrictions and SOPs, most of the coordination activities and meetings were undertaken remotely, which at times were delayed as well.</p>		
Lessons Learned		
<p>Virtual and remote collaboration with stakeholders allows for better planning of response activities in the field and helps avoid duplication.</p>		

Effective, credible and accountable IFRC		
Outcome S4.1: The IFRC enhances its effectiveness, credibility, and accountability.		
Indicators:	Target	Actual
Effective performance of staff supported by HR procedures	Yes	Yes
Output S4.1.2: IFRC staff show a good level of engagement and performance.		
Indicators:	Target	Actual
% of compliance with PRCS HR procedures	100%	100%
Output S4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders		
Indicators:	Target	Actual
% of financial reporting respecting IFRC procedures	100%	100%
Output S4.1.4: Staff security is prioritized in all IFRC activities.		
Indicators:	Target	Actual
% of operational staff for IFRC receive a security briefing	100%	100%
Narrative description of achievements		
<p>PRCS mobilized the existing staff of NHQ and the branches for project implementation. A total of 60 PRCS personnel were involved in the operation, including 45 volunteers that were deployed from relevant branches. PRCS Human Resources (HR) procedures and compliances were followed for all deployments.</p> <p>IFRC finance and administration teams provided the required operational support to PRCS for budget preparation and review, budget validation, bank transfers, as well as technical assistance on cost justification procedures, including</p>		

review and validation of invoices. All financial transactions in this operation took place following the IFRC standard financial procedures.

The security frameworks of IFRC and PRCS were applied to all the relevant staff. Security protocols were followed at all levels in both organizations. IFRC CD staff involved in the operation received security briefings at the beginning and throughout the operation. IFRC security unit has also been sharing regular security updates with the NS and all movement partners, to keep the staff and volunteers informed and vigilant of the current security environment.

Challenges

Planning for this operation was good; however, unforeseen situations need to be factored in.

Lessons Learned

Owing to the COVID-19 pandemic related travel restrictions, deployment of surge support was impossible, therefore, hiring a national staff with a PMER profile as per NS's request worked well.

D. Financial Report

After the second allocation of DREF fund, in total CHF 598,649 was allocated to PRCS to cater to the immediate basic livelihood and WASH needs of 96,250 monsoon affected people in targeted districts of Sindh, Balochistan and KP, through the disbursement of multi-purpose unconditional cash grants and distribution of items such as hygiene kits and household water filters.

The total expenditure recorded by the end of the operation was CHF 526,123 (88 per cent), leaving a balance of CHF 72,526. The variance between the expense and the actual budget is mainly due to the cash disbursement to 5,981 households instead of 6,500 households as targeted in the plan of action. The target could not be achieved as the remaining 519 households failed to collect their cash grants within the DREF timeline. Another reason for the underspent amount is that the regional surge support could not be utilized during the DREF timeline due to COVID-19 travel restrictions and IFRC CD hired a local staff instead for PMER support. Lastly, IFRC CD could not carry out monitoring of the project due to movement restrictions/lockdown in the country due to the COVID-19 pandemic. Therefore, the remaining underspent amount will be returned to the DREF pool. For further details on the expenditure, please refer to the attached final financial report. (click [here](#))

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, Blizzard Entertainment, Mondelez International Foundation, Fortive Corporation and other corporate and private donors. The IFRC, on behalf of the PRCS, would like to extend thanks to all for their generous contributions.

Contact information

Reference documents



Click here for:

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

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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.