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Final Report

Bangladesh: Monsoon Floods 2019

 International Federation
of Red Cross and Red Crescent Societies

Emergency Appeal	Operation n° MDRBD022
Date of Issue: 22 September 2021	Glide number: FL-2019-000079-BGD
Operation start date: 18 July 2019	Operation end date: 31 May 2021
Host National Society: Bangladesh Red Crescent Society	Operation budget: CHF 7 million
Number of people affected: 7.6 million	Number of people assisted: 260,940 people
Red Cross Red Crescent Movement partners involved in the operation: The Bangladesh Red Crescent Society (BDRCS) with support from the International Federation of Red Cross and Red Crescent Societies (IFRC), American Red Cross, British Red Cross, Canadian Red Cross, Danish Red Cross, German Red Cross, Italian Red Cross, Hong Kong branch of Red Cross Society of China, Japanese Red Cross Society, Qatar Red Crescent, Swedish Red Cross, Swiss Red Cross, Swiss Government, Monaco Red Cross, the Netherland Red Cross Society, Turkish Red Crescent and the International Committee of the Red Cross (ICRC).	
Partners who contributed to the IFRC Emergency Appeal: American Red Cross, British Red Cross, European Commission – DG ECHO, Hong Kong branch of Red Cross Society of China, Hong Kong branch of Red Cross Society of China (from Government of Hong Kong), Japanese Red Cross Society, Netherlands – Private donors, Norwegian Red Cross, Red Cross of Monaco, Swedish Red Cross, Swiss Government, the Canadian Red Cross Society (from Canadian Government) and the Netherlands Red Cross (from Netherlands Government).	
Other partner organizations actively involved in the operation: Government of Bangladesh (GoB), UN Resident Coordinator (UNRC), UNWOMEN, UNICEF, WFP, UNFPA, FAO, ShelterBox, Banglalink, Terre des Hommes (TdH), Oxfam, START Network, Save the Children, BRAC, CARE, World Vision, Caritas, Friendship, SKS Foundation, Gana Unnayan Kendra (GUK), Gana Chetana, Environment & Social Development Organization (ESDO), Rangpur Dinajpur Rural Development (RDRS), Christian Aid, Catholic Relief Services (CRS), Actions Aid Bangladesh, Sapling.	

A. SITUATION ANALYSIS

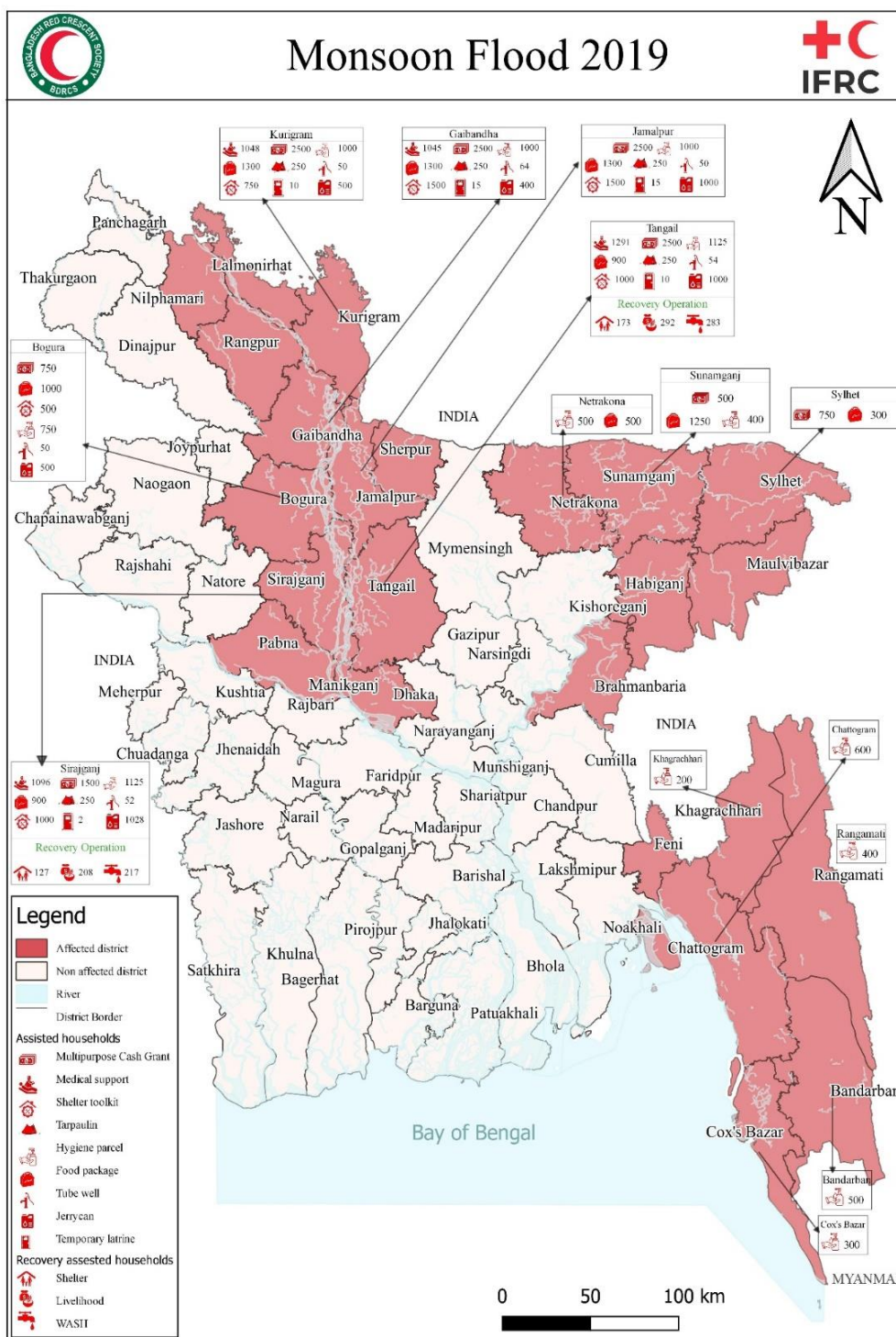
Description of the disaster

The heavy rainfall between July and September 2019 across Bangladesh led to landslides and extreme flooding over one-fourth of the country areas. According to the National Needs Assessment Working Group (NAWG), Bangladesh situation report dated 28 July 2019, more than 7.6 million people were affected in 28 districts, over 300,000 people were displaced, approximately 600,000 houses were damaged, and 114 people dead. In addition, about 532,000 hectares of crops were destroyed and embankments damaged. Bangladesh experienced another spell of flood in north-eastern districts named Rajshahi, Shariatpur, Kushtia, Rajbari, Chapai Nawabganj, Pabna and Natore during the first week of October 2019, which affected some new areas. Due to this second spell of the flood, around 40,000 people were affected, according to the NAWG. While more than half of the country experiencing sufferings from the monsoon floods, the Dengue situation in the country reached peak transmission during June to October 2019, with hospitals overflowing with patients and the rising number of dengue patients had broken all previous records. The Institute of Epidemiology, Disease Control and Research (IEDCR) of the Government of Bangladesh (GoB) confirmed 148 deaths till December 2019.

Besides that, the country experienced several cold waves over different districts of Chuadanga, Dinajpur, Panchagarh, Rajshahi, Pabna, Naogaon, Nilphamari, Jessore, Bogura, Lalmonirhat, Gaibandha, Kurigram, Sirajganj, Tangail, Jamalpur, and others between December 2019 and January 2020, disrupting normal life and causing suffering to the flood-affected people. The country experienced the lowest temperature of 4.5°C on 30 December 2019.

In 2020, amid the COVID-19 pandemic, Cyclone Amphan slammed into the coastal districts of West Bengal, India. It entered Bangladesh on 20 May 2020 evening with a wind speed of 150 km/hr and caused huge destruction in 26 districts. More than 2.4 million people were moved to 14,636 permanent and temporary shelters in 19 coastal districts before the cyclone hit the country's coast. Approximately 2.6 million people were affected, 205,368 houses were damaged, 55,767 houses were destroyed and 26 people lost their lives. In addition, 40,894 latrines, 18,235 water points, 32,037 hectares of crops and vegetables, 18,707 hectares of fish cultivation area, 440km of road and 76km of the embankment were damaged. Similar geographical areas were affected by severe floods once again during the last week of June 2020, driven by heavy monsoon and upstream water, prolonged and intensified suffering of 5.4 million people in the northern, central and northeastern part of the country. Around 37 per cent of the country's total area were flooded, affecting 33 districts and hence, it was considered the longest flood in the last 22 years in the country.

Summary of response



Map of BDRCS Flood 2019 response. (Source: BDRS/ IFRC)

Overview of Host National Society

BDRCS had been active since the beginning of the floods. Around 575 Red Crescent volunteers and 100 staff were immediately mobilized to various districts to respond to the disaster. Red Crescent Youth (RCY) volunteers supported evacuation and provided first aid. RCY volunteers also supported local administration in distributing government food stocks to affected people who were evacuated to safe shelters. Considering the damage and scale of the flood, BDRCS requested IFRC to activate the Disaster Relief Emergency Fund (DREF) and subsequently launch an emergency appeal. Following are the key responses by BDRCS with the support of IFRC, Partner National Societies (PNSs) and other stakeholders.

Summary of emergency response:

- BDRCS reached 66,270 people with dry food packages during the immediate response period and provided 15 days food packages among 5,750 flood-affected households.
- BDRCS deployed six water purification units and the National Disaster WASH Response Team (NDWRT) and trained staff provided 78,460 litres of safe drinking water and distributed 4,428 jerry cans among flood-affected people. In addition, BDRCS trained volunteers and staff disinfected 320 tube wells and constructed 52 temporary latrines for flood-affected people.
- BDRCS also mobilized and distributed hygiene parcels to 8,900 households along with orientation and distribution of information, education and communication (IEC) materials on safe hygiene practice.
- Four mobile medical teams mobilized and provided medical assistance to 4,480 flood-affected people.
- BDRCS printed and distributed 650,000 awareness leaflets in 250 schools and to the general public through its nationwide units (branches) and volunteers' network. Dengue patients were treated at Holy Family Red Crescent Hospital and other BDRCS hospitals. BDRCS blood centres also provided blood and platelets to dengue patients nationwide. BDRCS volunteers also assisted dengue patients in six major hospitals in Dhaka city by providing Psychosocial First Aid (PFA) and Psychosocial Support (PSS).
- BDRCS provided tarpaulins and shelter toolkits to 2,000 flood-affected households (1,250 covered from EA and 750 covered by Shelter Box). In addition, BDRCS provided shelter toolkits to 5,000 households from this EA and tents among another 700 flood-affected households supported by UNHCR.
- BDRCS provided Multipurpose Cash Grant (MPCG) in Kurigram, Gaibandha, Bogura, Sirajganj, Tangail, Jamalpur, Sunamganj and Sylhet districts to more than 12,000 flood-affected households.
- For the cold waves, BDRCS distributed 36,450 blankets and 19,700 chadars (shawl/warm cloths) countrywide¹.
- BDRCS distributed dignity kits among around 1,500 floods affected households in Bogura, Gaibandha, Jamalpur, Kurigram, Lalmonirhat, Naogaon, Sirajganj and Tangail districts

Summary of recovery response:

BDRCS implemented recovery activities in Tangail and Sirajganj districts based on the recovery needs of affected households and available funding. BDRCS mobilized trained staff, National Disaster Response Team (NDRT) members, volunteers, and staff to conduct detailed household assessments and community consultations following the plan of action. A total of 612 most vulnerable households were identified for integrated recovery assistance based on the findings.

To initiate the recovery effort, BDRCS convened an inception meeting in the field, attended by executive members, unit-level officers and volunteers from the respective branches, the director and staff of the BDRCS disaster response department, representatives from the IFRC, and the BDRCS Deputy Secretary General. A Flood 2019 Recovery orientation session was held for RCY volunteers, Community Organizers (COs), Technical Officers (TOs), and Unit Level Officers (ULO). The orientation drew a total of 49 participants. The orientation's primary objective was to detail the operation's activities. A summary of the recovery response:

- BDRCS renovated six Mother and Child Health (MCH) care centres and provided medical equipment to 35 MCH centres. Additionally, two batches of refreshers trainings were organized for MCH centres' 66 midwives.
- Community Development Committee (CDC) was formed in the targeted communities and CDC members were oriented about Red Cross Red Crescent Movement history, principles, roles and responsibilities.
- To qualify for cash assistance, each beneficiary established a personal bank account into which the funds were transferred.
- A total of 317 households received shelter recovery assistance through a combination of CVA and in-kind materials. Each household received BDT 40,000 (CHF 471), 27 pieces of coloured corrugated iron sheets (CGI), 30 sandbags, and technical assistance for constructing a flood-resilient shelter.
- A total of 500 HHs received livelihood recovery assistance. Each household received BDT 25,000 (approx. CHF 294) along with technical orientation and guidelines for restoring their livelihoods.
- A total of 500 households received conditional cash along with technical guidance to construct household latrines. Each received BDT 18,000 (CHF 212).

¹ Blankets are supported by the IFRC (not from this EA), American Red Cross, Qatar Red Crescent, Korean Red Cross and *chadar* by ICRC.

- Earthen roads were constructed in both communities under the Cash for Work (CFW) scheme based on the discussions with community people and at the request of the local union parishad.
- A total of 48 community people received Community Based Health and First Aid (CBHFA) training.
- A total of 612 beneficiaries in both communities received dignity kits and hygiene parcels.
- Considering the COVID-19 pandemic, BDRCS developed guidelines for its staff and community members and revised the programme implementation strategies to implement the activities at the community level. Necessary precautions measures regarding COVID-19 pandemic adopted in all activities at the community level. BDRCS provided 10,000 pieces of facemask and 4,000 bottles (50 ml) sanitizers in both branches for the volunteers, staff and community people.



One of the flood-resilient shelters in the community. Beneficiaries constructed their shelter's considering recent years' flood level, Sirajganj (Photo: IFRC).



Mst. Saneka is one of Sirajganj's livelihood beneficiaries. She established a small business with the assistance of livelihood support. Previously, she worked as a day labourer in agriculture, which she could have done for several months of the year. At the moment, she can profit from her small business on a daily basis. (Photo: IFRC)



Earthen road in the community of Sirajganj; communication has been established between the communities via this road, even during floods. (Photo: BDRCS/IFRC)

Overview of Red Cross Red Crescent Movement in country

The IFRC Country Delegation (CD) in Bangladesh closely monitored the flood situation and published information bulletins and situation updates. IFRC CD supported the host National Society by mobilizing funds and personnel as well as providing support for a coordinated relief operation. To meet the immediate needs of 50,000 people, IFRC allocated CHF 452,439 from its Disaster Relief Emergency Fund (DREF) on 18 July 2019, enabling BDRCS to expedite the response operation. Based on BDRCS request, an EA was launched on 30 July 2019 seeking CHF 7 million to assist 150,000 flood-affected people. As convener of the Shelter Cluster, the IFRC coordinated the cluster's operation during

the emergency phase and played an important role in developing a humanitarian response plan and strategy for responding to emergency shelter and recovery needs.

Currently, there are 10 PNSs in the country: American Red Cross, British Red Cross, Canadian Red Cross, Danish Red Cross, German Red Cross, Japanese Red Cross, Qatar Red Crescent, Swedish Red Cross, Swiss Red Cross and Turkish Red Crescent.

BDRCS distributed MPCG to 5,381 flood-affected households with the bilateral support of the German Red Cross and Swiss Red Cross. Danish Red Cross, Qatar Red Crescent, and Turkish Red Crescent extended their support to BDRCS to provide 15-day food packages to 4,500 flood-affected households. The British Red Cross assisted BDRCS to preposition 2,000 hygiene kits, 4,000 jerry cans, and 2,000 sheets of tarpaulins. Global Shelter Cluster, with the assistance of the Canadian Red Cross, deployed a shelter cluster coordinator in two rotations in response to an IFRC CD request.

Overview of non-RCRC actors in country

The Government of Bangladesh (GoB) allocated 28,350 metric tons of rice; 118,000 packets of dry food; BDT 491,50,000 (approximately CHF 556,967) as cash support; another amount of BDT 163,500,000 (approximately CHF 1,852,780) for house repair; BDT 1,800,000 (approximately CHF 20,397) for baby food and BDT 2,400,000 (approximately CHF 27,197) for livestock fodder. In addition, 8,500 units of makeshift tents and 54,500 bundles of iron sheets were allocated by the GoB. In addition, 2,451 medical teams, 11 unit of water treatment plants were deployed. The Department of Livestock Services (DLS) vaccinated 127,057 livestock and 388,176 poultry. Immediate treatment of 65,977 livestock and 295,701 poultry was provided.

The HCTT convened on 28 July 2019 to share the outcomes of the Joint Need Assessment (JNA). An inter-cluster meeting took place thereafter to develop the Humanitarian Response Plan (HRP). On 7 August, HRP was published which was seeking 28 million USD to assist 736,000 flood-affected people. A post-emergency JNA was conducted for Flood 2019 in September and the report was published on 31 September 2019.

Banglalink (one of the leading mobile operating companies in Bangladesh) extended support to BDRCS to reach 1,250 flood-affected households with food packages. ShelterBox bilaterally worked with BDRCS to provide emergency shelter assistance among 750 households in Kurigram district and 700 tents from UNHCR distributed among 700 flood-affected households by BDRCS. BDRCS distributed mosquito repellent lotions, dunks² and bracelets to some selected schools in Dhaka covering 500 students as a part of their campaign against Dengue with the support of the U.S Embassy in Bangladesh.

Needs analysis and scenario planning

Needs analysis

BDRCS mobilized need assessment teams during the initial stages of the flood. Additionally, a joint need assessment (JNA) was conducted. These needs assessments, as well as regular monitoring, including post-distribution monitoring by various implementing agencies, revealed that livelihood, shelter, health, and WASH needs persisted among flood-affected people. As a result, BDRCS strategically planned its emergency response at the community level and aided the most vulnerable households.

A joint team of BDRCS and IFRC conducted an in-depth assessment in the recovery intervention areas during January 2020. The information on the recovery needs of the flood-affected people was collected from BDRCS local units, community people and respective departments of the GoB. As per the observation, the flood impact was significant in the livelihood, shelter and WASH sectors. The affected areas were highly agriculture-dependent, attributing to loss of livelihoods among farmers. Due to floods in 2019, farmers lost their one season crops, which was equivalent to their half-year income. Most of the houses were not flood resilient and were constructed with very low-quality materials. The high poverty rate compounded with weak infrastructures of the houses requires house reconstruction assistance along with awareness on build back safer. There was concern regarding hygiene practice and reconstruction of WASH facilities like latrines and tube well in the flood-affected communities. In addition, there was a need to renovate the damaged MCH care centres of BDRCS in the flood-affected areas.

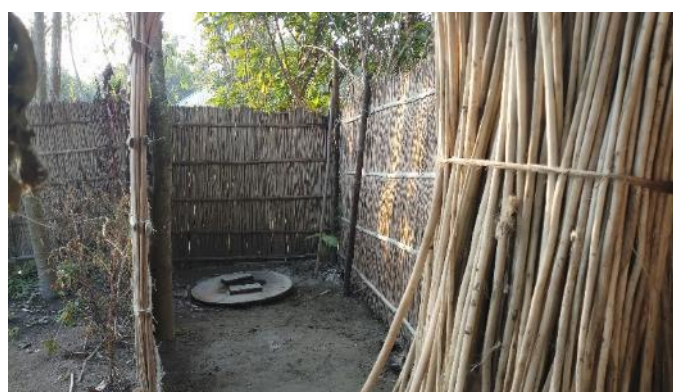
BDRCS conducted community assessment through initial visits, the purpose of these visits was to determine the damages caused by the floods. The most affected communities were selected to implement the operation. Need assessments were done in the selected communities to identify what kind of response should be provided through the operation. Focus Group Discussion (FGD), Key Informant Interview (KII) and community meetings were organized at the community to identify the condition of shelters during the flood, wash facilities and the impact of floods on their livelihood. Community capacity was also identified in disaster risk reduction. In addition, the community people's

² Mosquito Dunks are a safe, non-toxic way to kill mosquitoes.

recommendations were also considered and incorporated into the operation's implementation plan. A market assessment was conducted to identify the market location, existing facilities, capacity and appropriate cash transfer mechanism.



A community people shown the last flood level and during the assessment it was seen that the condition of the houses in the community is deplorable. (Photo: BDRCS/IFRC)



Through the assessment it was found that the condition of the latrines in the community is fragile and unhygienic, as well as were not flood resilient. (Photo: BDRCS/IFRC)

Targeting

For the emergency phase, BDRCS targeted 150,000 people in the 18 most affected districts: Jamalpur, Kurigram, Gaibandha, Tangail, Sylhet, Sirajganj, Bogura, Sunamganj, Sherpur, Netrokona, Lalmonirhat, Moulvibazar, Faridpur, Manikganj, Nilphamari Chapai Nawabganj, Rajbari and Kushtia. Considering the severity of Dengue during the monsoon season, Dhaka district was targeted along with the above flood-affected districts. Based on the available funding and analysing the recovery needs in the flood-affected communities, BDRCS implemented the recovery interventions in Tangail and Sirajganj districts. During both emergency and recovery interventions, BDRCS prioritized and ensured the dignity, access, participation and safety of the most vulnerable population: elderly persons, children including adolescents, marginal income farmers, female-headed households, lactating mothers, and people with disabilities.

Risk Analysis

The COVID-19 pandemic situation, Cyclone Amphan (landed fall in May 2020) and another severe flood in 2020 in Bangladesh hindered the implementation of planned activities of recovery interventions under this EA as BDRCS put more focus on the emergencies. From the beginning of April 2020, BDRCS reviewed and followed field implementation guidelines considering the current COVID-19 context to minimize risk while implementing the operation. IFRC CD also updated its framework on ABC (actioning business continuity), which helped to minimize the risk and to ensure continuous support to BDRCS to humanitarian needs.

In addition, both BDRCS and IFRC followed 'Zero Tolerance' policy against corruption, discrimination against gender or race, sexual harassment, sexual abuse, bullying and took necessary measures to address the feedbacks from the community people through focus group discussions, household survey and complaint response mechanism.

In addition, considering the potential impact of winter season (*from December 2020 to January 2021*) BDRCS made necessary preparation in advance and provided blankets among vulnerable people.

This EA was only 38 per cent funded (out of a total appeal budget of CHF 7 million). As a result, the number of actual people reached was less than targeted under its recovery programme.

B. OPERATIONAL STRATEGY

The overall objective of the operation was for BDRCS to meet the immediate, medium-term (early recovery) and long-term recovery needs of 30,000 households (150,000 people) affected by the floods in the 18 most impacted districts of Bangladesh - through the provision of food, safe drinking water, shelter and hygiene items, health support, seeds and livelihood support, and DRR. Most of the interventions were cash-based to reach the most vulnerable people in a timely and dignified manner.

Proposed strategy

BDRCS reached the most vulnerable households to meet their emergency needs by providing MPCG, tarpaulins, shelter toolkits, hygiene parcels, emergency food packages, emergency medical assistance and drinking water. In addition, BDRCS reached more affected people by disinfecting water points and constructing emergency temporary latrines.

BDRCS through community consultation prioritized reconstruction of houses, restoring livelihood and WASH facilities. Reconstruction of damaged houses and latrines through using a participatory approach along with cash, in-kind material support and technical guidance was recommended as a recovery response modality. Similarly, for restoring and strengthening the livelihoods of affected communities, BDRCS provided conditional cash assistance along with required training based on their proposal. Considering the COVID-19 pandemic situation, BDRCS made changes in their implementation strategies and developed a guideline for their staff and community members. In addition to that beneficiaries' attendance, proposals, monitoring etc. were collected through mobile devices to reduce paperwork. In addition to that BDRCS constructed model shelters and latrines in the strategic locations of the communities in consultation with targeted people and local technical experts, which allowed BDRCS to organize orientation on safe shelter and hygiene latrine construction for targeted people in small groups maintaining COVID-19 safety measures.

Community Engagement and Accountability



CDC meeting. The CDC played an important role in implementing activities in the community by holding regular meetings among themselves. They have represented the beneficiaries on different issues. **(Photo: BDRCS/IFRC)**



Signboards have installed in the community with detailed information on the progress of the entire operation, through which everyone can know about the activities. **(Photo: BDRCS/BDRCS)**



FGD is done in the community to build flood resilient shelters, through which the community people provided an idea of a flood resilient shelter based on their experience on the flood. **(Photo: BDRCS/IFRC)**



Community Development Committee selection process at Tangail. **(Photo: BDRCS/IFRC)**

To ensure community participation, people from the targeted communities were involved throughout the operation. CDC played a vital in communities to implement all forms of recovery activities. This committee was formed with eight community consultations in two communities, where community people selected the members for representations of the community. Each CDC was formed with 11 members who later selected the president and secretary of the committee. Female members were given priority in these committees (Tangail - 6 and Sirajganj - 5). CDC made important decisions as well as provided important feedback for the implementation of activities at the community level. Flood resilient shelter design was finalized through FGD where diversified groups were included like disabilities, youth, the elderly, women, and local experts. The latrine model followed the Government's 'Department of Public Health Engineering (DPHE)', but for their acceptance, it was validated by community consultation. Besides that, the beneficiaries made their own livelihood option selection. Each of the beneficiaries made their own proposals for shelter, WASH and Livelihood through the assistance of RCY volunteers. Disaster Risk Reduction activities were selected by community people. They also finalized the list of the vegetable seeds and saplings which was also verified by the agricultural officer and forestry dept of the government.

During the implementation of each activity, various sessions and community meetings were conducted with the beneficiaries to enhance their knowledge, skills and for adaptation in the relevant field.

Person with disabilities (PWD), pregnant women, lactating mothers, adolescent's girls and elderly people are at the highest risk when it comes to disasters. Therefore, households were prioritized considering their vulnerability during beneficiary selection. Special arrangements like the provision of an additional door with a wider opening, ramp, and railing were considered during the construction of shelters for PWD members. Preference was also given to these groups while implementing planned activities. To get their opinions, their representation at various community consultations, meetings, sessions and orientations were ensured.



Each item was displayed in front of the beneficiaries at the time of distribution, and they were briefed on the items. (Photo: BDRCS/IFRC)



Special arrangements were made for the construction of shelters if any of the family members were PWD (Photo: BDRCS/IFRC)

Throughout the operation, a feedback and complaint mechanism was established between the community and BDRCS, through which community people provided their suggestions, opinions, complaints directly to the BDRCS. Many feedback boxes were placed in the community and the BDRCS hotline number was made available to every beneficiary; as well as displayed in important places in the community. The beneficiaries list was displayed in the community at an open place, and it was finalized after the feedback from the community people. In all the meetings or sessions held in the community, the feedback and complaint mechanism was informed to beneficiaries.



Feedback and complaint mechanism existed in the community throughout the operation. (Photo: BDRCS/IFRC)



A committee was formed in the units to verify the community's feedback. (Photo: BDRCS/IFRC)

All decisions at the community level were based on discussions with community members. Cash support was transferred to the beneficiary's personal bank account. The distribution of other items such as dignity kit, CGI sheets, hygiene parcels, seeds, and saplings was conducted in the presence of beneficiaries and the description of each item was kept visible at the distribution point. In addition, each beneficiary had a beneficiary card for the supports they received with their signature as well as the signature of concerned staff. The progress of the activities was constantly monitored by the CDC, concerned staff and the concerned unit. Furthermore, implementation progress was discussed at the CDC meeting. Unit and the BDRCS NHQ carry out monitoring activities at regular intervals and the result of this monitoring was shared with relevant stakeholders. Based on this monitoring, activities were reviewed and the next decision for betterment is made. Furthermore, operation updates were prepared regularly and shared accordingly with relevant stakeholders. At the end of the operation, concluding meetings were held with both branches to discuss the progress of the entire operation and the lessons learned.

Operational support services

Human Resources (HR)

Apart from existing staff, BDRCS deployed around 50 NDRT members and NDWRT members for this operation. To support the recovery activities, BDRCS appointed four technical staff (shelter, WASH, livelihoods and DRR), one finance officer and eight community organizers in the operational areas.

IFRC staff supported BDRCS since the beginning of flood operation through maintaining close coordination with BDRCS counterparts. On the other hand, IFRC CD deployed senior PGI and CEA officer and senior response officer from its Population Movement Operation (PMO) office to provide technical support to BDRCS for this flood operation. In addition, one senior programme officer was recruited to support this operation.

Logistics and supply chain management

BDRCS procured food items locally in compliance with government policy. IFRC Bangladesh CD procured 8,900 units of hygiene parcels, 6,250 units of shelter toolkits, 3,000 sets of dignity kits and 9,000 pieces of corrugated galvanized iron (CGI) sheets, one unit vehicle procured locally with the support from IFRC Logistics, Procurement & Supply Chain Management (LPSCM) and its Operational (OLPSCM) unit in AP Regional Office, and Global Fleet and Logistics Hub in Dubai. The activities are carried out in accordance with IFRC procurement procedures. In addition, IFRC in country logistic team procured IT equipment, IEC materials, visibility items as per operational need. On the other hand, 1,250 sheets of tarpaulins and 6,000 units of jerrycans were replenished through the IFRC Asia Pacific Operational Logistics, Procurement and Supply Chain Management (OLPSCM). This replenishment process took longer time than usual as the Ministry of Disaster Management and Relief (MoDMR) had queries about where the items will be distributed. After explaining the BDRCS response to the flood operation and BDRCS strategy of disaster preparedness stock, the items were released. In addition to that logistic team extended support to have a framework agreement with financial service provider Bangladesh Post office (BPO) following the IFRC procurement guidelines. IFRC CD logistics and procurement unit along with the BDRCS always maintain the required coordination with the National Logistics Cluster in terms of sharing necessary information related to the affected areas, immediate response plan and intervention update to the targeted areas.

Security

From the commencement of this flood operation, IFRC security closely monitored the security situation of operational locations and responded to concerns accordingly. During the reporting period, there was no major security issue except difficulty in road access to the affected communities in some of the flood-affected areas, minimizing movement due to dengue outbreak in Bangladesh and temporary movement restriction on the occasion of Union Parishad Election in some districts. However, to ensure the safety and security of the RCRC personnel, a movement monitoring system was in place for all field travels and disseminated security advisories, including any necessary temporary restrictions when appropriate. Safety and Security alerts were also sent timely via WhatsApp messages. All new staff and visitors were provided with a security welcome pack and mandatory security briefing session. A plan was also taken to conduct a security assessment in the Flood Recovery Operational areas selected by the BDRCS.

Planning, Monitoring, Evaluation and Reporting (PMER)

To ensure the quality of implementation and reach the most vulnerable people, BDRCS conducted rapid needs assessments at the onset of the disaster for initial emergency response planning. Door-to-door household assessments were completed through mobile data collection tools to select the most affected people based on the set criteria. Regular monitoring of different activities was done through means like deployed NDRT members, volunteers' deployment, staff visits, and donor visits. For every distribution, an exit survey was conducted to monitor and ensure the satisfaction of the service or aid by the recipients. Post distribution monitoring (PDM) was done to monitor the impact of the intervention. A monitoring and evaluation plan for the recovery stage was prepared and followed accordingly by the implementation team on the ground as well as at the HQ level to track the progress. Recommendations made from previous evaluations were also considered in the recovery stage of this operation. An evaluation and lessons learned workshop were also planned under this operation.

C. DETAILED OPERATIONAL PLAN



Shelter

People reached: 31,250

Male: 15,637

Female: 15,613

Indicators:	Target	Actual
# of people targeted/reached with safe and adequate shelter and settlement	35,000	31,250
# of households ³ provided with emergency shelter and settlement assistance	5,000	6,250
# of households provided with safe shelter assistance	2,000	317
# of households provided with conditional cash grant	2,000	317
# of households provided with technical support and guidance, appropriate to the type of support they receive	7,000	6,567

Narrative description of achievements

Through this appeal BDRCS distributed shelter toolkits and tarpaulins as emergency shelter assistance among the 1,250 households (6,250 people) and considering additional shelter need particularly shelter toolkits for house reconstruction, BDRCS distributed additional 5,000 shelter toolkits among the flood-affected households in Jamalpur, Tangail, Sirajganj, Bogura, Gaibandha and Kurigram districts. Before the distribution, trained volunteers and staff oriented the targeted people on the use of shelter toolkits and tarpaulins. In addition to that BDRCS also distributed tents among another 700 flood-affected households supported by UNHCR.

Summary of tarpaulin and shelter toolkits distribution – HHs

District Name	Tarpaulins	Shelter toolkits
Kurigram	250	750
Gaibandha	250	1,500
Jamalpur	250	1,500
Sirajganj	250	1,000
Tangail	250	1,000
Bogura	--	500
Total	1,250	6,250



An IEC material was developed based on the FGD, through which sessions with beneficiaries were conducted and everyone got a thorough idea about flood resilient shelters.

For the recovery assistance, a joint team of BDRCS and IFRC conducted community consultation in the affected areas and identified the shelter recovery needs. It was found that most of the shelters were fragile and made from low-quality materials. BDRCS conducted a households' assessment to understand the damage and recovery needs in Tangail and Sirajganj districts and to finalize the shelter beneficiaries through deploying their NDRTs. Based on the available funding, 317 households were targeted for conditional shelter cash grants along with corrugated iron sheets. Each targeted household received conditional cash assistance through an individual bank account. A total of 9,000 corrugated galvanized iron (CGI) sheets were procured. Considering the COVID-19 context, BDRCS focused more on a practical demonstration by constructing more model shelters considering local best practices through a participatory approach engaging community people and local expertise. Instead of implementing the PASSA approach in the community as part of the response, community-based orientation sessions on safe shelter were conducted with targeted people. An online monitoring format was developed using the mobile application KoboCollect to reduce the paperwork considering the COVID-19 pandemic. Technical verification of shelter, bank account opening of targeted beneficiaries and other preparatory works were started on a limited scale from the end of July 2020.

To construct the flood-resilient shelters, 317 beneficiaries received their support through respective branches, each of the beneficiaries received 27 pcs of CGI, BDT 40,000 (CHF 471) through beneficiaries' bank account and 30 pieces of sandbags for protecting their plinth from the flood. Through the FGDs, existing housing conditions were assessed and with the support of local technical experts, some important recommendations were incorporated into the housing design during the implementation of shelter recovery activities to protect from floods: raise the plinth above the flood level considering last 15 years, extend the plinth, use concrete pillars, use wooden frame and use iron materials for joining the materials. Based on the FGD findings, an IEC material was developed by using local resources. To construct flood-resilient shelters through an owner-driven approach, courtyard sessions on 'safe shelter' among 317 beneficiaries were conducted. At the same time, RCY volunteers assisted beneficiaries to prepare the shelter proposals. To get the shelter construction done well in the entire community, a total of 22 model shelters were constructed first in both the communities for the betterment of shelter works by others. After the completion of model shelters incorporating the feedback of communities and local experts, the rest of the beneficiaries visited the model shelters to have a practical idea about flood-resilient shelters. To accomplish the entire process of shelter construction

³ Household considered as family, i.e., 1 household = 1 family of 5 members.

by beneficiaries, Community Development Committee (CDC) facilitated to identify the vendors for pillar construction, establish the linkages with markets for other materials, assist beneficiaries in opening the bank account, assist to organize the community sessions, assist to transport the shelter materials etc. For the betterment of the shelter works, BDRCS organized a day-long orientation with masons and carpenters, where 30 local masons and carpenters participated. In the same orientation, CDC representatives also participated.



Technical orientation was organized for local mason and carpenters to construct the flood resilient shelters. (Photo: BDRCS/IFRC)



RCY volunteers conduct progress monitoring at the community through household visits. (Photo: BDRCS/IFRC)

Programme personnel continuously assisted beneficiaries to construct safe shelters. As a result, all of 317 beneficiaries were able to construct their flood resilient shelters. Capacity building orientations to RCY volunteers on safe shelters were conducted. A total of 36 RCY volunteers were oriented and they conducted safe shelter sessions in the community level with beneficiaries.



Beneficiaries constructed their flood resilient shelter by raising the plinth considering so that the shelters will not be submerged in the future. (Photo: BDRCS/IFRC)



BDRCS staff conducting regular visits to households to provide technical assistance on shelter construction, Sirajganj. (Photo: IFRC)

The concerned staff regularly conducted shelter construction monitoring. Subsequently, the RCY volunteers of the respective branches carried out monitoring activities twice in a prescribed format through Kobo Collect. Through regular monitoring, it was found that the beneficiaries completed the construction work and living in their own houses.

Challenges

Finalization of some of the major pledges took longer than expected and the condition for fresh procurement delayed the response. Lack of funding constraints forced to reduce the targeted number of households from 2,000 to 317 for the shelter supports.

To conduct the PASSA ToT, one international expatriate was identified and scheduled to come to Bangladesh. BDRCS completed all the logistical arrangements however, the ToT was postponed due to the COVID-19 pandemic. However, it was not possible to organize the PASSA ToT due to frequent countrywide lockdown.

Due to the COVID-19 pandemic and recurrent disasters, the implementation of recovery activities was hindered.

Lessons Learned

between communities. As a result, the resource persons from government livestock offices conducted the sessions among 500 livelihood beneficiaries at the community level. Consequently, beneficiaries benefitted and gained a clear idea about livestock and chicken rearing. Upazila livestock office assisted to establish chicken farms of respective beneficiaries. The agriculture office provided necessary supports on agriculture-based activities as well. The majority of beneficiaries chose livestock rearing, resulting in an increase of livestock into the community from outside. To mitigate the risk of getting infected by diseases, BDRCS with the support of the local government livestock office conducted a vaccination programme for all livestock in the community for four months, which ensured the better health of every livestock of the community. Those who established poultry farms through support, additional training had provided them by the local government livestock office. Through constant field visits by government livestock officers, the beneficiary's capacity and skills were enhanced.

A total of 612 beneficiaries were provided with 8 types of vegetable seeds, through these they will be able to meet their vegetable demand and can earn additional income by selling vegetables.

Capacity building orientation to 40 RCY volunteers and 8 community organizers was accomplished before conducting the sessions with beneficiaries. IEC materials were also developed for the sessions.



Concerned staff and volunteers along with CDC constantly monitored the progress of livelihood activities during implementation. CDC played an important role by providing various types of advice to the beneficiaries. Significantly, this livelihood support increased to 311 cows, 664 goats/sheep and 1,541 chickens in the communities, which will bring a positive change in the economic development of the whole communities.



Government livestock officials conducted the livelihood sessions at the community. (Photo: BDRCS/IFRC)



Livestock vaccinations activity through Govt. officials. (Photo: BDRCS/IFRC)

Model livelihood initiatives:

In the targeted communities, during floods, most of the agricultural land was submerged and families suffered from food shortages for themselves and their livestock. During the implementation of activities, community people were often asked to work out a solution to this issue. BDRCS in consultation with the communities introduced cultivation in hydroponic (locally called matcha) method to address the concern. Later, with the technical assistance of the local agriculture office, initiatives were taken to cultivate this hydroponic cultivation as a small-scale model in the community. The main purpose of this cultivation was to address the food crisis of the family and livestock during the floods, which will encourage others in the community to adopt this method of cultivation.

This type of cultivation requires very little land (14 X 12 feet land), where two or three layers are created. Soil is placed on some metal pates where a combination of fertilizer, water and soil is made (as per the suggestion of the agriculture

officer). The plates are planted with some vegetables that are not very tall, within 10-15 days, edible vegetables are available from this cultivation. This method can also be used to cultivate grass for livestock, which is not very large. These grasses are also suitable for feeding livestock within 10-15 days. This cultivation will have a positive impact on the community during the rainy season. This activity has covered a total of 10 beneficiaries as a model.

Through regular livelihood support, five beneficiaries set up poultry farms in the community. Those poultry farms were also selected for model livelihoods in consultation with community people and local government, as these short-range poultry farms were established as an example for others. To select the model livelihood, a self-targeting participatory method was used and livelihood proposals were considered. Following that will enable others in the community to choose an alternative livelihood for themselves.



Hydroponic cultivation has been introduced in the community as a model livelihood. Through this cultivation, the beneficiaries will be able to cultivate vegetables and grass at a small place in short time during floods. (Photo: BDRCS/IFRC)



One of the beneficiaries who initiated chicken farm with livelihood cash grants. Like her, through livelihood support, women have been involved in a variety of income generating activities that will make them financially self-sufficient and increase their respect in the family and community. (Photo: BDRCS/IFRC)

Challenges

Local procurement of food items took a longer time than expected as the food items need to go through the required lab tests. This delay was communicated to the respective units (branches) to adjust the distribution plan accordingly. Regarding the distribution of MPCG, it was found that few people did not receive notification from BPO on time due to the unavailability of the mobile network. However, BDRCS immediately communicated with BPO and addressed this issue. As a result, people collected their cash assistance without any delay.

Lessons Learned

For timely distribution of food items, both BDRCS and IFRC are planning to have a framework agreement with qualified suppliers.

It is effective if the activities are implemented with the technical assistance of the concerned government offices. The community has established a liaison with government offices through this operation and it will be replicated in future operations.

An increase in livestock in the local communities through livelihood support and vaccination activities have created a positive impact. The livelihood support has created an alternative source of income for many women in the community, which will empower them.

As the targeted households were able to plan and implement livelihood intervention based on their own proposal, it ensures greater ownership.



Health

People reached: 260,940

Male: 130,575

Female: 130,365

Indicators:	Target	Actual
# of people reached with health assistance	25,000	260,940
# of people reached with emergency health assistance	15,000	10,940

# of people reached with community-based epidemic prevention and control activities	N/A	250,000
# of people reached with longer-term Community Based Health and First Aid (eCBHFA) services	10,000	3,000

Narrative description of achievements

BDRCS mobilized four mobile medical teams (each team has one doctor and one paramedic and one RCY) in Tangail, Gaibandha, Sirajganj and Kurigram districts. A total of 4,480 patients received medical assistance from these four mobile medical teams.

As a response to the dengue situation, BDRCS provided support including through the Holy Family Red Crescent Hospital, Blood bank, Youth and Volunteer department in terms of psychosocial support to patients and their attendances, supplying blood (total of 3,460 units in Dhaka and another 3,000 units from 3 other nationwide centres), and awareness-raising. In total 650,000 awareness leaflets were distributed in 250 schools and amongst general people in 53 branches with an awareness campaign rally in 23 branches. Out of these 650,000 leaflets, BDRCS produced 250,000 with IFRC's support and 400,000 were produced by the different units (branches) using their own fund. Some 40 volunteers trained on Psychosocial First Aid (PFA) and provided support to the patients and their attendants in six major hospitals in Dhaka city.

Additionally, for capacity building of existing health teams in the country, BDRCS organized two batches of refreshers training for its midwives during February 2020; a total of 66 participants were in attendance from 56 MCH centres of BDRCS. Each training duration was three days, and both the trainings were residential. The main purpose of the training was to enhance the capacity and knowledge of midwives. So that they can provide better services for their patients. The following key topics were covered through the training: antenatal care; instrument use during pregnancy; normal delivery and video presentation for pregnancy-related complicity; episiotomy, neonatal care; expanded programme of immunization (EPI); family planning; the importance of breastfeeding and its methods; nutrition for mother and child; psychosocial support/ psychological first aid; non-communicable diseases and care for aged people; maintenance of MCH centres and reporting; and necessary prevention steps for the COVID-19.



Medical equipment handed over to Ramon Bibi MCH centre, Dhaka (Photo: BDRS/ IFRC)



3-day CBHFA training organized in communities. (Photo: BDRCS/IFRC)

While providing humanitarian assistance, the COVID-19 containment and prevention measures were taken by BDRCS through remote risk communication and engagement, online training, self-explanatory guidance, etc. An implementation guideline in this regard was developed by the BDRCS-IFRC team which was followed during the ongoing operations. COVID-19 pandemic crisis poses risks to the volunteers and frontline workers. To ensure the duty of care, BDRCS provided the required PPE; and included around 2,000 volunteers and more than 300 staff under insurance coverage. Two Community Based Health and First Aid (CBHFA) trainings were conducted for the community people in January 2021 and trained a total of 40 community people.

BDRCS also completed the renovation of six MCH care Centres (Shahid Zia Red Crescent MCH, Bogura; Mosharefgonj Red Crescent MCH, Jamalpur; Haider Ali Red crescent MCH, Tangail; Poil Red crescent MCH, Hobigonj; Sharifabad Red Crescent MCH, Hobigonj) in the flood-affected areas. Initially, a technical team worked on the assessment of this renovation work. BDRCS health department and MCH centre renovation committees supervised the renovation works. All these MCH care centres are fully functioning and providing health services.

Based on the recommendations of the technical team, IFRC CD procured and handed over necessary medical equipment for 35 BDRCS MCH centres. The basic medical equipment handed over were; labour tables and stool, stand lamps, baby trays, baby weighing machines, adult weight machines, blood pressure sets, stethoscopes, bulb suckers, sterilizers for instruments, needle holders, artery forceps, episiotomy scissors, kidney trays, torchlights,

thermometers, blood sugar test machine with strips, nebulizer machine, doppler machine and covered bin for labor room. In addition to that total of 100 first aid boxes were also distributed among the BDRCS units.



Labour room of Shahid Zia Red Crescent MC care centre in Bogura after completion of renovation work (Photo: BDRCS/IFRC)

Challenges

During the emergency period, it was difficult to provide health support to remote communities in the aspect of communication and inundation.

Lessons Learned

The recovery activities were implemented during the COVID-19 pandemic situation. Each work was implemented by adopting the precautionary measures of COVID-19. Based on the requirements during the emergency period, mobile medical teams need to be increased as the number of deployed mobile medical teams was insufficient.



Water, sanitation and hygiene

People reached: 113,084

Male: 56,587

Female: 56,497

Indicators:	Target	Actual
# of people reached with WASH services	95,000	113,084
# of people provided with safe water	35,000	63,384
# of water points disinfected	200	320
# of households provided with a set of essential hygiene items	5,000	8,900
# of people reached through PHAST and CHAST	10,000	3,000
# of temporary latrines constructed	50	52
# of people have access to (temporary) safe latrine facilities	10,000	5,200
# of households provided with conditional cash grant for construction of improved latrines, hygiene and cleaning items	2,000	500

Narrative description of achievements

During the immediate emergency phase, BDRCS, with the support of trained RCY volunteers and NDWRT members deployed six water purification units in Tangail, Gaibandha, Jamalpur, Sirajganj, Kurigram and Bogura districts. Using these water purification units, BDRCS purified 78,460 litres of drinking water and reached 31,384 people. In addition, BDRCS reached another 32,000 people by disinfecting 320 tube wells in Gaibandha, Tangail, Kurigram, Bogura and Sirajganj districts. In total, BDRCS distributed 4,428 jerry cans (capacity 10 litres) among the flood-affected people.

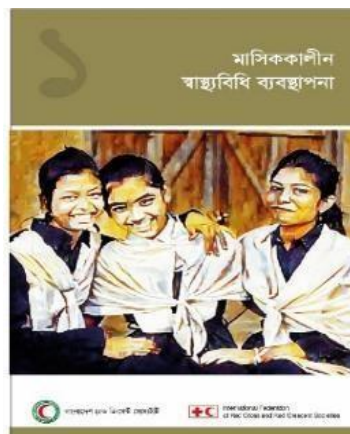
BDRCS distributed 8,900 hygiene parcels⁴ from its contingency stock immediately after the flood considering the needs of the affected communities. Before the distribution, all the items in the hygiene parcels were well briefed to the participants. In addition, at every distribution point, BDRCS female volunteers conducted a session on menstrual hygiene management (MHM) and distributed a pictorial descriptive leaflet to all the targeted people along with hygiene items. During the orientation sessions, the trained volunteers discussed awareness messages, use of sanitary pads,

⁴ Each hygiene parcel consists of bathing soap (12), laundry soap (8), sanitary pad (1 pack), toilet paper (5 rolls), toilet brush (1), nail cutter (1), toothpaste (2), toothbrush (5), hand washing liquid soap with dispenser (1) along with refill packages (2), hair oil (1), comb (1) and towel (1).

MHM preparation of sanitary pads with local resources etc. Under the recovery intervention, orientation on MHM was conducted in Sirajganj and Tangail district branches. A total of 40 RCY (20 female) volunteers received the orientation and conducted sessions in communities. During the emergency period, 1,500 households received dignity kits.



Hygiene Parcels distributions at Gaibandha district .
Photo: BDRCS/IFRC



BDRCS with the support of IFRC developed IEC materials regarding MHM for the beneficiaries (**Design: BDRCS/IFRC**)



With the technical support of NDWRT members, BDRCS also installed 52 temporary latrines for the displaced people in Tangail, Jamalpur, Gaibandha, Kurigram and Sirajganj districts, using locally available resources. Through the recovery assessment, it was found that the latrine conditions of the community were damaged and in poor condition. Almost every latrine of the community was made of kutchha (temporary in nature, e.g. mud or earth and with bamboo, jute bags or plastic sheets). From the household assessment and community consultation, BDRCS identified that targeted households in Tangail and Sirajganj districts needed more permanent latrine facilities. Through the recovery support, a total of 500 households received this assistance. Both the district branches coordinated with the Upazila Department of Public Health Engineering (DPHE) office and adopted the appropriate latrine design in consultation with the affected communities. The latrines were constructed on raised platform considering the flood water level. Based on consultation with communities, an IEC material was developed to facilitate the owner-driven construction approach. Courtyard sessions on flood resilient and hygienic latrines were organized and facilitated by trained 40 volunteers, where these 500 targeted households had participated.



Operation has adopted DPHE latrine design and based on that prepared an IEC material (**Photo: BDRCS/IFRC**)

Construction work, the project staff provided regular technical assistance to the beneficiaries. CDC members played a significant role in the successful completion of latrine activities by facilitating the whole process. The RCY volunteers from the concerned unit conducted monitoring twice as well as project staff were engaged to monitor the latrine construction.

Volunteers and staff from both Sirajganj and Tangail branches received ToT on Participatory Hygiene and Sanitation Transformation (PHAST). This ToT was conducted by an expert facilitator from BDRCS. Trained RCYs and staff conducted hygiene promotion sessions to the targeted beneficiaries in the community which help communities to improve their hygiene behaviours, prevent diarrheal diseases and encourage community management of water and sanitation facilities. The sessions mainly covered the identification of WASH-related issues in the community, good and bad hygiene behaviour, understanding of community practice and how diseases spread, planning for solutions and selecting options for sanitation improvement and improved hygiene behaviours. BDRCS developed four posters and disseminated them among the beneficiaries which covered the relationship between sanitation and health, proper handwashing technique, preparedness measures before floods to protect WASH facilities and basic hygiene practice.

It was also identified from the assessment that the community people suffer from severe drinking water crisis during floods, due to inundation of tube wells. To address this issue, a total of 10 flood resilient tube wells were installed in both the communities in Tangail and Sirajganj. Tube well installation locations were identified through community consultations to cover as many households as possible. The progress of the latrine and tube well construction work was constantly monitored by the concerned staff, CDC and volunteers.



Community sessions were conducted with beneficiaries based on IEC material (Photo: BDRCS/IFRC)



Technical orientation was provided to local mason and carpenters on latrine construction (Photo: BDRCS/IFRC)



Flood resilient tube wells have installed in the community, which will meet the water needs of the community during floods. (Photo: BDRCS/IFRC)



One of the flood resilient and hygiene latrines in the community supported by flood 2019 operation. (Photo: BDRCS/IFRC)

Challenges

At the initial stage, it was difficult to reach remote areas to support the most affected people, especially those whose houses were inundated. BDRCS arranged special transports (e.g. engine boat, banana trees made into a floating raft, etc.) and had taken extra safety measures for volunteers by providing them with life jackets to reach the people with safe water.

Due to the COVID-19 pandemic situation, awareness sessions on health, hygiene and sanitation had to be organized in smaller group meetings and through the use of IEC/behaviour change communication materials, instead of the usual method of mass gathering.

Lessons Learned

Each intervention in the WASH activities was based on discussions with the communities while the CDC facilitated and resolved many issues, thus creating a sense of ownership amongst the beneficiaries. Before the assistance, the skills of all concerned volunteers and staff were enhanced which made it easier for the beneficiaries to implement the latrine construction work easier.

DPHE provided extensive technical support to BDRCS and the targeted communities during finalizing the household latrines design. With the technical guidance from DPHE, BDRCS was able to make significant positive changes in terms of constructing safe and hygiene latrines. Similarly in future operations, BDRCS will continue such coordination with DPHE and other relevant government departments and seek technical support.

Local vendors present in the intervention areas did not make similar materials to the DPHE latrine design, therefore local masons and carpenters were taught on how to produce latrine components that are aligned and acceptable to the guidelines set by the DPHE.



Protection Gender and Inclusion

People reached: 148,550

Male: 74,334

Female: 74,216

Indicators:	Target	Actual
Operation demonstrate evidence of addressing the specific needs to ensure equitable access to disaster response services	Yes	Yes
# of staff, NDRT, NDWRT members, and volunteers as well as IFRC, PNSs staff oriented on the PGI minimum standard	200	200
# of dignity kits distributed	3,000	1,500

Narrative description of achievements

Throughout the operation, BDRCS organized continuous orientation sessions on minimum standards for PGI, Community Engagement and Accountability (CEA) for its staff, NDRTs, NDWRTs and volunteers engaged in this operation. Sex, Age, Disability Disaggregated Data (SADDD) was collected for the cash and seeds assistance by trained volunteers at the household level.

BDRCS prioritized flood-affected women-headed households, PWD, lactating mothers, unattended children, elderly households as potential people to receive humanitarian assistance. During the distribution of the assistance, BDRCS paid special attention to the most vulnerable groups. Staff and volunteers were briefed about BDRCS Child Protection policy, its code of conduct (CoC). An orientation through Skype video call was provided to 19 staff and volunteers of BDRCS Sunamganj branch prior to MPCG and seeds distribution in that district. This covered how to listen to and act on community needs, what were the selection criteria, how to effectively handle feedback, questions and complaints so that the community acceptance and trust improved, community needs and expectation vs BDRCS capacity and meeting the needs, etc. A total of 200 staff and volunteers reached volunteers are also well briefed through developing Frequently Asked Questions (FAQs) for this operation. BDRCS in NHQ and unit levels through the orientation on minimum standards on PGI in emergencies.



Pocket cards are distributing during the in-kind and MPCG distribution. (Photo: BDRCS/IFRC)



One of the beneficiaries on her way with dignity kit. (Photo: BDRCS/IFRC)

Based on community needs and consultation, BDRCS finalized the selection criteria. The primary list of eligible households from the assessment was shared with the communities by displaying it in community gathering places. Following the community feedback, the lists were finalized for the MPCG distribution. Community people provided their suggestions, opinions, complaints in written form through the feedback box and verbally through the BDRCS hotline number. Feedback boxes were always placed in the community and the BDRCS hotline number was made available to every beneficiary; as well as displayed in important places in the community. Community feedback through the feedback box was opened in regular intervals and documented by a dedicated committee of the respective local branch and shared with the central BDRCS CEA team and concern BDRCS departments to be addressed. Similarly, all the feedback through the hotline number were also documented in a central database and responded accordingly with the support of concern BDRCS departments and units.

In addition, during the implementation of recovery interventions, there were regular community consultations and meetings. The key discussion and decisions from these community meetings were documented in written form by the CDC and followed up by the BDRCS operation team. CEA team from the beginning was engaged with the Information management and response teams for finalizing the data collection questionnaire. The hotline number for BDRCS has been widely circulated and volunteers at NHQ are addressing calls. These hotline call centres received a total number of 473 calls (166 female and 307 male callers) - all of which were addressed successfully. Feedback and suggestion boxes were placed in all the distribution centres, not only for the collection of the feedback and complaints but also to strengthen the community monitoring mechanism. A total of 155 responses were received, most of which was why people were 'not selected', some were showing interest to engage in cash for work, etc. Accordingly, eligible feedbacks were verified by the BDRCS in consultation with the community and some of the beneficiaries were included in the final list. These empowered the community to see for themselves, how the distribution process was taken place, who were receiving BDRCS' support. Besides the boxes, information desks were also placed during the distributions, which allowed the communities to make queries and ask for information related to the BDRCS interventions, especially for people who are illiterate and were not able to use feedback boxes through written form.

A pocket card containing the BDRCS hotline number, as well as GoB and police hotlines to address gender-based violence (GBV) was developed and printed. These pocket cards along with menstrual hygiene management (MHM) awareness leaflets were distributed among the flood-affected communities. During distribution, trained volunteers of BDRCS arranged briefing sessions for women and girls.



Virtual awareness raising sessions organized on 'prevent violent and negative coping strategies' for school going boys and girls. (Photo: BDRCS/IFRC)



Recreational items distributed to schools. (Photo: BDRCS/IFRC)

To assess the needs related to dignity kits in the community and materials/equipment to support PSS activities for the school going children in flood-affected areas, consultations with two communities and two schools (one primary and another secondary level) had been arranged in Tangail district. The same types of community consultants were arranged in Sirajganj district as well. Based on the identified needs of women and adolescent girls, dignity kits items selection was finalized and provided among more than 1,500 households

In consultation with the response team, a two-pager document (both in Bangla and English) on IFRC Minimum Standard on PGI was developed and shared with the response team members including volunteers and NDRTs and NDWRTs. In consultation with BDRCS, the IFRC protection field pocket guide was translated (in Bangla). As a best response and prevention towards violence against women and children an awareness-based IEC material was developed and shared in Bangla. To address negative coping strategies of the community people and prevention of gender-based violence awareness-raising sessions materials were developed, and the session was also conducted during the distribution of the dignity kits. The contents cover cultural constraints, early marriage, child labour, trafficking, domestic violence, dowry, referral pathway etc. as the result of negative coping strategies.

Under the recovery operation, virtual awareness-raising sessions on 'prevent violent and negative coping strategies' were organized for school going girls and boys. A total of 30 (Girls 16 and Boys 14) school going students of the community participated in this orientation. Posters on raising awareness on protection issues particularly for girls, women, children and PWD were also developed. Additionally, a training module was developed on child protection/prevention of child abuse and exploitation.

Through this EA BDRCS provided sports items like football, volleyball, chessboards with coins, carrom boards with coins for the school students of the flood-affected districts and volunteers of BDRCS. The main purpose of this initiative is to ensure that the children (below 18 years) have access to recreation activities along with their studies. Based on the assessment and consultation with concerned stakeholders, sports items were provided to selected

schools and BDRCS units. These sports items were distributed among the 90 schools and 15 BDRCS branch offices. Along with 630 RCY volunteers, 10,800 school going students were covered through this initiative

Challenges

Emphasizing community needs, especially for adolescent girls and women, the finalization of this dignity kit took a little more time than expected. However, this helped the operation to meet the required needs in terms of dignity kits.

Lessons Learned

Sports items helped a lot as psychosocial support for the students. Relevant volunteers and staff need comprehensive training on PGI and code of conduct at the beginning of the recovery operation.



Disaster Risk Reduction

People reached: 6,000

Male: 5,200

Female: 4,800

Indicators:	Target	Actual
# of people reached through NS programmes for DRR	25,000	3,000
# of people reached with DRR awareness sessions	25,000	3,000
# of households provided with saplings	5,000	612

Narrative description of achievements

Through this EA different activities like cash for work (CFW), plantation campaign, establishment of local flood early warning system were implemented during recovery operation with the involvement of the community people to enhance the capacity of community on disaster risk reduction. Under the CFW, two earthen roads were constructed in the two communities to increase the communication capacity during floods and normal time. Four ring culverts were constructed to increase the sustainability of the two earthen roads. The scheme selection of this activities was done by community people and based on the request of local Union Parishad. A total of 120 community people were involved in these works for 20 days. The Government Project Implementation Officer (PIO) provided technical assistance. Before the work environmental impact assessment was conducted by programme team in consultation with community people and concern stakeholders. Total 1,420 feet long earthen road was constructed in Tangail and 420 feet long earthen road in Sirajganj.



1,420 feet earthen road constructed in Tangail under Cash for Work as a part of the DRR. (Photo: BDRCS/IFRC)

Through the recovery operation community people received saplings under tree plantation campaign. The saplings were identified through the consultation of the community and concern local government office. During the distribution technical orientation was also provided to beneficiaries for the planting of saplings. Total 612 households received more than 3,000 saplings from BDRCS to make a positive impact in the environment and each of the households received 5 types of locally appropriate saplings.

Floods are a regular phenomenon in both communities every year. There was no facility in the community for understanding the flood situation and flood forecasting. In this context, the required number of flood gauges were installed in the community through this EA. The Government's Water Development Board (WDB) provided technical assistance in this work and conducted the necessary assessments. Various recommendations were obtained from the community people for its implementation. A total of eight flood gauges were installed in both communities, through which community people will be able to know about the flood forecast and take necessary preparedness measures.



Honorarium provided to beneficiary, each of the beneficiary worked for 20 days. (Photo: BDRCS/IFRC)



One of the beneficiaries on her way with saplings. (Photo: BDRCS/IFRC)

The exit plan was developed for recovery operation in consultation with CDC, beneficiaries, concerned BDRCS branch etc; and this exit plan helped community people to keep continue their good initiative and work even after the operation ended in May 2021.

Necessary signboards were installed in the community under the operation. Including the total budget of CFW, how many beneficiaries were involved for how many days, etc. This will keep everyone in the community informed about the entire work.



Flood gauges have installed in both communities. (Photo: BDRCS/IFRC)



For easy understand of the flood gauges, necessary signboards installed in the community with required messages. (Photo: BDRCS/IFRC)

Challenges

Considering available funding, BDRCS planned for DRR activities only in recovery interventions areas. COVID-19 crisis and flood in 2020 hindered the implementation of the planned activities.

Lessons Learned

It is recommended to start implementing CFW at the beginning of the recovery operation, which allow to repair damaged road and eventually help the targeted people to transport required construction materials and other basic items easily.

Strengthen National Society

Indicators:	Target	Actual
<i>Follow up on the priorities outlined in the Organizational Capacity Assessment Certification (OCAC) assessment and Branch Organizational Capacity Assessment (BOCA)</i>	Yes	Yes
<i>Insurance for volunteers and staffs deployed in the response</i>	Yes	Yes
<i>Proper orientation to volunteers and staff prior to deployment to response operation on subjects such as PGI, CEA, etc</i>	Yes	Yes
<i>Exit survey and post distribution monitoring (PDM) conducted</i>	Yes	Yes
<i># of people provided ToT training on PHAST etc)</i>	n/a	25
<i># of people trained on NDRT and NDWRT</i>	n/a	62
<i>Relief stocks (non-food relief items) prepositioned/replenished</i>	Yes	Yes
<i>Revision of contingency plan</i>	Yes	Yes
<i>Response SOP developed</i>	Yes	Yes
<i>Upgrading/modernization of BDRCS response coordination centre at the NHQ</i>	Yes	No
Narrative description of achievements		
<p>BDRCS insured around 5,000 volunteers under IFRC global volunteer insurance policy. In addition to that under the ongoing COVID-19 operation, BDRCS insured around 2,000 frontline volunteers and more than 300 staff. Prior to the deployment of NDRTs, NDWRTs and volunteers, BDRCS organized a proper orientation on relevant subjects such as code of conduct, fraud and corruption prevention, safety and security, PGI, CEA with the support of concerned colleagues from BDRCS and IFRC.</p> <p>BDRCS with the support of IFRC, German Red Cross and American Red Cross arranged the National Disaster Response Team (NDRT) training for a new batch of 32 volunteers in January 2020. The IFRC Asia-Pacific Regional Office (APRO) Disaster Management and Surge Capacity Coordinator was present during this and provided inputs to BDRCS management in line with the IFRC's Global Surge Optimization process. BDRCS organized another NDRT training in January 2021 under this operation as a part of the capacity building of the National Society.</p> <p>BDRCS conducted exit surveys and post distribution monitoring regularly to improve the response service. In addition to that, findings from the focus group discussions and CEA activities; continuously improve this response operation of BDRCS, such as designing the dignity kit items list, developing the pocket cards on gender-based violence (GBV) and translation of IFRC protection field guide in Bangla.</p> <p>Through this EA, IFRC replenished tarpaulins, jerrycans and hygiene parcels which were distributed during the flood operation from the joint BDRCS-IFRC contingency stock.</p> <p>Considering the capacity building of national society staff and volunteers, through this EA, BDRCS conducted ToT on PHAST for volunteers and staff. As a part of the capacity building of BDRCS, some renovation works were done in both units under the recovery operation and provided IT equipment.</p> <p>Based on the finding of preparedness for effective response (PER) assessment, BDRCS initiated a process to revise the existing contingency plan and to develop the response SOP of BDRCS. In this regard, through this EA, IFRC extended support to organize two consultation workshops and BDRCS able to prepare the draft revised documents by end of May 2021.</p> <p>Currently, BDRCS EOC is functioning on a very limited scale as there is insufficient space is available to install the essential IT equipment that handed over to BDRCS from IFRC CD. However, it is expected by end of November 2021, BDRCS will complete the construction of a prefabricated building (with the support of IFRC and other movement partners) and proper EOC will be established with dedicated staff and volunteers. Initial discussion took place with IFRC APRO to get the required technical support to establish the proper EOC in BDRCS.</p>		
Challenges		
In 2020, BDRCS managed simultaneously five emergency appeal operations with the limited resources.		
Lessons Learned		
-		

International Disaster Response		
Indicators:	Target	Actual
<i># of NS supporting this emergency appeal with financial and/or human resources</i>	n/a	10
<i>IFRC engages in inter-agency coordination</i>	Yes	Yes
<i>A coherent shelter strategy is developed in response to the floods</i>	Yes	Yes
<i># of RDRT deployed</i>	3	-
Narrative description of achievements		
<p>American Red Cross, British Red Cross, Canadian Red Cross, European Commission – DG ECHO, Hong Kong branch of Red Cross Society of China, Japanese Red Cross, Netherlands Red Cross, Norwegian Red Cross, Swedish Red Cross, Swiss government, Monaco Red Cross have contributed to this emergency appeal either with financial and/or human resources.</p> <p>The Canadian Red Cross supported a Shelter Cluster Coordinator who arrived in Dhaka on 5 August 2019. The second surge Shelter Cluster Coordinator arrived in mid-September for three weeks to support this operation. The shelter cluster coordination team organized seven shelter cluster coordination meetings; met donors, UN agencies, INGOs and NGOs; provided technical inputs to develop Humanitarian Response Plan (HRP) and finalized a response shelter strategy for floods 2019. IFRC CD along with BDRCS engaged in HCCT, cluster and working group meetings on a regular basis.</p>		
Challenges		
<p>Three RDRTs profiles were planned for this EA and BDRCS requested for one RDRT with IM profile and another RDRT with PGI and CEA profile. However, due to the unavailability of required RDRT profiles, no RDRT was deployed. However, BDRCS continue the emergency operation by forming a dedicated information management team consists of two staff from the BDRCS ICT department, one IFRC staff and one trained NDRT. On the other hand, IFRC CD deployed a senior PGI and CEA officer and senior response officer from its PMO office to provide technical support to BDRCS for this flood operation.</p>		
Lessons Learned		
-		

Influence others as leading strategic partner		
Indicators:	Target	Actual
<i>IFRC together with the national society uses their unique position to influence decisions at local, national and international levels</i>	Yes	Yes
<i># of lesson learned workshop conducted</i>	1	1
<i># of evaluation(s) conducted</i>	1	0
<i>Evaluation is followed up by a management response</i>	Yes	No
<i>Operation has clear campaign and communications reach strategy</i>	Yes	Yes
Narrative description of achievements		
<p>Since the onset of the disaster, BDRCS and IFRC communications teams gathered photos and videos and shared them internally and externally to depict the situation as well as highlight Red Cross Red Crescent activities. BDRCS communication team, with the support of IFRC CD and APRO communication teams, were actively engaged in social media (Facebook, Twitter, Instagram) as well as sharing flood response information through the BDRCS and IFRC websites. Various communication contents such as infographics, web stories, videos, photos were published on BDRCS social media platforms and websites. IFRC global and regional Facebook and Twitter accounts and its website highlighted the work of BDRCS regularly.</p> <p>Also, photos, videos and other communications contents were shared regularly with all the National Societies around the world through IFRC global weekly newswire. Regular media monitoring and information sharing were done to keep all the relevant stakeholders updated about the situation and response to the disaster. All the audio-visual materials related to this operation were regularly stored on IFRC audio-visual library (shaRED) and other cloud spaces to provide quick and easy access to NS, PNSs and media. A short video documentary focusing on cash-based intervention was prepared and published in February 2020. With the involvement of an external consultant, four high-quality social media videos, one longer-format video documentary and two case stories and photos were produced that highlighted the success and long-term impact of the operation. These videos, photos and stories were widely shared. The daily newspapers of the country also published the recovery operation activities with importance. One of the news links is ‘IFRC project resuscitates ultra-poor families in Tangail char villages’.</p>		

Under this EA, lessons learned workshop was conducted and key lessons learned were highlighted in relevant sections of this final report. There was a plan to conduct an evaluation at the end of the operation. However, due to the COVID-19 pandemic, the evaluation had been deferred and instead planned to conduct an evaluation of multiple similar emergency operations together

Challenges

-

Lessons Learned

-

Effective, credible and accountable IFRC

Indicators:	Target	Actual
% of operations in accordance to established guidelines	100%	100%
% of compliance with IFRC HR procedures	100%	100%

Narrative description of achievements

IFRC staff supported BDRCS since the beginning of flood operation through maintaining close coordination with BDRCS counterparts as well as with the IFRC APRO counterparts and in-country PNSs. At the same time support services such as logistics, finance, resource mobilization, communication, PGI, reporting, planning, monitoring and security are being provided by concerned IFRC staff. From January 2020, a senior programme officer recruited and worked closely with the BDRCS recovery team to support the programme activities.

Challenges

It was challenging to provide the required support to BDRCS for multiple emergency operations at the same time with limited IFRC staff and amid the COVID-19 pandemic. However, understanding the strength and capacity of different team members, IFRC Bangladesh CD provided the required technical support to BDRCS to implement the operation.

Lessons Learned

IFRC Bangladesh CD also received surge support from in-country PNSs to provide technical assistance to BDRCS. In future operation, IFRC Bangladesh CD will seek such surge support form in-country PNSs.

D. Financial Report

The appeal budget was CHF 7 million, with an [appeal coverage](#) of CHF 2.65 million (37.86 per cent). The expenditure as of September 2021 closing is CHF 2,367,609. The balance of CHF 284,640 from this appeal will be transferred to the IFRC Operational Plan for disaster preparedness and strengthening the National Society.

Full financial report is attached at the end of this report. [click [here](#)]

Contact information

Reference documents



Click here for:

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

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

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For IFRC Resource Mobilization and Pledges support:

- Alice Ho, partnership in emergencies coordinator; email: PartnershipsEA.AP@ifrc.org

For Performance and Accountability support (planning, monitoring, evaluation and reporting enquiries)

- Fadzli Saari, acting PMER manager; email: fadzli.saari@ifrc.org

How we work

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

Emergency Appeal

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/7-2021/9	Operation	MDRBD022
Budget Timeframe	2019/7-2021/5	Budget	APPROVED

Prepared on 21 Sep 2021

All figures are in Swiss Francs (CHF)

MDRBD022 - Bangladesh - Monsoon Floods

Operating Timeframe: 18 Jul 2019 to 31 May 2021; appeal launch date: 31 Jul 2019

I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	285,000
AOF2 - Shelter	1,920,000
AOF3 - Livelihoods and basic needs	1,920,000
AOF4 - Health	170,000
AOF5 - Water, sanitation and hygiene	760,000
AOF6 - Protection, Gender & Inclusion	108,000
AOF7 - Migration	0
SFI1 - Strengthen National Societies	838,000
SFI2 - Effective international disaster management	999,000
SFI3 - Influence others as leading strategic partners	0
SFI4 - Ensure a strong IFRC	0
Total Funding Requirements	7,000,000
Donor Response* as per 21 Sep 2021	2,652,249
Appeal Coverage	37.89%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	355,866	396,362	-40,496
AOF2 - Shelter	594,993	595,066	-73
AOF3 - Livelihoods and basic needs	689,972	553,513	136,460
AOF4 - Health	162,915	202,356	-39,440
AOF5 - Water, sanitation and hygiene	249,074	255,724	-6,650
AOF6 - Protection, Gender & Inclusion	54,015	60,854	-6,839
AOF7 - Migration	17,651	17,651	0
SFI1 - Strengthen National Societies	82,200	85,398	-3,199
SFI2 - Effective international disaster management	2,927	2,927	0
SFI3 - Influence others as leading strategic partners	145	145	0
SFI4 - Ensure a strong IFRC	270,437	197,614	72,823
Grand Total	2,480,195	2,367,609	112,586

III. Operating Movement & Closing Balance per 2021/09

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	2,652,249
Expenditure	-2,367,609
Closing Balance	284,640
Deferred Income	0
Funds Available	284,640

IV. DREF Loan

* not included in Donor Response	Loan :	452,439	Reimbursed :	452,439	Outstanding :	0
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Emergency Appeal

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/7-2021/9	Operation	MDRBD022
Budget Timeframe	2019/7-2021/5	Budget	APPROVED

Prepared on 21 Sep 2021

All figures are in Swiss Francs (CHF)

MDRBD022 - Bangladesh - Monsoon Floods

Operating Timeframe: 18 Jul 2019 to 31 May 2021; appeal launch date: 31 Jul 2019

V. Contributions by Donor and Other Income

Opening Balance							0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income	
American Red Cross	348,605				348,605		
British Red Cross	121,169				121,169		
China Red Cross, Hong Kong branch	39,489				39,489		
China Red Cross, Hong Kong branch (from Governme	193,263				193,263		
European Commission - DG ECHO	220,333				220,333		
Japanese Red Cross Society	36,457				36,457		
Netherlands - Private Donors	606				606		
Norwegian Red Cross	319,371				319,371		
On Line donations	407				407		
Other	440				440		
Red Cross of Monaco	21,943				21,943		
Swedish Red Cross	406,631				406,631		
Swiss Government	500,000				500,000		
The Canadian Red Cross Society	1,083				1,083		
The Canadian Red Cross Society (from Canadian Gov	116,948				116,948		
The Netherlands Red Cross (from Netherlands Govern	325,505				325,505		
Total Contributions and Other Income	2,652,249	0	0	0	2,652,249	0	
Total Income and Deferred Income					2,652,249	0	