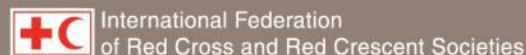


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Final Report

Bangladesh: Cyclone Amphan



Emergency Appeal	Operation n° MDRBD024
Date of Issue: 30 November 2021	Glide number: TC-2020-000137-BGD
Operation start date: 21 May 2020	Operation end date: 31 August 2021
Host National Society: Bangladesh Red Crescent Society	Operation budget: CHF 5 million
Number of people affected: 2.6 million	Number of people assisted: 71,365 (2.4 million people were also indirectly reached through early warning campaigns and evacuations)
Red Cross Red Crescent Movement partners involved in the operation: 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, Hong Kong branch of Red Cross Society of China, Japanese Red Cross Society, Qatar Red Crescent, Swedish Red Cross, Swiss Red Cross, Monaco Red Cross, 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, British Red Cross (from British Government), Hong Kong branch of Red Cross Society of China, Japanese Red Cross Society, Red Cross of Monaco, Swedish Red Cross, Swiss Government, the Canadian Red Cross Society (from Canadian Government) and the Taiwan Red Cross Organization.	
Other partner organizations actively involved in the operation: Government of Bangladesh, UN Resident Coordinator (UNRC), UNWOMEN, UNICEF, WFP, UNFPA, FAO, DG-ECHO, Terre des Hommes (TdH), Oxfam, START Network, Save the Children, BRAC, CARE, World Vision, Caritas, Friendship, SKS Foundation, Gana Chetana, Christian Aid, Catholic Relief Services (CRS), Actions Aid Bangladesh, BMGF, ECHO, GOAC, Hong Kong Government, KOICA, SDC, Sida, USAID, EDUCO, CERF, International Potato Center, Start Fund Bangladesh/UKAID, ACF, Jago Nari, Shushilan, Rupantor, HEAD, BRAC, DRR, Muslim Aid, Uttaran, Ashroy Foundation, Pradipan, Nabolok, Sangkalpo; COAST Trust; WAVE Foundation, VERC and local NGOs.	

A. SITUATION ANALYSIS

Description of the disaster

Cyclone Amphan formed over the Indian Ocean on 16 May 2020 and started moving north over the Bay of Bengal, towards north-east India coastal areas and south of Bangladesh. On 20 May 2020, the Bangladesh Meteorological Department (BMD) issued 'great danger' signal number 10 for coastal districts and their offshore islands and chars¹. Following the great danger signal and evacuation order of the Government of Bangladesh (GoB), more than 2.4 million people were moved to 14,636 permanent and temporary shelters. The cyclone Amphan slammed into the coastal districts of West Bengal, India and then it entered Bangladesh on 20 May evening with wind speeds of 150 km/h and caused huge destruction in 26 districts across the country.

According to Need Assessment Working Group² (NAWG) report dated 31 May, approximately 2.6 million people were affected, 205,368 houses were damaged, and 55,767 houses were destroyed in the 19 affected districts. A total of 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 embankments were damaged.

¹ Char in Bangladesh refer to island in river, a piece of land surrounded by water.

² NAWG is the platform for government and non-government humanitarian agencies under HCTT (Humanitarian Coordination Task Team).

In August 2021, due to active monsoon conditions and lack of sustainable repair of embankment, a strong tidal surge impacted cyclone-affected communities again in Khulna and Sathkira. Around 50,000 people were severely affected in Koyra and Paikgachha Upazilas under Khulna district. At least 250 shrimp enclosures were washed away and 15,000 people exposed to serious waterlogging issues. In Satkhira district, 375 acres of land were inundated and 250 acres of farmlands and fish enclosures were flooded.



Infrastructures like shelters and courtyards were damaged in coastal districts community in Satkhira due to Cyclone Amphan's impact (left). Saline water intrusion also caused the affected community to lose their livelihood options like agricultural land in Khulna (right). (Photo IFRC)

Summary of response

Overview of Host National Society

BDRCS, in collaboration with IFRC Bangladesh Country Delegation (CD) and other Red Cross Red Crescent Movement partners closely monitored the situation and kept close coordination with the Government of Bangladesh (GoB) at the national and district levels, and with other relevant agencies. BDRCS triggered the cyclone Early Action Protocol (EAP) on 18 May 2020 based on forecasts and supported the evacuation of people, livestock, and moveable assets (through vehicles), and provided food, water, mask and hand sanitizers (considering the COVID-19 pandemic) and basic first aid services at the cyclone shelters. Anticipating the potential impact and based on BDRCS request, an imminent Disaster Relief Emergency Fund (DREF) of CHF 293,810 was allocated by IFRC to reach more people. With the imminent DREF, BDRCS immediately undertook necessary actions in terms of providing emergency shelter, food, water, sanitation, and hygiene (WASH) and health support in the aftermath of the cyclone. An Emergency Appeal (EA) was launched on 28 May 2020 for CHF 5 million to scale up the responses and assist recovery efforts of 50,000 cyclone-affected people.



One of the beneficiaries completed shelter repair along with the rainwater harvesting unit and latrine installation in Khulna. (Photo: IFRC)

Summary of BDRCS emergency response:

- More than 70,000 volunteers - Cyclone Preparedness Programme (CPP) and Red Crescent Youth (RCY) - were mobilized for disseminating early warning messages and supported GoB to evacuate 2.4 million people. As a part of early actions in the EAP, BDRCS reached 36,365 people at the cyclone shelters providing dry food, safe

water and household items before the cyclone's landfall. A total of 4,406 livestock were also evacuated to the safe cyclone shelters. BDRCS also disseminated awareness messages for COVID-19 prevention to all coastal districts to reduce the transmission risk.

- In the aftermath of the cyclone, BDRCS immediately conducted an online rapid assessment with the support of its volunteers and staff from respective district branches. The finding from this initial rapid assessment contributed to the development of Cyclone Amphan's emergency plan of action based on the evolving needs of affected communities.
- Within two weeks of the cyclone's aftermath, BDRCS reached 1,100 households (5,500 people) with emergency food parcels. Additionally, BDRCS reached another 15,000 households (75,000 people) with food parcels with Qatar Red Crescent Society support.
- BDRCS reached 3,000 households (15,000 people) with tarpaulins and among of these 2,000 households with emergency shelter toolkits; 3,000 households (15,000 people) with hygiene parcels; 500 households with jerry cans and 1,000 households (5,000 people) with dignity kits. BDRCS mobilized all these household items from its contingency stock. Later IFRC replenished all these relief items through this operation to ensure the continuity of support to future operations, where stocks can be dispatched for immediate response.
- BDRCS reached 5,500 households (27,500 people) with multipurpose cash grant (MPCG) and vegetable seeds support in Khulna, Jessore, Satkhira, Bagerhat and Pirojpur districts.
- BDRCS installed 100 emergency latrines, estimated to benefit about 2,000 people in Khulna and Satkhira districts.
- BDRCS installed 25 rainwater harvesting units in Khulna, aimed at increasing access to safe water.
- BDRCS reached 2,209 people with medical services. Considering the COVID-19 pandemic, BDRCS distributed more than 10,000 masks, 1,500 hand sanitizers and disseminated awareness messages to approximately 50,000 people in the cyclone centres and affected areas.
- BDRCS distributed Protection Gender Inclusion (PGI) allowance considering the person with disability (PWD) family members of the targeted households based on the assessment. In total, 300 households received this support.
- BDRCS conducted post-distribution monitoring (PDM) after completing the emergency activities.
- BDRCS renovated four Mother and Child Health (MCH) centres in the affected districts (Khulna, Jhenaidah and Narail).
- BDRCS completed the recovery interventions in Dacope *upazila* under Khulna district to meet the recovery needs in areas of livelihood, WASH, shelter, health and DRR.
- In total, 250 households received integrated recovery support from BDRCS in terms of shelter, livelihood, WASH and DRR.
- For ensuring inclusive community disaster risk management, BDRCS implemented the recovery interventions through owner-driven and participatory approaches. For ensuring community participation in the decision-making process and monitoring and implementing the operational activities, BDRCS formed a community development committee (CDC).
- BDRCS distributed sapling considering the green revolution and DRR activities among 500 households. Each household received six types of saplings namely Mango, Sapodilla, Coconut, Guava, Wood Apple and Earleaf Acacia.
- As part of the DRR activity, BDRCS carried out five cash for work (CFW) interventions. In total, 150 household's representatives participated in the CFW activity in five schemes.
- BDRCS distributed 500 pieces of lifejackets among the 250 recovery-supported households, considered as life-saving material during the emergency under the DRR interventions.
- Before starting the recovery intervention, BDRCS organized an exchange learning visit for its field staff, COs, and volunteers to understand the challenges and learn the way forward from the ongoing operation.
- BDRCS conducted three times monitoring by using KoBo tools for creating the monitoring dashboard.
- BDRCS with the support of IFRC and existing Partner National Societies (PNS) conducted an internal evaluation.
- BDRCS organized a lesson learned workshop, participated by BDRCS senior management, relevant staff, volunteers and representatives from eight coastal district units, IFRC and PNS's representatives, CPP focal points of government and BDRCS.

Overview of Red Cross Red Crescent Movement in-country

IFRC CD coordinated with BDRCS, in-country Movement partners and the Asia Pacific Regional Office (APRO) in Kuala Lumpur since the beginning of the operation. IFRC CD team also maintained close coordination with the Humanitarian Country Cluster Team (HCCT), other in-country clusters and sectors both in Dhaka and Cox's Bazar.

The Forecast-based Action (FbA) team comprised of BDRCS, IFRC, German Red Cross, American Red Cross and Red Cross Red Crescent Climate Centre started monitoring the tropical disturbance detected by the Indian Meteorological Department (IMD) on 25 April 2020 and the FbA activation was triggered on 18 May 2020.

The in-country PNS and ICRC also closely monitored the situation and coordinated with BDRCS to prepare and respond to the disaster. German Red Cross continuously monitored the cyclone's path and provided necessary technical support to BDRCS. American Red Cross through its Forecast-based Action (FbA) under Coastal Disaster Risk Reduction (DRR) programme of BDRCS extended support to enhance the preparedness measures and early actions such as the evacuation of the people and providing food, water, etc. to the people taking shelter. Additionally, Qatar Red Crescent extended its support bilaterally to BDRCS in terms of providing food and HSBC Bank in terms of house repairing assistance.

Overview of non-Red Cross Red Crescent actors in country

GoB through its Ministry of Disaster Management and Relief (MoDMR) closely monitored the situation and since 16 May 2020 started coordination meetings with all relevant government and non-government stakeholders. By 20 May 2020, with the concerted effort of CPP, BDRCS, Fire Service and Civil Defense (FSCD), Police, Armed Forces, and other organizations, more than 2.4 million people were evacuated to 14,636 permanent and temporary shelters in 19 coastal districts (prior to cyclone landfall in the country's coast) as the cyclone grew in intensity turning from 'very severe' cyclonic storm into a super cyclone.

The GoB allocated 3,100 MT of rice, BDT 5 million (approximately CHF 58,000) in cash, 42,000 packets of dry food, BDT 3.1 million (approximately CHF 36,000) worth of child food and BDT 2.8 million (approximately CHF 33,000) for animal feed to the affected districts. Moreover, the GoB allocated 4,550 bundles of corrugated iron (CGI) sheet and BDT 13.65 million (approximately CHF 160,000) for house repairs.

NAWG under the [HCTT issued preliminary impact](#) and key immediate needs in the aftermath of Cyclone Amphan on 23 May 2020. After conducting the joint need assessment phase one, NAWG shared the [Joint Needs Assessment report](#) on 31 May 2020. Food security, WASH, shelter, health, gender-based violence (GBV) and cash working groups had been actively coordinating with partners since the onset of disaster. On 23 May 2020, an inter-cluster meeting was held to share the preliminary impact and priority needs. Based on the joint needs assessment report, HCTT activated the [Humanitarian Preparedness and Response Plan \(HPRP\)](#) in line with the HCTT contingency plan for climate-related disasters in the time of the COVID-19 pandemic.

According to HCTT Cyclone Amphan response plan monitoring dashboard dated 25 September 2020, 81 organizations reported and together they reached 791,481 beneficiaries. A total of 434,825 beneficiaries were reached in food security, and 552,529 beneficiaries in the WASH sector. The HCTT humanitarian response plan received USD 6.5 million (26 per cent funding coverage).

As the convener of the emergency Shelter Cluster, IFRC had been coordinating its members regularly about the evolving situation of Cyclone Amphan and supporting partners through sharing available damage information and priority shelter needs. Eight emergency shelter cluster meetings were held to ensure a coordinated shelter response with partners. On 10 November 2020, a lesson learned workshop on Cyclone Amphan Humanitarian Response was organized by UN Resident Coordinator where IFRC took part along with other humanitarian partners. On behalf of the shelter cluster, IFRC participated in NAWG and analyzed the findings and developed the shelter response plan in consultation with partners. Updated information, including seven HCTT 4W analysis reports, were regularly shared with partners.

After the cyclone's immediate impact, the Directorate-General for European Civil Protection and Humanitarian Aid Operations (DG ECHO) allocated an amount of EUR 1 million to address the imminent needs in Bangladesh, particularly in the most affected areas of Shatkhira and Khulna. The Start Fund Bangladesh Committee also allocated GBP 800,000 and UNICEF allocated initially USD 20,000 in response to the cyclone.

Needs analysis and scenario planning

Immediately after the cyclone landfall, BDRCS conducted an online rapid assessment and the dedicated information management team in national headquarters (NHQ) analyzed the data to feed to the operation team. At the same time, BDRCS and IFRC closely worked with NAWG. HCTT issued a regular monitoring dashboard and highlighted the evolving needs with the support of all the implementing humanitarian agencies including BDRCS.

According to the MoDMR, the winds and tidal surge damaged livestock and destroyed standing crops, vegetables and fruits on 176,000 hectares of land (65 per cent of agricultural land in 19 coastal districts), uprooted millions of trees and damaged fish farms worth BDT 3.25 million (CHF 36,400). Due to the washed away of the embankment's protection, crops land and fish farms were inundated in some of the coastal districts. The affected people needed extensive support to restore their livelihood and to ensure food security. According to the COVID-19 anticipatory impact analysis of [NAWG](#) dated 11 April 2020, amid the pandemic, lack of food access, a decrease of people purchasing power, a decrease of livelihood options, lack of cash liquidity, caring practices and poverty were found to be the major limiting factors in the affected areas.

The high wind speed, tidal surges and waterlogging in the affected communities damaged the water and sanitation facilities especially tube wells and latrines. According to the government, 18,235 water points and 40,894 latrines were destroyed in the most impacted districts. The [Rapid Gender Assessments](#) in June 2020, highlighted extremely limited access to menstrual hygiene management options for young girls and women due to the scarcity of safe water and sanitation facilities. Access to safe drinking water and restoration of sanitation facilities along with hygiene promotion remained the pressing needs in the affected communities.

According to the NAWG report, 205,368 houses were damaged, and 55,767 houses were destroyed in the 19 affected districts. There were thousands of people staying on embankments and in the houses of their friends and relatives. Some of the affected people faced challenges to return to their houses as damaged embankment needed to be repaired.

Risk Analysis

Apart from the difficulty of road access in some affected areas and increased health risks related to the ongoing COVID-19 pandemic, mosquito and water-borne diseases, debris and vehicle accidents, there were no major threats in Bangladesh threatening directly the implementation of operational activities. However, to mitigate the security risks, some measures had been taken (refer to the Security section). In addition, both BDRCS and IFRC has a 'Zero Tolerance' policy against corruption, discrimination against gender or race, sexual harassment, sexual abuse, bullying and as mitigating measure of the above risk, staff members/volunteers were oriented accordingly with the IFRC policy and guidelines. During this operation, BDRCS followed the existing government and movement guidance related to the COVID-19 crisis.

B. OPERATIONAL STRATEGY

Proposed strategy

Based on the available funding and need of the affected communities, the following operational strategy was applied:

- Provided multipurpose cash grant (MPCG) and vegetable seeds among the 5,500 affected households as emergency support to the most affected families to cover their basic needs.
- Provided additional multipurpose cash grant (MPCG) as PGI allowance among the 300 families with persons with disability (PWD).
- Provided recovery assistance for shelter, livelihood, WASH needs among 250 targeted households through conditional cash and technical assistance. Installation of waterpoints to ensure safe access to safe drinking water.
- Considering COVID-19 and countrywide shut down, the operation timeframe was extended for three months for completing the recovery intervention.
- BDRCS continued its mass health awareness as part of the COVID-19 prevention effort to the affected people alongside the renovation of Mother and Child Health (MCH) centres.
- Under DRR cash for work, sapling and lifejackets were distributed.

The cyclone's destruction in coastal districts was severe and amid the COVID-19 pandemic, the emergency response was more challenging due to safety risks to volunteers and staff. However, BDRCS mobilized its local volunteers and staff to assist the vulnerable affected people. To ensure the duty of care, BDRCS included around 2,000 volunteers and more than 300 staff under insurance coverage. In line with the ongoing COVID-19 operation, BDRCS followed guidelines and provided masks and hand sanitizers for its staff and volunteers.

Operational support services

Human resources

For this operation, BDRCS mobilized more than 70,000 volunteers to disseminate early warning messages and support GoB to evacuate 2.4 million people. The district branches also deployed youth volunteers and members of the executive committees to provide first aid, to distribute cash grants and in-kind support (food, hygiene parcel, shelter items, household items, jerrycans, latrine installation, water points, etc.). BDRCS also mobilized their 50 National Disaster Response Team (NDRT) and National Disaster WatSan Response Team (NDWRT) members and 30 staff. During the recovery operation, BDRCS recruited four technical officers, deployed one field coordinator, five community organizers and two skilled volunteers for implementing the planned activities in the recovery areas. BDRCS also formed a CDC and community volunteer group by engaging the community people. IFRC staff supported BDRCS since the beginning of the operation through maintaining close coordination with BDRCS counterparts. In addition, one senior programme officer was deployed to support this operation.

Logistics and supply chain management

The initial household items (tarpaulins, hygiene parcels, etc.) were dispatched immediately from pre-positioning stocks of BDRCS and allowed the National Society to meet the immediate needs of the affected people. IFRC Bangladesh CD procured 5,000 hygiene parcels, 2,000 shelter toolkits, 1,000 dignity kits, 600 life jackets, 100 RC vests and caps and first aid training kits locally. A total of 5,000 tarpaulins and 5,000 jerrycans procurement and importation was completed with the support of the IFRC Asia Pacific Operational Logistics, Procurement and Supply Chain Management (OLPSCM) unit. Due to COVID-19, clearance of relief items took a longer time than expected. IFRC CD initiated to procure 8,000 pieces of corrugated iron sheets. Due to countrywide shut-down for COVID-19, suppliers were unable to deliver the CGI sheets and the order was cancelled. Later, BDRCS and IFRC programme team organized a session with the beneficiaries and based on their recommendations, IFRC top-up the cash grants for buying CGI sheets from the local market.

Based on the operational needs, IFRC Bangladesh CD also procured IT equipment, IEC materials, visibility items etc. IFRC CD logistics and procurement units along with the BDRCS counterpart maintained coordination with the National Logistics Cluster. BDRCS used its own transport capacity for transporting relief items to the operation areas. Due to COVID-19, there were movement restrictions on movement and BDRCS faced challenges to transport the relief items from the BDRCS warehouse to remote affected districts. However, BDRCS managed to deliver the relief items in consultation with the authorities. Based on need, IFRC CD Logistics rented additional vehicles following the operation's requirements in compliance with IFRC's logistics standards, processes, and procedures.

Security

Since the commencement of the operation, the IFRC security unit closely monitored the security situation of operational locations and responded and communicated with all concerns accordingly. There was no major security issue except difficulty to work with COVID-19 restrictions as well as road access to some affected communities as tidal water entered into the low-lying areas of coastal districts. However, to ensure the safety and security of the Red Cross Red Crescent personnel, a movement monitoring system was in place for all field travels and disseminated security advisories, including imposing temporary restrictions as appropriate. Safety and Security alerts were also sent via WhatsApp messages. The IFRC Security was keeping close coordination with ICRC, UNDSS and external partners in-country as well as with the BDRCS units and local administrations in the operational areas.

Community engagement and accountability (CEA)

CEA is an approach to Red Cross Red Crescent programming and operations, and it refers to ways of working collaboratively with the people and communities to ensure that Red Cross and Red Crescent actions are effective, inclusive, sustainable, and accountable and that they contribute to supporting and enabling people and communities to lead and shape positive, sustainable changes in their own lives and on their own terms. CEA approach was also integrated into the Cyclone Amphan project cycle management including community risks and vulnerability ranking, publishing the beneficiary list, ensuring accountability in humanitarian resource allocation, adopting the community feedback in programme design and planning, acting on feedback/complaints, follow-up and physical verification of households and sharing lessons learned with the communities.

Before providing any assistance, the community people had received information through community consultation, display of materials, face to face communication and awareness sessions on the assistance packages and services. BDRCS established a hotline number (+88 01811458524) and feedback email (feedback@bdracs.org) which were used throughout the country. Through the hotline mechanism, BDRCS responded to 92 feedbacks in cyclone-Amphan project areas (in 2020, a total of 70 calls received and responded, male-53, female-17 and 2021 total-22 calls, male-14, female-8). CEA technical committee members of BDRCS and IFRC were assigned to ensure that the communities can raise concerns and the operation may receive feedback about the quality of aid. In 2021, to build capacity on CEA a day-long orientation session was completed with 15 RCYs and activated branch/district-level committee. Engaged Red Crescent Youth (RCY), National Disaster Response Team (NDRT) members and relevant staff on the ground and at the distribution sites were equipped to respond to the queries through feedback hub, feedback and information booth, feedback box (57 cases in 2021), face-to-face communication and Frequently Asked Questions documents (FAQs). The beneficiary list was displayed at the community level (Ward #5, 6 & 8) to ensure transparency. Engaging with communities, the CEA integration approach can lead to better quality programming, which supports the goal of improving community resilience, reducing the impacts of disasters or crises, and strengthening institutional readiness.

Communications



Both BDRCS and IFRC communication teams maintained a steady flow of information and communication between operations in the field and major stakeholders including media, Movement partners and donors. The IFRC Bangladesh CD communications team was in close coordination with the IFRC APRO communications team and worked closely with BDRCS to ensure that the information flow was steady, effective and external dissemination was timely. From the preparedness phase, virtual social media groups were formed to gather photos and videos from the ground and share them on different social media platforms such as Facebook, Twitter, Instagram and others. Throughout the operation, the team communicated externally the preparedness and response activities of BDRCS and other Movement partners and highlighted the humanitarian crisis and needs on the ground. The operation maintained Red Cross Red Crescent

visibility in the field through branding materials such as posters, banners, vests, caps, etc. Both IFRC and BDRCS used their own social media channels such as *Facebook, Twitter, Instagram, Slack* as well as official websites extensively to share the operational activities with wider global audiences. On the occasion of two months after the cyclone made landfall, IFRC released a communication package including key messages, a photo collection, and a social media video to highlight the needs on the ground and BDRCS response activities. Regular Twitter posts were also made from official and personal accounts. On the occasion of one year of the storm, a communication package including key messages and photo collection was shared through IFRC global newswire.

Planning, monitoring, evaluation and reporting (PMER)

A door-to-door household assessment was conducted through mobile data collection tools to select the most affected people based on set criteria to ensure the quality of implementation and to reach the most vulnerable people. Regular monitoring of different activities was done through deployed NDRT members and staff. Exit survey and PDM were conducted to collect feedback from the end-users and to monitor the impact of the intervention. The IFRC's [GO platform](#) was also updated by the operation team. A lesson learned workshop was organized and captured lessons learned and best practices throughout the operation. The lessons learned are elaborated per sector in the detailed operational report section.

C. DETAILED OPERATIONAL PLAN

 <p>Shelter People reached: 16,250 Male: 8,068 Female: 8,182</p>		
Indicators:	Target	Actual
# Of reached people with safe and adequate shelter and settlements	16,250	16,250
# Of households provided with emergency shelter items to have a space that meet the minimum living conditions	3,000	3,000
# Of households received shelter recovery assistance ³	250	250
# Of cyclone shelter renovated for future safe evacuation ⁴	1	deprioritized
# Of household received key messages on safe local building techniques	3,000	3,000
Narrative description of achievements		
<p>Based on the rapid assessment findings and severity of the cyclone's impact, BDRCS allocated and mobilized 2,000 sets of shelter toolkits and 3,000 pieces of tarpaulins from its existing contingency disaster preparedness stock to meet the emergency shelter needs of the affected communities.</p> <p>BDRCS mobilized its volunteers and staff to assess the affected households in the community and targeted the households based on shelter damage severity and other vulnerabilities. BDRCS provided tarpaulins among 3,000 affected households and among these based on individual needs of repairing tools. Besides, BDRCS reached 2,000 households with shelter toolkits in Satkhira, Khulna, Bagerhat, Pirojpur and Jessore districts. During the distribution, BDRCS also provided necessary orientation on the use and fixing of tarpaulins and shelter toolkits. Afterwards, respective BDRCS district branches distributed these emergency shelter items among the selected households. Considering the COVID-19 pandemic, in some districts, BDRCS delivered assistance at the doorstep of targeted households.</p>		
		<p>Before distribution, BDRCS Khulna Zilla RC unit's staff and volunteers provide orientation on tarpaulin use and fixing. (Photo: IFRC)</p>

³ Due to low funding coverage of the EA, BDRCS lowered the target to 250 households for shelter recovery assistance from the initial target of 2,000.

⁴ Due to low funding coverage, BDRCS lowered the target to 1 (one) shelter instead of initially targeted 10.

Items	Khulna	Satkhira	Jessore	Pirojpur	Bagerhat	Total
Tarpaulin	1,100	900	300	300	400	3,000
Shelter tools kit	550	600	250	300	300	2,000



BDRCS team conducts PDM in Satkhira after the distribution of emergency items. (Photo: IFRC)



BDRCS and IFRC team members doing a transect walk in the recovery-targeted community to understand the community needs by direct observations and discussion with the community people. (Photo: IFRC)

After completing tarpaulins and shelter toolkits distribution, BDRCS conducted PDM and found that more than 90 per cent of total respondents used these tarpaulins as a roof for their temporary shelter.

Based on the available funding of EA, BDRCS extended shelter recovery interventions to reach 250 households with conditional cash and in-kind assistance along with technical support in Khulna district. In this regard, BDRCS completed the community consultation and identified the priority shelter recovery needs and finalized the beneficiary list through a detailed household assessment.



BDRCS organized an online meeting with the beneficiaries, masons, carpenters and their staffs (left) and distributed CGI sheets as shelter repairing support among them. (Photo: BDRCS)

Before delivering the shelter repairing assistance, BDRCS organized an online meeting/session (due to COVID-19 pandemic and countrywide strictly shutdown) with the beneficiaries, community masons and carpenters, staff, and community organizers (CO) for understanding the community perception of safe shelter considering the hazards, where all the possible strengths, challenges of the community were discussed to design the shelter recovery intervention.

To implement the shelter construction well in the entire community, a total of 25 model shelters were constructed first in the communities to act as examples for the 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. BDRCS field team selected 25 beneficiaries to construct the model shelters in consultation with the community people, local technical resource people and local authorities. These shelters constructed through a community participatory approach considering the build back better principles. Before transferring the conditional cash grant, BDRCS distributed corrugated Iron (CGI) sheets among the model shelter beneficiaries. After that, as per the request of BDRCS, IFRC Bangladesh country office directly transferred the conditional cash grant to the targeted 25-model beneficiaries for repairing their houses.

After completing the model shelter repairing, BDRCS disseminated the key learning messages among the remaining beneficiaries. Then the remaining beneficiaries (225 out of 250) received the conditional cash grant BDT 65,000 (CHF 722) through their bank accounts for buying CGI sheets/cement sheets, house repairing materials and installed rainwater harvesting unit as per the beneficiary's proposal.

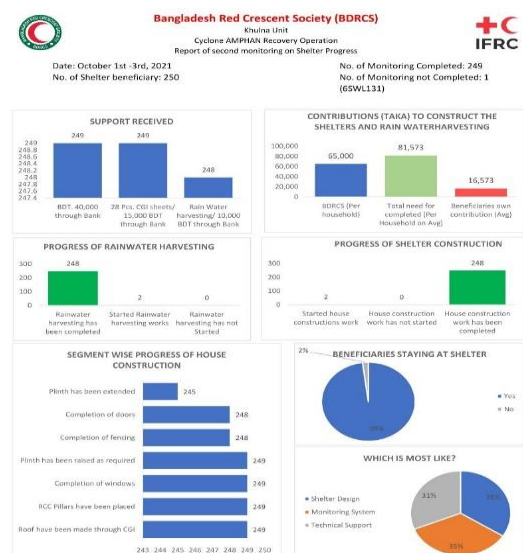


One of the reconstructed houses (with support from BDRCS) in Khulna. (Photo: IFRC)

In addition, considering the scarcity of safe drinking water in the targeted recovery areas, BRDCS provided shelter repairing support along with rainwater harvesting units. In total, 250 household recovery-supported beneficiaries received this support from BDRCS.



One of the targeted households after installation of the rainwater harvesting unit along with her reconstructed house in Khulna. (Photo: IFRC). On the right is the shelter monitoring dashboard (Source: BDRCS-IFRC IM)



During the recovery, an intervention monitoring dashboard was developed and regular door-to-door monitoring used the KoBo toolbox. According to the monitoring report, all the targeted shelter beneficiary received their conditional cash grant through their bank accounts for house repairing and installing rainwater harvesting units. After receiving support from BDRCS, all the targeted beneficiaries completed their house reconstruction work as per their own proposal and are currently living in their houses. According to the PDM, these targeted households contributed an average of around BDT 16,500 from their own.

The renovation of the cyclone shelter was cancelled/deprioritized as BDRCS was not able to conduct a detailed technical assessment on time due to the COVID-19 pandemic and strict movement restrictions. Once the COVID-19 pandemic situation improved, there was not sufficient time to complete the renovation work.

Challenges

After completion of the emergency activities, BDRCS started implementing the recovery operation. However, since the beginning of March 2021, the number of COVID-19 positive cases and death started increasing again sharply. Due to the strict movement restriction across the country and considering the safety of staff and volunteers, the overall consultation and assessment process in the communities were delayed and it took longer time than expected to identify the targeted communities and targeted households for recovery assistance.

Based on the operational plan and request from BDRCS, IFRC CD initiated the procurement process and issued the work order to deliver roofing materials. However, there was a shortage of imported raw materials due to restrictions during the COVID-19 pandemic and the supplier was unable to supply on time. As a result, in consultation with communities and assessing local markets, BDRCS provided additional cash assistance to buy roofing materials for houses.

On the other hand, opening individual bank accounts was slower than expected as the bank authority allowed only limited beneficiaries at the bank due to the COVID-19 safety measures. BDRCS continued promoting and ensuring the COVID-19 safety measures throughout the implementation of shelter recovery, including training, focus group discussion, construction, etc.

However, BDRCS and IFRC operational team provided inclusive monitoring and technical support virtually and physically as required and possible. BDRCS field team paid an extra effort to complete the scheduled task through engaging the community development committee, community organizers and local Red Crescent branch.

Lessons Learned

Ensuring the community participation in the decision-making process and owner-driven approach were highly appreciated and effective at the community level. As a result, the community felt the ownership of the project activities and they contributed money as required as per their ability.

In addition to that, the dry season is a perfect time for recovery intervention like shelter repairing. Dedicated, qualified and skilled staff are essential to complete the project activities within the time frame. An operational office at the community level is very important for the remote community. The implementation plan should be considered by geographical location, seasonality, and community vulnerability. It would be very good to implement the model support at the beginning of a project. The CDC needs to be empowered more with capacities to tackle the community crisis and others.



Livelihoods and basic needs

People reached: 71,365

Male: 35,433

Female: 35,932

Indicators:	Target	Actual
% Of targeted household that have emergency food and cash to meet their survival threshold	100%	100%
% Of targeted household whose livelihoods are restored to pre-disaster level	100%	100%
# Of people reached with food assistance	25,000	41,865
# Of households assisted through cash for work	500	150
# Of households provided with conditional cash grants	250 ⁵	250
# Of households provided with seeds assistance	5,500	5,500
# Of households reached with multipurpose cash grants	5,500	5,500

Narrative description of achievements

A total of 36,365 people were reached by dry food support before the cyclone's landfall in 192 cyclone shelters under 10 coastal districts. The food was procured from the local district markets and packaged in the local district BDRCS

⁵ Due to low coverage of the EA, BDRCS reduce the target to 250 households for livelihood recovery assistance than initial target of 1,000 HHs.

units and some were packaged in the cyclone shelters. Based on the availability in the local market, BDRCS procured and distributed dry food items (flattened/puffed rice, biscuits/cake, sugar/molasses, etc.) at the shelters during the early actions stage. During the cyclone, there was mass evacuation and around 2.4 million people were evacuated. As a result, BDRCS had to provide additional support compared with the initial targets.



One of the BDRCS volunteers conducting household's assessment on the embarkments to identify the most vulnerable households to provide MPCG in Khulna district. (Photo: IFRC). On the right, leaflet developed in Bangla regarding cash distribution process through the post office for targeted people.

BDRCS also reached 1,100 households (5,500 people) with emergency food parcels within two weeks. In addition, with the bilateral support from Qatar Red Crescent, BDRCS reached another 15,000 households with food parcels. BDRCS distributed MPCG along with eight types of vegetable seeds among 5,500 households in Satkhira, Khulna, Bagerhat, Pirojpur and Jashore districts. Each household received CHF 50 (BDT 4,500) as MPCG assistance through the electronic money transfer services of the Bangladesh Post Office (BPO) being the Financial Service Provider (FSP). BDRCS has a framework agreement with BPO and has been extended until 31 December 2023.

In September 2020, the BDRCS response department organized a virtual orientation for 10 NDRTs, 8 staff and 30 volunteers regarding online data collection, PGI, CEA, fraud and corruption prevention, COVID-19 guideline, and other relevant topics. After that, district-level orientations were conducted on the same topics by the trained NDRTs. Subsequently, the assessment team deployed in the field for household's assessment of the most vulnerable families.

Later, BDRCS and IFRC IM team, assisted the respective district RC units in cleaning and analyzing the collected data and shared a draft beneficiary list based on the beneficiary selection criteria and their vulnerability. Then, the respective RC unit displayed this draft beneficiary list along with the BDRCS hotline number in the respective communities for their feedback and suggestions. After incorporating all the feedback and suggestions from the community, BDRCS branch RC unit's authority finalized the list and sent it to the BDRCS Dhaka office for transferring the money to the beneficiary's mobile account through BPO. In this regard, BDRCS with the support of IFRC CO developed a leaflet in Bangla language describing the steps of the MPCG process through the post office. These leaflets were disseminated among the final targeted families with proper orientation. This leaflet helped them to know the overall distribution process.

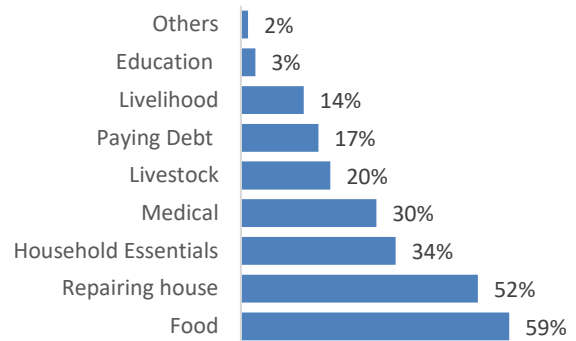


BDRCS distributed MPCG with vegetable seeds in the affected districts. (Photo: BDRCS/IFRC)

After distributing MPCG and vegetable seeds, BDRCS conducted a PDM with the support of their trained volunteers and NDRT members. Prior to that, BDRCS organized a virtual orientation on the PDM questionnaire, COVID-19 guideline, and other relevant topics. PDM data showed that around 59 per cent of total responders spent their received cash grants for food, followed by 52 per cent for shelter repairing; 34 per cent for household essentials; 30 per cent on medical services. Around 20 per cent of respondents used their cash assistance for buying livestock and around 14 per cent of respondents used the cash grant to restore their livelihood. It was also found that around 17 per cent of respondents paid their debt.

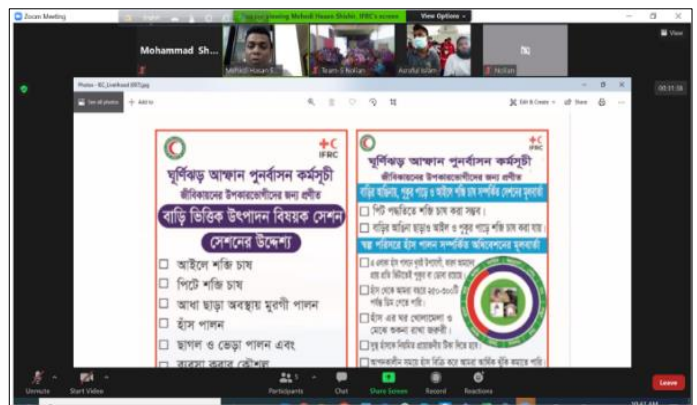


Utilization areas of MPCG assistance



After distributing the multipurpose cash grant and seeds, PDM was conducted by both BDRCS and IFRC. (Photo: IFRC). On the right, PDM result on key utilization areas of cash assistance.

According to PDM, about 90 per cent of respondents fully utilized their cash assistance, and 98 per cent were satisfied with the quality of vegetable seeds. More than 65 per cent produced vegetables from the seeds.



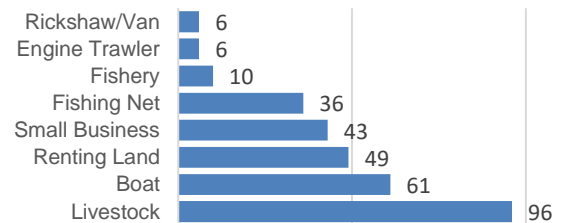
Due to the COVID-19 pandemic situation and country wide strictly lockdown, BDRCS and IFRC operational team organized a virtual session on income generating activities. (Photo: BDRCS)

In the recovery intervention, BDRCS provided support for restrengthening livelihood options among the targeted 250 households. Based on the beneficiary's proposal, they received a conditional cash grant (BDT 25,000/per household) through their individual bank accounts along with technical support & guidelines to improve their livelihood capacities. Based on consultation with communities and assessment, it was found that different types of livelihoods options were identified such as agriculture, fisheries, livestock, small business, poultries, fishing net and boat, rickshaw/van, small business, equipment of masons etc. Considering these livelihood options and proposals, BDRCS organized knowledge-sharing meetings and provided related departments' mobile numbers to the beneficiaries.

During the recovery intervention time, BDRCS with the technical support of IFRC developed a monitoring dashboard through collecting household information on a regular basis by using the Kobo toolbox. Based on the monitoring findings, the operational team acted as required. Monitoring data showed that all the targeted households received BDRCS support and implemented their income generating activity (IGA) as per their own proposal.

The PDM found that all the targeted households received conditional cash assistance through their individual bank accounts. Around 96 households utilized their livelihood recovery assistance for buying livestock and most of the households utilized their cash assistance for repairing or buying boats, for renting land for agriculture activities, for investing in small business, for buying fishing nets, or other fishery related investments such as engine boats, or a rickshaw/van. Out of the 250 households who received livelihood recovery assistance, around 87 percent chose single livelihood options and 13 percent invested in double livelihood options.

Livelihood Recovery Options (Chosen by # of households)



Under the CFW activity, BDRCS implemented five CFW schemes in the targeted community. In total, 150 household's representatives participated for 20 days in the CFW activities. This CFW initiative of BDRCS helped community people to protect agricultural land from salinity water intrusion from normal tidal surges. As a result, 400 *bigha* (around 248 acres) farmlands of the targeted areas will be used for the cultivations. At the same time, through this CFW scheme road communication has been improved, which will help community people to reach cyclone shelters timely during the emergency period.



After getting BDRCS support, beneficiaries started their IGAs as per the given proposal. (Photo: IFRC)



Community people doing CFW activities in the targeted community. (Photo: IFRC)

Challenges

COVID-19 caused delays because there were BDRCS volunteers and staff who were infected, and due to strict lockdown in the targeted districts, the team could not move freely. As a result, the overall consultation and assessment process in the communities were delayed somewhat and it took a longer time than expected to identify the targeted communities and targeted households for recovery assistance. Opening bank account and cash withdrawal from the

bank were slower than expected as the bank authority allowed only limited beneficiaries at the bank due to COVID-19 safety measures.

Lessons Learned

Indigenous knowledge sharing along with local best practices in terms of livelihood in the community, helped the targeted households to identify the most feasible livelihood options. The community 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 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: 57,343

Male: 28,672

Female: 28,671

Indicators:	Target	Actual
# of people reached with health assistance.	50,000	57,343
# of people reached with emergency health service	1,000	2,209
# of people reached with first aid service	200	120
# of MCH renovated and equipped	10	4 ⁶
% of targeted people reached through mass awareness	100%	100%
# of people reached through mass awareness on COVID-19	50,000	50,000
# of staff and volunteers reached through ECV/CBHFA orientations	20	Cancelled
# of people reached with psychosocial support	200	214

Narrative description of achievements



One of the repaired MCH centres. (Photo: IFRC)

As COVID-19 precautionary measures, BDRCS provided personal protective equipment (PPE) like masks, hand sanitizers and first aid services during the operation. In total, 10,000 PPEs were distributed during the emergency period to the front-line volunteers and staff. BDRCS also provided masks, hand sanitizers and soaps to people in 40 cyclone shelters during the evacuation. BDRCS developed the key messages in line with government and WHO COVID-19 guidelines and reached more than 50,000 people through mass awareness in the cyclone-affected areas.

Among all 56 MCH centres, 23 MCH centres are in coastal districts. Through these MCH centres, BDRCS has been providing antenatal care, normal delivery, post-natal care, child health care, immunization, family planning, general

⁶ BDRCS repaired four MCH centres by utilizing the fund from Cyclone Amphan EA. Approximately, 200 people reached per month by each MCH centre. According to this scenario, around, 9,600 people reached by four MCH centres in the last 1 year.

health care and referral services. The average normal delivery is about 10 per MCH centre per month and 200 persons received general health care per centre per month. Based on detailed technical assessment, BDRCS renovated four MCH centres in Jhenaidah, Narail and Khulna districts in the recovery phase. And provided necessary equipment like oxygen cylinder, delivery table, etc. for ensuring the quality of services delivery.

BDRCS conducted two psychological first aid (PFA) online trainings for all unit-level officers and youth chiefs from 29 to 30 June 2020, to cope with everyday stress and anxiety as well as get more skills and knowledge on how to provide PFA to the people served. During June 2020, a total of 192 people including unit-level officers and youth chiefs were trained on PFA and 214 people (141 males and 73 females) reached with PFA through BDRCS PSS Call Centre. The main concern of the callers was mostly medical support because of the COVID-19 pandemic; other concerns were sleeping problems, fear of being infected, anxiety, worry due to loss of job, nightmares, etc. A total of six people were referred to specialized mental health services. Also, a total of 260 frontline health staff including medical doctors, nurses, midwives were reached with mental health and psychosocial support (MHPSS) services by the professional psychologist and psychosocial counsellors through the PSS call centre and 134 staff and volunteers were reached with Caring for Volunteers activities. In addition, as part of promoting COVID-19 prevention and controlling the curb of COVID-19 cases, BDRCS reached more than 10,000 people with facemasks and hand sanitizers during the distribution of emergency household items and cash.



BDRCS medical team is providing free medical services in the affected areas in Khulna district. (Photo: BDRCS)

Considering the impacts on human health due to Cyclone Amphan, BDRCS deployed their medical team for providing free medical services in most affected districts namely Khulna and Satkhira during the emergency phase. As a result of the deployment, the medical team reached 2,209 individual people with free medical services such as consultancy and medicine support.

Challenges

Working amidst the COVID-19 pandemic was the major challenge that slowed down the implementation of planned activities. The country's maiden cases of COVID-19 were reported on 8 March 2020 and the first death was reported on 18 March 2020 by the Institute of Epidemiology, Disease Control and Research (IEDCR) of the GoB. The confirmed number of cases, as of 31 August 2021 reported by the DGHS was 1,500,618 countrywide. Within the same period, 26,195 people had died. Highest COVID-19 cases were recorded at the beginning of August 2021. Due to the COVID-19 pandemic situation, BDRCS could not organize physical training like ECV/CBHFA.

Lessons Learned

The recovery activities were implemented during the COVID-19 pandemic situation. Each activity was implemented in adherence to the precautionary measures of COVID-19. The number of mobile medical teams need to be adjusted according to the needs during the emergency period. In this case, the number of deployed mobile medical teams was insufficient.

The renovation of MCH centres through this operation helped BDRCS to continue its health service in the communities. These MCH centres have been playing an important role in the ongoing COVID-19 response. Considering the importance of MHPSS during emergencies, it is recommended to train more staff and local volunteers on MHPSS.



Water, sanitation, and hygiene

People reached: 36,365
Male: 17,055
Female: 18,310

Indicators:	Target	Actual
# of people reached with WASH services	15,000	36,365
# of people provided with safe water	15,000	36,365
# of water points repaired/installed	200	275
# of emergency latrines constructed	100	100

# of people reached by hygiene promotion activities	15,000	15,000
# of households provided with a set of essential hygiene items	3,000	3,000
# of people assisted with reduction in risk of waterborne and water related disease	1,250 ⁷	1,250
# of households supported with latrines installation in recovery phase	250 ⁸	250

Narrative description of achievements

During the emergency phase, BDRCS distributed safe drinking water to 36,365 people displaced at the cyclone shelters. BDRCS locally procured PET bottle drinking water and distributed them to the affected people in addition to the distribution of 500 jerry cans that can be used to collect and store water. BDRCS installed 275 rainwater harvesting units (water points) to support a more sustained supply of safe drinking water in Khulna district.

To ensure access to latrines during the emergency phase, BDRCS installed 100 emergency latrines in cyclone-affected areas in Satkhira and Khulna districts for communal use. BDRCS deployed technical staff and volunteers to install these latrines considering the local culture and context. All the construction materials were procured locally, and these emergency latrines were constructed in consultation with the affected communities.



BDRCS consulting with community people regarding existing water consumption and storage practices (left) and considering the scarcity of safe drinking water, BDRCS installed rainwater harvesting system in the most cyclone-affected areas in Khulna (right). (Photos: IFRC)

BDRCS distributed 3,000 hygiene parcels⁹ from its contingency stock immediately after the cyclone. Before the distribution, trained volunteers provided orientation on the proper use of hygiene parcels where information about proper handwashing and latrine maintenance was communicated to the recipients.



BDRCS is distributing hygiene parcel (right) and providing orientation (left) on proper use of hygiene parcels during emergency phase. (Photo: IFRC)

Concerning menstrual hygiene management (MHM), female volunteers provided awareness messages on MHM, supplemented with appropriate IEC materials. Key messages on the use of sanitary pads, preparation of sanitary pads with local resources, etc. were also communicated. This was carried out separately with the targeted female community members. Special emphasis was given on handwashing considering the ongoing COVID-19 pandemic.

⁷ Due to low funding coverage of the EA, BDRCS reduced the target to 1,250 people instead of initial target of 10,000 people.

⁸ Due to low funding coverage of the EA, BDRCS reduced beneficiary target for latrine instalment to 250 HHs instead of initial target of 2,000 HHs.

⁹ Each hygiene parcel consisted of 12 pieces bathing soaps, 8 pieces of laundry soaps, 1 packet of sanitary pad, 5 rolls of toilet paper, 1 piece of toilet brush, 1 piece of nail cutter, 2 tubes of toothpaste, 5 pieces of toothbrush, 1 piece of hand washing liquid soap with dispenser along with 2 pieces of refill packages, 1 piece of hair oil, 1 piece of comb and 1 sheet of towel.



BDRCS trained volunteers giving an orientation on MHM (left) and one of the newly constructed household latrines by BDRCS (Photo: IFRC)

In the recovery phase, BDRCS reached 250 most vulnerable households by providing conditional cash grants along with the technical support to install household latrines. BDRCS selected these households through household detailed assessments and finalized the beneficiary list in the targeted areas based on the damage and WASH facilities situation, accessibility, household income, vulnerability groups, etc. The latrine design was finalized in consultation with community members and the concerned authorities.

These latrines were installed in consultation with the affected communities through a participatory and community owner-driven approach. Based on community consultation and technical support of local skilled persons and local authorities, BDRCS assisted the targeted communities to design and instal the model household latrines in strategic locations. BDRCS provided cash grant support to the targeted beneficiary through their individual bank account.

According to the PDM, all the targeted households received recovery assistance from BDRCS, and they utilized the cash assistance for the installation of their household latrines.

Challenges

Due to the embankment breakdown and damages of water points, access to safe drinking water is one of the major challenges in the cyclone-affected areas. For these reasons, BDRCS conducted a technical assessment and installed 25 rainwater harvesting units during the emergency phase. During the recovery phase, BDRCS installed another 250 rainwater harvesting units.

Due to the COVID-19 pandemic and difficult access to the remote affected communities, the overall planned activities like technical assessment and focus group discussions were not completed in a timely manner. As a result, overall WASH recovery interventions were delayed.

BDRCS also could not recruit a WASH technical officer who was supposed to be based at the field. BDRCS instead deployed the WASH Officer from the Disaster Response Department, based at the NHQ level, where he provided technical and monitoring support, both virtually and physically as required.

Lessons Learned

Community participation and an owner-driven approach are critical to ensure and encourage successful implementation and maintenance of household latrines. This approach will continue to be practised and adopted in future emergency operations.

It is important to provide technical orientation to local masons and carpenters, to be aligned with the standards set by the DPHE, in terms of materials used and design of the latrine.



Protection Gender and Inclusion

People reached: 71,365

Male: 35,433

Female: 35,932

Indicators:	Target	Actual
Does the operation demonstrate evidence of addressing the specific needs to ensure equitable access to disaster response services?	Yes	Yes
Is SADD data collected for analysis?	Yes	Yes
# of targeted people received dignity kits	1,000	1,000

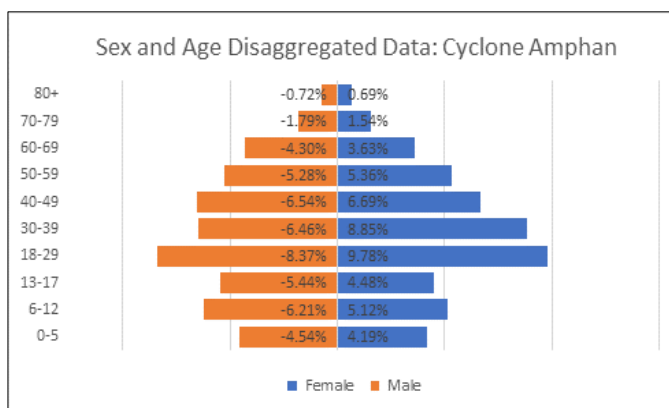
Narrative description of achievements

Based on the initial rapid assessment findings, BDRCS completed the emergency response among the targeted households in the cyclone-affected areas. BDRCS and IFRC had been closely coordinating with external stakeholders like NAWG to get information about the priority needs. Additionally, BDRCS conducted a detailed household assessment and used SADD information to design and implement the operation. The detailed household assessment had been conducted using KoBo collect apps and beforehand BDRCS trained its volunteers and NDRT members on assessment. During this assessment, SADD data were collected and the analysis was carried out by the dedicated data management team comprised of BDRCS and IFRC staff.



BDRCS volunteers collecting household's information for selecting/finalizing the beneficiary list. (Photo: IFRC)

Afterwards, BDRCS with the technical and monitoring support of IFRC conducted the details assessment in the targeted community. During the detailed assessment, BDRCS and IFRC engaged their community engagement and accountability (CEA) team to address community feedback that was received through hotline and complain and suggestion box in the community level. After getting and addressing all the feedback by consulting with the community and respective RC unit, BDRCS finalized the beneficiary list for recovery supports in terms of shelter, livelihood, DRR and WASH sectors. During the operation period, BDRCS organized day long sessions on CEA covering topics like beneficiary selection criteria, feedback mechanism, how to engage community etc. among 25 active volunteers in the recovery and emergency targeted district namely Khulna.



As a part of validation and getting feedback from community people BDRCS published the preliminary list of targeted households in the communities (Photos: IFRC/BDRCS). On the right, the detailed SADD of the 71,365 people reached by the operation.

BDRCS distributed 1,000 sets of dignity kits among the cyclone affected 1,000 households. These dignity kits were mobilized from the contingency stock of BDRCS and after that replenished with the support IFRC country delegation.

During the distribution process or beneficiary selection time, BDRCS provided extra support to the most vulnerable groups such as PWD, pregnant women, senior citizens, and others. Through this operation, BDRCS reached 300 households with PWD. Considering these vulnerable groups, BDRCS facilitated the targeted households to construct their houses and latrines in an accessible manner in the recovery phase. At the same time, based on individual household needs and the size of the family, the targeted households made necessary accessibility changes in the houses and latrine designs, such as changes in the number and size of openings (doors and windows), partitions for privacy, etc.



BDRCS distributing dignity kits in the affected districts. (Photo: BDRCS)



BDRCS volunteers providing extra care in the distribution centre. (Photo: BDRCS/IFRC)

Challenges

The Distribution of dignity kits was slightly delayed and training on PGI was not organized physically due to the COVID-19 pandemic situation. However, BDRCS with the support of IFRC organized online orientations on PGI for volunteers.

Lessons Learned

It is recommended to have dedicated CEA and PGI officials and volunteers at the field level to enhance community engagement and to enhance the quality of operational activities.



Disaster Risk Reduction

People reached: 2,400,000

Male: 1,200,000

Female: 1,200,000

Indicators:	Target	Actual
# of people supported with cyclone preparedness and mitigation.	2,000,000	2,400,000
# of people reached with early warning campaigns and evacuated	2,000,000	2,400,000

Narrative description of achievements

Following the great danger signal and evacuation order of the GoB, 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. Around 70,000 volunteers (including CPP and BDRCS) were actively engaged along with Fire Service and Civil Defense (FSCD), Police, Armed Forces and other organizations to disseminate early warning and to evacuate vulnerable people. BDRCS volunteers also provided masks, hand sanitizers and soaps to the people in some 40 cyclone shelters.

BDRCS delivered all the recovery support in different sectors considering the future disaster vulnerability through a participatory and community-driven approach. Under the small-scale mitigation, BDRCS selected the CFW scheme (repairing road, embankment, etc.) in consultation with local authorities and local community people. In addition to that sapling was provided in consultation with concerned departments of the Ministry of Environment, Forest, and Climate Change to address the DRR.



Before Cyclone Amphan landfall, BDRCS's volunteers disseminated early warning messages in the targeted areas (left) and evacuating the most vulnerable people in the cyclone centre (right). (Photo: BDRCS)

To reduce the climate change vulnerability and create a green environmental revolution, BDRCS distributed fruit and forest tree saplings among 500 households in the recovery areas. Each household received six types of saplings namely *Mango*, *Sapodilla*, *Coconut*, *Guava*, *Wood Apple* and *Earleaf Acacia* tree. These saplings were locally appropriate for the targeted communities and these saplings will help the community to prevent/reduce soil erosion and the impacts of high winds.

Considering the community hazards like cyclone and tidal surge and their livelihood options like fishing in the adjacent river of the community, BDRCS distributed lifejacket among the 250 recovery-supported households. Each received two lifejackets.



BDRCS distributing lifejackets and sapling among the targeted households in Khulna (Photo: BDRCS)

Challenges

It was challenging to evacuate the vast number of vulnerable people safely amidst the COVID-19 pandemic. To ensure safe physical distancing, the government increased the number of evacuation centres by arranging other offices, commercial, educational buildings etc. in addition to formal community cyclone shelters.

The implementation of the planned DRR activities in the targeted recovery intervention areas was delayed and the selection of targeted areas took a longer time due to ongoing COVID-19 pandemic restrictions.

Lessons Learned

To emphasise the sustainable development of the community, BDRCS provided support in different sectors like shelter, livelihood, WASH, and health considering the future disaster risk reduction and climate change impacts. In future similar operation, BDRCS will consider similar participatory and owner driven approach to address DRR.

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># Of volunteers and staff covered under insurance</i>	50	5,000
<i># of NDRT/NDWRT/volunteers/staff mobilized</i>	250	250
<i># of volunteers and staff oriented and trained</i>	100	100
<i>Exit survey and PDM conducted</i>	Yes	Yes
<i>Launch of small-scale disaster response model of BDRCS</i>	Yes	Yes
<i>Contingency plan revised</i>	Yes	Yes

Narrative description of achievements

BDRCS finalized its 6th Strategic Plan 2021-25 and part of it to achieve digital transformation. In this regard, BDRCS concluded the IT mapping exercise and through this operation, IFRC contributed to procuring IT equipment for BDRCS.

Based on the predicted impact in the forecast, more than 70,000 CPP and BDRCS volunteers, staff and unit's representatives actively worked for early warning dissemination and evacuations. During the operation, more than 250 volunteer NDRT members and staff had been mobilized to provide humanitarian assistance. Under the ongoing COVID-19 operation nationwide, around 2,000 volunteers and more than 300 staff were insured in 2020 for one year and in 2021, a total of 5,000 volunteers were covered under the IFRC insurance policy.

In the aftermath of the cyclone, BDRCS did a rapid assessment through ODK with the support of RC and CPP volunteers. Based on the findings, BDRCS provided humanitarian assistance in areas of emergency shelter, WASH,

food, and provision of household items. In addition, a detailed household assessment was conducted to provide MPCG assistance. Before households' assessment, BDRCS organized orientation sessions on ODK in the targeted five districts. After distributing the cash grant and vegetable seeds, BDRCS did a PDM with the support of their trained volunteers and NDRT members. Before conducting the PDM, BDRCS organized virtual orientations on PDM questionnaires, COVID-19 guidelines, and other relevant topics.

Considering the remoteness of the recovery operational area, BDRCS set up a field operational office in the community and recruited two technical officers, five community organizers, deployed one field coordinator and two skilled volunteers for implementing the planned activities in the recovery areas. BDRCS conducted regular door to door monitoring using a mobile application and developed a monitoring dashboard for the recovery interventions. After completing all the planned activities, BDRCS conducted an evaluation of the operation. After that BDRCS organized a lesson learned workshop on the Amphan EA.

In addition to that BDRCS revised the contingency plan through a series of consultations and simulations.



Orientation on KoBo/ODK for households' assessment among the Khulna district RC unit (left), BDRCS deployed NDRT member is doing exit survey after distribution in Jessore district (right). (Photo: BDRCS)

Challenges

Due to the COVID-19 pandemic situation and countrywide strict shutdown, BDRCS endured delays in deploying staff, volunteers, NDRT/NDWRT members on the ground. As a result, the implementation of some planned activities was delayed. Some volunteers and staff were also infected by the covid-19 disease. This also created fear in some volunteers/ NDRT members/staff to engage in the field level.

However, the dedication of BDRCS staff and volunteers and technical support from NHQ virtually and physically allowed the successful implementation of operational activities and helped to achieve the operational goals.

Lessons Learned

Introducing the COVID-19 guidelines and security instructions from the government, WHO and IFRC, helped the operational team to complete the planned activities during the pandemic situation. As the BDRCS response department was managing multiple emergency operations simultaneously, it was recommended to recruit dedicated separate team members to manage the emergency operations in the field and to ensure frequent field visits of concerned NHQ staff to properly monitor the operation which was limited in this operation due to covid-19 pandemic.

International Disaster Response

Indicators:	Target	Actual
<i>Engage with other humanitarian actors (inter-agency) for coordinated humanitarian intervention.</i>	Yes	Yes
<i>Regular coordination meeting conducted</i>	Yes	Yes
<i>CEA mainstreamed in operation</i>	Yes	Yes

Narrative description of achievements

Both BDRCS and IFRC coordinated with HCCT, shelter cluster, food security cluster, health cluster and working group and attended virtual meetings on a regular basis. BDRCS with the support of IFRC updated regularly the HCTT 4W matrix and coordinated with implementing humanitarian agencies to ensure a coordinated response. BDRCS and IFRC took part in joint need assessment and one IFRC staff worked with NAWG as one of the core analysis team members to prepare the report.

In addition, IFRC as lead of the shelter cluster during the emergency phase coordinated with BRAC, Habitat for Humanity International, Islamic Relief, Pradipan, Save the Children International, Uttaran, Rupantor, Concern Worldwide, Start Fund, Shushilan, OXFAM, Society Development Agency (SDA), KOICA and Solidarities International. IFRC on behalf of shelter cluster, provided technical support and inputs to develop the HCTT humanitarian response plan for cyclone Amphan. IFRC updated its members regularly about the evolving situation of Cyclone Amphan and supporting partners through sharing available damage information and priority shelter needs.

After completing the emergency phase, UNRCO organized a lesson learned workshop on cyclone Amphan response, where more than 30 national implementers/ NGOs, Donor representatives, UN agencies representative and BDRCS and IFRC representatives attended. During the event, one representative from IFRC represented the shelter cluster and IFRC.



Lesson learned workshop on Cyclone Amphan humanitarian response. (Photo: IFRC)



BDRCS CEA officer is investigating of the community complaint and feedbacks. (Photo: BDRCS)

BDRCS mainstreamed CEA through all the operations and programme implementation. The dedicated CEA team assisted the BDRCS response department by providing regular training, orientation, guiding documents, etc. To get proper community feedback; BDRCS deployed one CEA officer who assisted respective units to facilitate the focus group discussions and responded to community queries and feedbacks. BDRCS also disseminated a hotline number among the communities and through the hotline number, BDRCS regularly received feedback from the communities. Through the hotline mechanism, BDRCS responded to the feedback of 92 in Cyclone-Amphan operation areas (In 2020, a total of 70 calls received and responded, male-53, female-17 and 2021 total-22 calls, male-14, female-8). The feedback helped BDRCS make necessary positive changes to address the concerns. In the recovery implementation areas, BDRCS formed the CDC in targeted recovery interventions areas to ensure community participation.

Challenges

Considering the COVID-19 pandemic and limited trained staff on CEA, BDRCS experienced difficulties to deploy trained and experienced staff to address the CEA issues at the field level simultaneously in multiple districts during the emergency phase. However, later following the safety measures, BDRCS organized virtual and physical orientation sessions with the targeted groups/RC unit and the CEA team in NHQ provided extended support to the operational team on the ground.

Lessons Learned

It is recommended to have dedicated, trained and experienced human resources to carry out the CEA related activities to enhance the quality of operational design, implementation, and monitoring.

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 assessment done for needs, capacities, and gaps</i>	1	1
<i># Of lessons learned workshop conducted</i>	1	1

Narrative description of achievements

IFRC supported BDRCS in terms of communications, media relations and coordination with the public authorities, national government, UN agencies, INGOs and NGOs. BDRCS with the support of in-country PNS, Red Cross Red Crescent Climate Center and IFRC, monitored closely the cyclone track from since beginning and shared forecast with HCTT, CPP and other relevant stakeholders regularly. BDRCS had extended its support to CPP to enhance the preparedness measures and early actions such as the evacuation of the people during the COVID-19 pandemic situation.

BDRCS did an online rapid damage and need assessment immediately after the cyclone landfall with the support of its local branches. The BDRCS district branches mobilized their volunteers to conduct the assessment using the Kobo toolkit. The information management team in NHQ analyzed the collected data and share the information regularly with the operation team. This rapid assessment helped to develop the emergency plan of action for Cyclone Amphan. At the same time, BDRCS shared the key findings of this rapid assessment with the government, as well as other humanitarian agencies.

With the support of IFRC, British Red Cross, German Red Cross, American Red Cross and included BDRCS composed an evaluation team for evaluating the operation, and it is expected by December 2021 the final evaluation report will be published. In addition to that BDRCS organized a lesson learned workshop in Khulna. Where BDRCS senior management namely BDRCS's Chairman, Vice-Chairman, Treasurer, managing board members, staff, volunteers, IFRC, British Red Cross, American Red Cross, CPP, Community's representatives of Amphan recovery areas and eight RC unit's representatives of coastal districts actively participated in the lesson learned workshop.



BDRCS conducted a lesson learned workshop in Khulna on Cyclon Amphan EA. (Photo: IFRC)

Challenges

Diversified challenges were captured in the lesson learned workshop, such as delay of implementation during recovery and emergency phase, the opening of bank accounts and transferring funds in a timely manner, remote geographical location with limited transport facilities, extreme weather patterns, etc. It was also highlighted that the targeted people had to travel long distances to get the banking service and experienced irregular banking hours, shortage in the local market due to strict lockdown.

During the implementation of recovery interventions, BDRCS had to manage multiple emergency operations, as a result, human resources of the BDRCS disaster response department were stretched and experienced difficulties to complete the operation within the original time frame.

Lessons Learned

It is recommended to address the challenges BDRCS experienced in this operation for the benefit of similar future emergency operations. BDRCS has already taken steps to reform the human resources and planned to train more staff and volunteers on disaster response. BDRCS is also taking the initiative to enhance the central data management system and emergency operation centre.

Effective, credible, and accountable IFRC		
Indicators:	Target	Actual
<i>% of operations in accordance to established guidelines</i>	100%	100%
<i>% of compliance with IFRC HR procedures</i>	100%	100%
Narrative description of achievements		
IFRC staff supported BDRCS since the beginning of the operation through maintaining close coordination with BDRCS counterparts as well as with the IFRC APRO counterparts and in-country PNS. At the same time, support services such as logistics, finance, resource mobilization, communication, PGI, reporting, planning, monitoring, and security were provided by concerned IFRC staff. Due to the ongoing COVID-19 pandemic situation, IFRC staff used online tools for meetings and other regular work to ensure that BDRCS was able to provide timely and effective assistance. When movements were allowed at the field level, IFRC staff provided physical support.		
Challenges		
Due to the covid-19 pandemic situation and strict country wide lockdown, IFRC staff could not move to the field frequently. However, IFRC staff provided technical support as required remotely and where possible physically.		
Lessons Learned		
To ensure continuous technical support, it is recommended to have dedicated technical IFRC team members for each emergency operation.		

D. Financial Report

The appeal funding requirement was CHF 5 million, out of which the coverage was only 29 per cent (CHF 1,467,042). The expenditure recorded as of 31 August 2021 was CHF 1,413,600 (96 per cent utilization against income). There was a balance of CHF 53,442; several activities (e.g. under DRR and Strengthen National Society) were postponed/deprioritized due to the COVID-19 pandemic. This balance will be transferred to the Bangladesh Operational Plan budget. Detailed expenditure is outlined in the attached final financial 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	2020/5-2021/11	Operation	MDRBD024
Budget Timeframe	2020-2021	Budget	APPROVED

Prepared on 25 Nov 2021

All figures are in Swiss Francs (CHF)

MDRBD024 - Bangladesh - Cyclone Amphan

Operating Timeframe: 18 May 2020 to 31 Aug 2021; appeal launch date: 28 May 2020

I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	222,000
AOF2 - Shelter	1,640,000
AOF3 - Livelihoods and basic needs	755,000
AOF4 - Health	190,000
AOF5 - Water, sanitation and hygiene	481,000
AOF6 - Protection, Gender & Inclusion	30,000
AOF7 - Migration	0
SFI1 - Strengthen National Societies	922,000
SFI2 - Effective international disaster management	760,000
SFI3 - Influence others as leading strategic partners	0
SFI4 - Ensure a strong IFRC	0
Total Funding Requirements	5,000,000
Donor Response* as per 25 Nov 2021	1,467,042
Appeal Coverage	29.34%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	446,445	628,941	-182,496
AOF2 - Shelter	421,372	284,446	136,926
AOF3 - Livelihoods and basic needs	392,769	323,011	69,758
AOF4 - Health	25,047	11,202	13,845
AOF5 - Water, sanitation and hygiene	50,679	50,679	0
AOF6 - Protection, Gender & Inclusion	0	0	0
AOF7 - Migration	0	0	0
SFI1 - Strengthen National Societies	53,809	59,897	-6,088
SFI2 - Effective international disaster management	134,317	54,561	79,756
SFI3 - Influence others as leading strategic partners	864	864	0
SFI4 - Ensure a strong IFRC	0	0	0
Grand Total	1,525,301	1,413,600	111,701

III. Operating Movement & Closing Balance per 2021/11

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	1,467,042
Expenditure	-1,413,600
Closing Balance	53,442
Deferred Income	0
Funds Available	53,442

IV. DREF Loan

* not included in Donor Response	Loan :	298,310	Reimbursed :	298,310	Outstanding :	0
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Emergency Appeal

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/5-2021/11	Operation	MDRBD024
Budget Timeframe	2020-2021	Budget	APPROVED

Prepared on 25 Nov 2021

All figures are in Swiss Francs (CHF)

MDRBD024 - Bangladesh - Cyclone Amphan

Operating Timeframe: 18 May 2020 to 31 Aug 2021; appeal launch date: 28 May 2020

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	423,630				423,630		
British Red Cross	154,536				154,536		
British Red Cross (from British Government*)	17,042				17,042		
China Red Cross, Hong Kong branch	24,497				24,497		
FBAF Allocations				70,061	70,061		
Japanese Red Cross Society	43,358				43,358		
On Line donations	50				50		
Red Cross of Monaco	21,279				21,279		
Swedish Red Cross	260,368				260,368		
Swiss Government	300,000				300,000		
Taiwan Red Cross Organisation	3,012				3,012		
The Canadian Red Cross Society (from Canadian Gov	149,209				149,209		
Total Contributions and Other Income	1,396,981	0	0	70,061	1,467,042	0	
Total Income and Deferred Income					1,467,042	0	