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# Final Report

## Mongolia: Flash floods

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF operation</b>	<b>Operation n° MDRMN015</b>
<b>Date of Issue: 15/02/2022</b>	<b>Glide number: <a href="#">FF-2021-000098-MNG</a></b>
<b>Operation start date: 04/08/2021</b>	<b>Operation end date: 30/11/2021</b>
<b>Host National Society: Mongolian Red Cross Society</b>	<b>Operation budget: CHF 368,141</b>
<b>Number of people affected: 6,356 individuals (2,343 households)</b>	<b>Number of people assisted: 4,448 (1,000 households)</b>
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> International Federation of Red Cross and Red Crescent Societies (IFRC), International Committee of the Red Cross (ICRC) and Movement partners	
<b>Other partner organizations actively involved in the operation:</b> National Emergency Management Agency (NEMA), National Agency for Environmental Monitoring Meteorology (NAMEM), local government units (LGU), social welfare offices and financial service providers.	

## A. SITUATION ANALYSIS

### Description of the disaster



Picture 1. Flooding streets in Umnugovi province. (Photo: MRCS)

Devastating flash floods occurred all around the country at different scales due to prolonged heavy rainfall between 28 June and 29 July. The rainfall is averaged to be 46-60 millimeters across the country. The flash floods and heavy rain severely affected roughly 2,343 households in several locations including Arkhangai, Umnugovi, Orkhon, Dornogovi, Govi-Altai, Uvurkhangai, Tuv, Zavkhan, Dornod, Selenge, Khuvsgul, Bayan-Ulgii, Uvs, Khovd provinces and Songinokhairkhan, Bayangol, Bayanzurkh, Sukhbaatar, Chingeltei districts. Branch Disaster Response Teams (BDRT) in the affected areas immediately conducted situation and needs, damage assessment on the spot and timely exchanged information with MRCS headquarters.

According to the situation analysis, the most severely affected provinces were Umnugovi and Tuv provinces when the torrential rain followed by devastating flash floods on 24 July and June 29. According to MRCS local branches, local emergency management agency received 474 rescue calls and search and rescue operation was implemented for 497 people. There was no case of casualty. Many households were severely damaged, and 43 households had their gers destroyed by flooding, including 15 households in Umnugovi province and 28 in Tuv province. Due to flash flooding, electric sub-stations were damaged and parts of

Umnugovi capital and Khankhongor, Khanbogd, Gurvantes, Nomgon, Tsogtsetsii counties were left without electricity on 29 July. Later, on July 31, the electricity stations were repaired by 20 staff from "Southern region electricity distribution network". The heavy rain of 24 July also caused severe flash flooding in Govi-Altai province where tragically five people died.

Oyutolgoi and Tavantolgoi are major coal and copper mining sites located in Umnugovi province which have direct influence on Mongolian economy and due to road damage caused by flash flooding, ground transportation of coal was delayed for two days from 29 - 30 June and fixed by the local authorities on 30 June.

The prolonged rain across the country affected both urban and rural areas in Mongolia. In Ulaanbaatar, the capital of Mongolia, certain areas were severely damaged and inundated by heavy rain, causing massive stress among the citizens. Old bridges, roads and avenues in Ulaanbaatar which were built without sewage system were most severely affected. Water and sewerage authority took timely actions to recover the rain damage and drain the water. As mentioned above, six districts in Ulaanbaatar were heavily disturbed by the flash flooding and over 234 households had been affected at different severity levels.

During the operation, there was no restrictions from the government which affected the operation regarding the COVID-19.

## Summary of response



Picture 2. MRCS flood prevention poster.

IFRC had been assisting the communications team throughout the operation and providing expertise on developing high-quality documentation of the process in terms of media.

## Overview of non-RCRC actors in country

Local authorities in each province have deployed their emergency response teams to help affected families in evacuating from flooded areas, cleaning debris and mud, and draining flood water. No other developmental or humanitarian organizations were in action.

## Needs analysis and scenario planning

BDRT members in Umnugovi province conducted needs and damage assessment on 24 July and it was noted that most households had lost their essential households' assets due to the floods and most households had various needs such as repairing damaged houses/gers and lack of food supply and other household items. It was analysed from the needs assessment that through unconditional cash and restricted cash, the households who lost their homes completely and whose homes were severely damaged could repair and replace their shelters. In addition, most flash floods had occurred in rural areas where pit latrines were mostly used, Water, Sanitation and Hygiene (WASH) issues had become serious concern. By

## Overview of Host National Society

MRCS was closely monitoring the weather and ensuring readiness in case of any disaster since June when the rain started. Through its media and press channels and chapters across the country, MRCS distributed prevention posters and videos. When flash floods occurred, the members of branch disaster response team were deployed and assigned to conduct situation report and needs analysis. Relevant branch secretaries in flooded provinces and districts attended their Emergency Commissions meetings and reported to the headquarters. MRCS was exchanging timely information through IFRC Asia Pacific office through emails and as soon as flash floods occurred, MRCS requested for DREF for timely response.

## Overview of Red Cross Red Crescent Movement in country

Through its IFRC Country Cluster Delegation (CCD) in Beijing and Asia Pacific Regional Office in Kuala Lumpur, the IFRC supported in coordination and resource mobilization efforts for disaster response efforts of the MRCS. IFRC supported the MRCS in the implementation of activities through technical assistance as well as any administrative support as appropriate. Since there was no Partner National Society present in country and due to COVID-19 restrictions, MRCS couldn't request surge support from Regional Disaster Response Team (RDRT). As it was first time that MRCS was using restricted cash assistance, IFRC Regional cash coordinator Michael Belaro provided a two-hour virtual training session to MRCS headquarter and Mid-level branch staff along with BDRT members. Also, Senior Communications Adviser (Emergencies and Capacity Development) Joe Cropp from



Picture 3. RC volunteers build temporary dam in flooding street. (Photo: MRCS)

provision of hygiene kits, risk of potential communicable disease could be reduced. Along with the hygiene kits, the COVID-19 sanitation materials were included as the flooded areas had increased risk of COVID-19 spread where there was already high risk. During the needs analysis, it was identified that the streets and areas which were flooded needed to be disinfected and sanitized. Using septic tank and portable sanitizers, MRCS volunteers and BDRT members would provide sanitization in the flooded area with assistance of professional agency including local emergency management agency and local health centres. As most households had their assets lost, they were being directly exposed to continental climate of Mongolia and in need of blankets, mattresses, or warm clothes. Through the relevant mid-level branches, donated second-hand warm clothes were distributed to the affected households.

Even in the hardest-hit areas, markets were still accessible and with unconditional cash, the affected community would be capable to utilize it for their specific needs such as repairing their damaged house/gers and purchase lost assets. The confirmed preliminary need assessment reports were received from the affected areas on 25 July and the MRCS analysis highlighted key relief priority in cash assistance as using the revised new cash amount (130 US dollars), the affected beneficiaries would be able to meet their immediate needs mentioned above and more. The cash amount used to be USD86 which was based on minimum wage and after conducting cash mapping assessment in 2020 with the consultant, cash amount was increased to USD130 based on current minimum wage and household expenditure basket. The affected population who lost their gers completely were temporarily residing in relatives' homes and local shelters, based on the situation analysis most of the affected population were left with immediate needs including food and replacement of damaged parts of ger/houses and other necessary items. In total, 43 households had lost their gers completely including 15 households in Umnugovi and 28 households in Tuv province.

### Targeting

Throughout the operation, MRCS ensured that interventions were aligned with its own as well as the IFRC's minimum standard commitments to gender and diversity in emergency programming, for example by targeting single-headed households, pregnant or lactating women, men and boys made vulnerable by the disaster, families that had not received any or sufficient assistance from the government or other organizations, those belonging to the socially vulnerable households, and those who lack relevant resources to cope with basic humanitarian needs on their own. These groups were considered according to level of impact.

**Table 1. Sex Age Disaggregated Data**

Province	Sex		Age				
	M	F	0-6 Months	6 months-age of 5	Age 5-17	Age 18-59	Age 60 & beyond
Govi-Altai	147	163	39	32	74	103	33
Dornogovi	42	47	20	18	30	38	18
Orkhon	84	93	26	24	56	64	23
Uvurkhangai	61	70	23	20	38	51	19
Umnugovi	630	699	132	114	276	434	113
Tuv	273	303	64	51	144	181	51
Zavkhan	105	117	32	23	56	77	27
Arkhangai	126	140	36	30	65	90	30
Dornod	63	70	23	20	38	51	21
Selenge	105	117	32	27	56	77	27
Khuvsgul	84	93	28	24	47	64	24
Bayan-Ulgii	63	70	23	17	33	51	21
Uvs	62	68	24	21	36	45	23
Khovd	77	71	24	18	38	51	20
Songinokhairkhan	32	35	18	17	25	33	17
Bayangol	32	36	15	15	23	31	13
Bayanzurkh	33	43	16	18	33	32	14
Sukhbaatar	31	41	18	20	23	37	16
Chingeltei	29	35	21	17	25	43	15
Khan-Uul	28	30	14	28	23	32	17
Total by sex and age	2,107	2,341	628	554	1139	1585	542
<b>Total</b>	<b>4,448</b>		<b>4,448</b>				

For targeting, MRCS used two-stage criteria <sup>1</sup> where beneficiary must meet both the flood impact level and vulnerability criteria. The flood impact criteria assess if the household had their home damaged at a complete, partial or slight level of impact or assets affected at a complete, partial or slight level of impact. If a household met the mentioned criteria, the person would be selected as beneficiary, followed by assessment of vulnerability for prioritization. The vulnerability criteria include household with five or more children under 16, senior who's 60 or older with no guardian, household with pregnant or lactating woman, household with disabled member, single-parented household with three or more children under 16.

### Scenario planning



Picture 4. BDRT members prepare the aid supplies for distribution. MRCS.

The direct number of people affected reached over 2,343 households or approximately 6,356 people and MRCS targeted 1,000 households (4,448 people) who had been most severely affected. The following interventions were chosen as most suitable to meet the needs of affected people based on the needs assessment by both joint and on-site assessment and branch disaster response situation reports:

1. Provision of unrestricted, unconditional multipurpose cash grant: The immediate needs had been different for households such as food or clothes, medicine or even money to repair the lost assets and home. It was clear in the situation report that unconditional cash grant could be the most optimal type if intervention provided.
2. Provision of restricted cash grant for the households who had their gers completely destroyed to purchase ger from local markets. During the situation analysis, it was identified that ger vendors were available to provide the required number of gers. It was decided that once the restricted cash is distributed, the beneficiaries could buy the ger themselves under monitoring of relevant midlevel branch.
3. Provision of hygiene kits: most of the affected households (over 90%) were living in houses with central water or sewage system and where pit latrines are used. The flash flood had washed the pit latrines and contaminating the surrounding area causing massive risk of diarrhea and other water-borne diseases. To prevent from such disease and potential risk, hygiene kits were allocated to the affected community. To mark, there wasn't any case of water-borne disease.
4. Provision of immediate relief items; the least affected households had their households' assets damaged including clothes, furnace, food etc. The senior people and kids of 0-5 age and lactating or pregnant women were addressed to be under direct exposure of continental weather. Blankets and mattresses were chosen as immediate relief items to prevent from the further negative impact on health condition of the affected population.



Picture 5. RC team visit ger vendors to study availability.



Each beneficiary household received certificate which clearly describes what kind of assistance they're receiving and how to contact MRCS if they want to make suggestion or file a complaint. The certificate also ensured the Movement visibility.

Scenario	Humanitarian consequence	Response taken
Household have homes severely damaged by flash floods and lost their essential household items. It is even harder for the people who lack of financial or physical capacity to regain their material loss. Some may not even be able to go back to their normal lifestyle.	The vulnerable families who are incapable of returning to their normal lifestyle on their own suffer great emotional distress and financial despair.	Unconditional cash assistance is provided to meet their immediate needs. Also, unconditional cash is expected to hasten the recovering process and support returning to normal lifestyle.
Most flash floods have occurred in rural areas where pit latrines are commonly used. The pit latrines have overflowed due to floods and have contaminated the surrounding area.	There is high risk of communicable water-borne diseases to spread in the contaminated area and especially, children are facing the highest risk of being infected with diarrhea and other communicable disease.	Hygiene kits are provided to households with essential hygiene products including soap bars, javelin and washing powder etc. This allows the household to keep hygienic manner and reduce the risk of communicable disease until the area is completely cleaned.
Households who lost their gers are homeless and residing in temporary shelters, which will be unavailable soon. The affected people are directly exposed to weather and require support for the immediate needs they may have.	The lactating or pregnant women, children and senior people are directly exposed to weather where their health is at risk. The lack of physical shelter against any upcoming human induced or natural phenomenon may impose fatal harm to their health, both mentally and physically.	With restricted cash, affected households are able to replace damaged gers, and with unrestricted cash, they could meet their immediate, and specific needs. The distribution of unconditional and restricted/unrestricted cash, combine with household items such as blankets and mattresses, provide accommodation and livelihoods support to the affected families' immediate needs.

### Risk Analysis

In some areas of the affected municipalities, the water level remained high, infrastructure had been damaged, and roads had been blocked due to the flash floods. These circumstances created operational risks, which posed significant impacts on relief efforts and other assistance to the affected people. MRCS worked closely with local authorities and emergency management agency to ensure accessibility of the affected areas. There wasn't any problem during the transportation of the items. Volunteers who were engaging in relief distribution activities are protected by insurance and personnel protective equipment. There was no restriction that affected the operation plan regarding COVID-19 during the time and MRCS was able to conduct activities ensuring all volunteers who were involved were provided with PPE.

## B. OPERATIONAL STRATEGY

### Overall operational objective

The overall objective was to cover the immediate needs of the most vulnerable population (single-parented household, households with five or more children, a household with lactating woman or a disabled members) and the people who had their homes destroyed by flood. Within the operation framework, MRCS assisted 1,000 households with unconditional cash, restricted cash and non-food items (NFIs) including mattresses, blankets, and hygiene kits in affected areas.

### Proposed strategy

The MRCS, utilizing its presence of staff and volunteers across the affected areas, actively engaged in response immediately following the event. The operation was relief focused, providing the affected population with NFIs including mattresses, blankets, hygiene kits and unconditional cash meanwhile ensuring potential risk is reduced through information, education, and communication (IEC) materials' distribution and local trainings. The cash distribution was considered as an option during the relief phase. During the lifespan of the operation there was no prohibition from the government which restricted the operation activity. To ensure COVID-19 safe response, NDRT and BDRT members involved in the operation was provided



Picture 6. A beneficiary along with RC staff purchases ger from a vendor. (Photo: MRCS)

with persona safety and equipment. At the distribution points, only 15 beneficiaries had gathered at once to reduce the risk of COVID-19 being spread. The operation consisted of closely integrated sectors aiming to provide:

1. **Basic needs: multipurpose cash interventions:** unconditional, unrestricted cash assistance was provided to 1,000 households to meet their immediate needs. It was estimated that each household receives MNT 370,000 (equivalent to 130 US dollars) in one-off distribution.
2. **Household items (mattresses, blankets, and hygiene kits including COVID-19 sanitation materials):** Target to cover 1,000 families with hygiene kits to provide the immediate needs of the affected population and prevent from water-borne, communicable disease and COVID-19. Also, 43 households received USD1,268 of restricted cash to replace their gers.

Geographically, the operation focused on the most affected Arkhangai, Umnugovi, Orkhon, Dornogovi, Govi-Altai, Uvurkhangai, Tuv, Zavkhan, Dornod, Selenge, Khuvsgul, Bayan-Ulgii, Uvs and Khovd provinces and Songinokhairkhan, Bayangol, Bayanzurkh, Sukhbaatar, Chingeltei and Khan-Uul districts.

### Livelihoods and basic needs

Displaced households were provided with multipurpose cash to meet their immediate needs. MRCS analyzed the market situation and came to conclusion that the markets were functioning, and goods were available, thus the cash assistance enabled the beneficiaries to meet their own basic needs. It allowed the people not only to become beneficiaries but also participants of the project and kept their dignity. Red Cross staff introduced the proper usage of hygiene kits at the distribution sites, and the instruction of usage was also allocated with the items. During the monitoring visits, it was observed that the use of distributed non-food items was sufficient, or the beneficiaries had no difficulty using the items. Cash assistance procedures were implemented according to the MRCS Cash Transfer Standard Operating Procedure, and in agreement with the Financial Service Provider, namely Khan Bank. The contract with financial service provider was done in compliance with IFRC procurement procedure. Those documents were developed accordingly to the IFRC guidelines for cash-based interventions.

### Shelter

As mentioned above most-hard-hit provinces in Umnogovi and Tuv provinces, 43 households had their gers completely destroyed by flash floods. Basing on the needs and feasibility assessment, MRCS team along with local Red Cross branch, local authorities, volunteers, and representation from the beneficiaries, it was decided that restricted cash assistance could cover the needs of the households who had their gers completely destroyed since the ger vendors had enough stock to supply the needed gers. Each household who had their gers completely destroyed by the flash floods received 1,268 USD through their bank account. Relevant midlevel branches signed contract where the beneficiary will use the given cash assistance only to purchase ger. The displaced families and people who had their homes severely affected had lost mostly all their assets and were in great need for essential assets such as blankets and mattresses. MRCS provided each household with 4 mattresses and 4 blankets. The procurement of the mentioned items was conducted align with the IFRC procurement procedure standard. Relevant branch disaster response teams delivered psycho-social humanitarian aid to the communities with emotional distress.

### Water, Sanitation and Hygiene



Picture 7. Sanitation materials are provided to the midlevel branches. (Photo: MRCS)

As stated before, the pit latrines were mostly used in the flood affected areas where the surrounding areas had been heavily contaminated. It was clear there were great risks of potential diarrhea or communicable disease. Hygiene kits were provided to prevent from potential communicable disease. The Red Cross branch disaster response team members instructed the beneficiaries and conducted grass-root level hygiene promotion to the affected community during the distribution. Through the WASH campaign, Red Cross volunteers also promoted proper hygiene practices such as thorough hand washing with soap, mask wearing, social distancing, hand sanitizing, and etc. Also, the Red Cross branches in each district and province received 50 units of disinfection and sanitization



Picture 8. NDRT member conducts WASH training. (Photo: MRCS)

materials, a disinfectant tablet<sup>2</sup> as within the framework of the operation, for cleaning and sanitizing the city spots where usually there is a lot of human movement. As part of the refresher training for 70 volunteers, a training of trainers on sanitation and hygiene promotion, information dissemination training was conducted from 30 August to 2 September. Also, during the training, volunteers learned to recognize COVID-19 symptoms and practice the relevant safety measures. At the distribution sites, the volunteers were able to share the knowledge with the community. The trained trainers organized nine trainings at local schools and dorms. The trained volunteers form branch disaster response teams and continuously observed and monitored the WASH situation in relevant communities until October 2021 and sent situation report to the MRCS Headquarters every two weeks.

**The hygiene kit included following items:**

- Shampoo for adult, 250 ml - 1 piece
- Shampoo for kids, 250 ml - 1 piece
- Toothpaste, 100 gr - 5 pieces
- Toothbrush, soft bristle - 5 pieces
- Sanitary pads, 23 cm long - 8 bags
- Toilet paper, tubeless, 3-layer - 12 pieces
- Washing powder, 1 kg - 3 pieces
- Razor – 5 pieces
- Hand soap bar – 12 pieces
- Hand towel – 2 pieces

**Distribution table**

No.	Province/district	# Beneficiaries (Households)
1	Govi-Altai	70
2	Dornogovi	20
3	Orkhon	40
4	Uvurkhangai	30
5	Umnugovi	300
6	Tuv	130
7	Zavkhan	50
8	Arkhangai	60
9	Dornod	30
10	Selenge	50
11	Khuvsgul	40
12	Bayan-Ulgii	30
13	Uvs	30
14	Khovd	30
15	Songinokhairkhan	15
16	Bayangol	15
17	Bayanzurkh	15
18	Sukhbaatar	15
19	Chingeltei	15
20	Khan-Uul	15
<b>Total</b>		<b>1,000</b>

<sup>2</sup> NaDCC based disinfectant tablet formulated to be effective against MRSA, Viruses, C Difficile, algae, fungi, and all food poisoning bacteria. Suitable for general purpose sanitising, deodorising and disinfecting of most non-porous hard surfaces.

## C. DETAILED OPERATIONAL PLAN



### Livelihoods and basic needs

People reached 4,448

Male: 2,107

Female: 2,341

P&B Output Code	<b>Livelihoods and basic needs Outcome 1: Communities, especially in disaster and crisis affected areas, restore, and strengthen their livelihoods</b>		
	<b>Livelihoods and basic needs Output 1.1: Affected families are provided with unconditional cash grants to address their basic needs</b>		
<b>Indicators</b>		<b>Target</b>	<b>Actual</b>
Number of families reached with unconditional cash and NFIs to meet their immediate needs and restore livelihoods		1,000	1,000
Number of families reached with restricted cash to procure ger for dwelling		43	43
<b>Narrative description of achievements</b>			
<p>In total, 1,000 households or 4,448 people who were most severely affected by the flood were assisted with multipurpose cash to meet their immediate needs.</p> <p>According to the initial needs assessment, it was identified that multipurpose cash was the optimal type of intervention to cover various needs of the affected community since the markets were operational. The beneficiary data was collected through local social service units and mid-level branches, cleaned by NDRT and validated by the financial service provider. In the framework of the contract made with the financial service provider, 1,000 households received their cash assistance directly through their bank account.</p> <p>The households (43 households) who lost their gers completely received restricted cash assistance to buy ger, the same procedure was used for the money transferring and the beneficiary procured their gers under supervision of midlevel branches. It took 9 days to transfer the first batch of assistance for 478 people and 24 days to transfer the second batch assistance to 522 beneficiaries.</p> <p>According to the post-distribution monitoring, 65 percent of the beneficiaries of the multipurpose cash spent the cash assistance for repairing the flood damage to their gers/houses/fences, 13 percent on food, 3 percent on children's use and 19 percent on others. 94 percent of the beneficiaries were completely satisfied with the cash assistance while the 6 percent was somewhat satisfied with the assistance.</p>			
<b>Challenges</b>			
<p>The beneficiaries had no specific suggestion or complaint about the cash transfer. The time-consuming mismatch process during the bank transfer has been a long-lasting issue with the operations. Currently, MRCS is studying potential and better mechanisms suggested by the cash feasibility study in 2021.</p>			
<b>Lessons learned</b>			
<p>MRCS learned that the mismatched bank transfers problem since 2016 remained a challenge this year. Currently, MRCS is applying to a corporate gateway financial service which will allow the National Society to validate the data themselves. Mismatching seems to be unavoidable, but the service should save time used for exchanging emails and waiting. The MRCS IT is now developing a web receiver to receive and deliver data to the bank server. The digital literacy training was part of the refresher training where newly joined Red Cross staff and branch disaster response members learned about how to validate and clean the beneficiary information which was good lessons learnt.</p>			



### Shelter

People reached 4,448

Male: 2,107

Female: 2,341

P&B Output Code	<b>Shelter Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions</b>		
	<b>Shelter Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.</b>		
<b>Indicators</b>		<b>Target</b>	<b>Actual</b>
Number of families reached with household items (mattresses and blankets) to meet their immediate needs.		1,000	1,000
Number of families received restricted cash grant to purchase materials to replace gers		43	43
<b>Narrative description of achievements</b>			
<p>According to the initial needs and damage assessment, the affected households had lost most of their assets lost and it was identified from the assessment that blankets and mattresses would cover their immediate needs. The procurement of the blankets and mattresses were conducted align with the IFRC procurement procedure standards.</p> <p>In total, 43 households (or 188 people) received restricted cash grant to purchase materials to replace their destroyed gers. It was the first time Mongolian Red Cross Society was allocating the restricted cash grant. Initial feasibility assessment was conducted to identify whether the ger vendors had been operating and if they would have sufficient stock to supply gers for 43 households. As a result of the feasibility assessment, MRCS and mid-level branch team was able to find out there are suppliers who could supply gers for 43 households. Studying the price and availability, MRCS, and midlevel branch team along with the representatives from the beneficiaries met the suppliers and checked on the quality of the gers and if they were suitable for living. As agreed with the beneficiaries, MRCS agreed to allocate sufficient funding the 43 beneficiaries who lost their gers to purchase gers to.</p>			
<b>Challenges</b>			
<p>It was the first time MRCS is allocating restricted cash and there were things to clarify, such as how to effectively monitor the fund spending and quality of the items, continuous assessment on the market functionality. Before the beginning of the allocation of the restricted cash, MRCS had training collaboratively with IFRC cash coordinator to the MRCS HQ and Branches which helped to organize the assistance more efficiently and effectively.</p>			
<b>Lessons Learned</b>			
<p>During the lessons learnt workshop, branch secretaries suggested that each branch must have at least 10-20 gers in their emergency stock to provide emergency shelter immediately in case there are beneficiaries who require immediate needs of shelter.</p>			



### Water, sanitation, and hygiene

People reached: 4,448

Male: 2,107


Female: 2,341

P&B Output Code	<b>WASH Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities</b>		
	<b>WASH Output 1.1: Continuous assessment of water, sanitation, and hygiene situation is carried out in targeted communities.</b>		
<b>Indicators</b>		<b>Target</b>	<b>Actual</b>

Number of families reached in targeted communities to reduce their immediate risks of waterborne and water related diseases.		1,000	1,000
<b>P&amp;B Output Code</b>	<b>WASH Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population.</b>		
<b>Indicators</b>		<b>Target</b>	<b>Actual</b>
Number of people reached by hygiene promotion activities		4,000	4,000
Number of volunteers involved in hygiene promotion activities		70	70
Number of districts are sanitized with proper sanitation materials.		35	35
<b>P&amp;B Output Code</b>	<b>WASH Output 1.5: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population</b>		
<b>Indicators</b>		<b>Target</b>	<b>Actual</b>
Number of households provided with essential hygiene kits		1,000	1,000
<b>Narrative description of achievements</b>			
<p>A total of 70 volunteers were involved during the operation in situation reporting, needs analysis, distribution and monitoring and ensured Red Cross visibility during the process. Relief goods were delivered on a timely manner and meet standards, procurement of the relief goods was undertaken by MRCS in line with IFRC Procurement Procedure. Information, education and communication materials including poster, brochures on proper hygiene practice and flood prevention have been developed and distributed to the communities through midlevel branches. Each midlevel branch received javelin and disinfectant tablets which used for sanitizing and cleaning the contaminated areas by branch disaster response team and volunteers.</p> <p>A total of 33 households were visited after the distribution of the hygiene kits and cash distribution. In general, over 98 percent of the respondents were completely satisfied with the interventions including hygiene kits, NFI and cash assistance. There's no person who had diarrhea or other water-borne disease among the beneficiaries. According to the satisfaction survey, 100 percent of the beneficiaries had used the hygiene kits according to the instructions. In total, six monitoring visits were carried out by MRCS and one lessons learnt workshop was organized. A total of 4,448 flood affected people, or 1,000 households received 1,000 hygiene kits along with brief hygiene instructions. Relevant Red Cross branches conducted hygiene promotion activities via media channels addition to face-to-face hygiene promotion activities. The situation monitoring activities were done via site visits and mobile phones or internet calls and paper reports.</p>			
<b>Challenges</b>			
Regarding the surge of COVID-19 cases in provinces of China nearby Mongolian border, transportation of the goods was somehow delayed and price of the hygiene kit contents raised but MRCS was able to procure the items before the change.			
<b>Lessons Learned</b>			
<p>During the lessons learnt workshop, it was highlighted that during the summer months, the prevention campaign is important to be implemented as it was stated that out of all the hazards, number of casualties related to drowning and flooding seem to be one of the highest. DREF operation acts when the flash floods occurred and assets and human lives are lost, mostly focusing on the response but it doesn't really allocate much in risk reduction regarding casualties related to drowning and flooding because it's not considered as an emergency.</p> <p>Along with the distribution of hygiene kits, MRCS had to ensure proper usage of the items or maintain well sanitary regime even after the operation. It was noted from the volunteers who worked in the site that to have the beneficiaries stably practice the proper means of hygiene, the hygiene promotion activity should be run more often.</p>			

### Strategies for Implementation

<b>P&amp;B Output Code</b>	<b>Outcome S1.1: NS have trained and skilled human resources for better implementation</b>		
	<b>Output S1.1.1: NS have effective and motivated volunteers</b>		
<b>Indicators</b>		<b>Target</b>	<b>Actual</b>
Number of volunteers and branch response team members involved in the operation, and awareness from community of RC presence		70	70

<b>P&amp;B Output Code</b>	<b>Outcome S2.1: Effective and coordinated international disaster response is ensured</b>		
	<b>Output S2.1.1: Supply chain and fleet services meet recognized quality and accountability</b>		
<b>Indicators</b>		<b>Target</b>	<b>Actual</b>
Relief goods are delivered in timely matter and meets standard		Yes	Yes
<b>P&amp;B Output Code</b>	<b>Outcome S4.1: NS together with IFRC uses its unique position to influence decisions at local, national and international levels that affect the most vulnerable</b>		
	<b>Output S4.1.1: NS and IFRC are visible, trusted and effective advocate on humanitarian issues</b>		
<b>Indicators</b>		<b>Target</b>	<b>Actual</b>
NS and IFRC ensure the quality of services and capture lessons from the operation		Yes	Yes
NS is visible during the operation and have clearer means of communications.		Yes	Yes
<b>P&amp;B Output Code</b>	<b>Output S4.1.2: NS together with IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming</b>		
	<b>Indicators</b>		<b>Target</b>
Number of monitoring done by NS and IFRC		3	5
<b>Narrative description of achievements</b>			
<p>Total of 70 volunteers were trained and involved during the operation in situation reporting, needs analysis, distribution, monitoring and to ensure Red Cross visibility during the process. The refresher training was held at the MRCS Youth camp and coordinated by the Climate and Disaster Management Department. During the refresher training, branch disaster response team members and national disaster response team members were able to emphasize their understanding on the situation and be familiarized with operational plan and context. Relief goods were delivered on a timely manner and all the relief items were procured accordingly to the SPHERE standard and allocated align with the Principles and Rules for Red Cross and Red Crescent Humanitarian Assistance. In total 5 monitoring visits were finished by MRCS to conduct rapid and the post-distribution monitoring. During the monitoring visits, total of 33 beneficiaries were interviewed.</p> <p>One lesson learnt workshop was organized at MRCS Youth camp, branches secretaries from relevant mid-level branch and representatives from local authorities and volunteers were engaged. During the lessons learnt workshop, the participants were able to identify their success and challenges as well as the way forward through open discussions. As a result of the lessons learnt workshop, a list of recommendation has been developed and currently sent to the mid-level branches for review. IFRC and NS visibility was ensured throughout the operation through IEC materials including certificate, banner and complaint and suggestion hotline, uniform.</p>			
			
<p><i>Picture 9. Volunteer stacks hygiene kits. (Photo: MRCS)</i></p>			
<b>Challenges</b>			
Refer to WASH section for lessons learned.			
<b>Lessons Learned</b>			
Refer to WASH section for lessons learned.			

## D. Financial Report

In total, CHF 368,141 was allocated to respond to the humanitarian needs of households affected by the flash flood. Total CHF 367,925 booked and reported as expenditure with the remaining balance CHF 216 to be returned to DREF pot.

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, German, Ireland, Japan, New Zealand, Norway, Sweden and Switzerland, as well as DG ECHO, Blizzard Entertainment, Mondelez International Foundation, Fortive Corporation and other corporate and private donors. The IFRC, on behalf of Mongolian Red Cross Society, would like to extend thanks to all for their generous contributions.

Detailed expenses are outlined in the [attached](#) Final Financial Report at the end of this report.

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## 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:**

#### **In the Mongolian Red Cross Society:**

- **Secretary General;** Bolormaa Nordov, [bolormaa.n@redcross.mn](mailto:bolormaa.n@redcross.mn), +97699119353
- **Operational coordination:** Munguntuya Sharavnyambuu, Director of Climate change and Disaster management department, [Munguntuya.sh@redcross.mn](mailto:Munguntuya.sh@redcross.mn), +97699311909

#### **In the IFRC Country Cluster Delegation, Beijing**

- Olga Dzhumaeva, head of CCD; mobile: +86 135 110 6515; email: [olga.dzhumaeva@ifrc.org](mailto:olga.dzhumaeva@ifrc.org)

#### **In the IFRC Asia Pacific Regional Office, Kuala Lumpur**

- Alexander Matheou, regional director; email: [alexander.matheou@ifrc.org](mailto:alexander.matheou@ifrc.org)
- Juja Kim, deputy regional director; email: [juja.kim@ifrc.org](mailto:juja.kim@ifrc.org)
- Joy Singhal, Head of Disaster, Climate and Crisis; email: [joy.singhal@ifrc.org](mailto:joy.singhal@ifrc.org)
- Angela So, operations coordinator; email: [OpsCoord.EastAsia@ifrc.org](mailto:OpsCoord.EastAsia@ifrc.org)
- Siokkun Jang, logistics manager, regional logistics unit; email: [siokkun.jang@ifrc.org](mailto:siokkun.jang@ifrc.org)
- Antony Balmain, communications manager; email: [antony.balmain@ifrc.org](mailto:antony.balmain@ifrc.org)

#### **In IFRC Geneva**

- Christina Duschl, senior officer, operations coordination; email: [christina.duschl@ifrc.org](mailto:christina.duschl@ifrc.org)
- Karla Morizzo, senior DREF officer; email: [karla.morizzo@ifrc.org](mailto:karla.morizzo@ifrc.org)
- Eszter Matyeka, senior officer, DREF; email: [eszter.matyeka@ifrc.org](mailto:eszter.matyeka@ifrc.org)

#### **For IFRC Resource Mobilization and Pledges support:**

- Alice Ho, coordinator, partnership in emergencies; email: [PartnershipsEA.AP@ifrc.org](mailto:PartnershipsEA.AP@ifrc.org)

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

- Fadzli Saari, PMER and Quality Assurance a.i; email: [fadzli.saari@ifrc.org](mailto:fadzli.saari@ifrc.org)

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## How we work

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

[www.ifrc.org](http://www.ifrc.org)  
Saving lives, changing minds.



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

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace

# DREF Operation

Selected Parameters			
Reporting Timeframe	2021/08-2021/12	Operation	MDRMN015
Budget Timeframe	2021/08-2021/11	Budget	APPROVED

## FINAL FINANCIAL REPORT

Prepared on 02/Feb/2022

All figures are in Swiss Francs (CHF)

### MDRMN015 - Mongolia - Floods

Operating Timeframe: 04 Aug 2021 to 30 Nov 2021

## I. Summary

<b>Opening Balance</b>	<b>0</b>
<b>Funds &amp; Other Income</b>	<b>368,141</b>
DREF Allocations	368,141
<b>Expenditure</b>	<b>-367,925</b>
<b>Closing Balance</b>	<b>216</b>

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

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction		275,632	-275,632
AOF2 - Shelter			0
AOF3 - Livelihoods and basic needs	270,084	27	270,057
AOF4 - Health			0
AOF5 - Water, sanitation and hygiene	41,677	42,231	-554
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
<b>Area of focus Total</b>	<b>311,761</b>	<b>317,890</b>	<b>-6,129</b>
SFI1 - Strengthen National Societies	10,721	50,035	-39,314
SFI2 - Effective international disaster management	5,405		5,405
SFI3 - Influence others as leading strategic partners	40,254		40,254
SFI4 - Ensure a strong IFRC			0
<b>Strategy for implementation Total</b>	<b>56,380</b>	<b>50,035</b>	<b>6,345</b>
<b>Grand Total</b>	<b>368,141</b>	<b>367,925</b>	<b>216</b>

# DREF Operation

Selected Parameters			
Reporting Timeframe	2021/08-2021/12	Operation	MDRMN015
Budget Timeframe	2021/08-2021/11	Budget	APPROVED

## FINAL FINANCIAL REPORT

Prepared on 02/Feb/2022

All figures are in Swiss Francs (CHF)

### MDRMN015 - Mongolia - Floods

Operating Timeframe: 04 Aug 2021 to 30 Nov 2021

### III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
<b>Relief items, Construction, Supplies</b>	<b>290,833</b>	<b>292,342</b>	<b>-1,508</b>
Clothing & Textiles		79,146	-79,146
Water, Sanitation & Hygiene	30,000	39,653	-9,653
Medical & First Aid	7,333		7,333
Utensils & Tools	80,000		80,000
Cash Disbursement	173,500	173,542	-42
<b>Logistics, Transport &amp; Storage</b>	<b>11,700</b>	<b>11,477</b>	<b>223</b>
Distribution & Monitoring	11,700	11,477	223
<b>Personnel</b>	<b>3,442</b>	<b>3,247</b>	<b>195</b>
Volunteers	3,442	3,247	195
<b>Workshops &amp; Training</b>	<b>11,750</b>	<b>11,594</b>	<b>156</b>
Workshops & Training	11,750	11,594	156
<b>General Expenditure</b>	<b>27,947</b>	<b>26,809</b>	<b>1,138</b>
Information & Public Relations	3,600		3,600
Office Costs	21,097	21,018	80
Communications	3,150	5,767	-2,617
Financial Charges	100	25	75
<b>Indirect Costs</b>	<b>22,469</b>	<b>22,456</b>	<b>13</b>
Programme & Services Support Recover	22,469	22,456	13
<b>Grand Total</b>	<b>368,141</b>	<b>367,925</b>	<b>216</b>