

Final Report

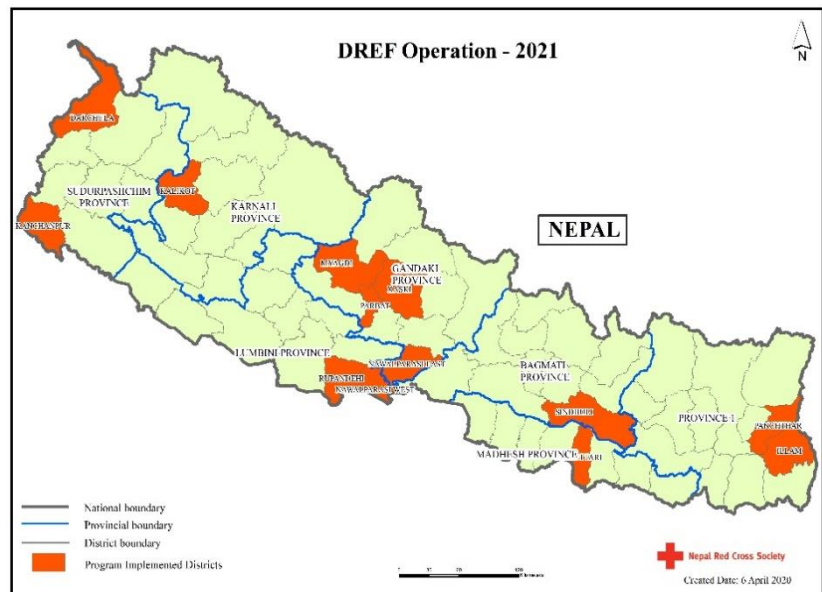
Nepal: Monsoon floods and landslides

DREF operation	Operation n° MDRNP011
Date of Issue: 29 June 2022	Glide number: FL-2021-000134-NPL
Operation start date: 04 September 2021	Operation end date: 31 March 2022
Host National Society: Nepal Red Cross Society	Operation budget: CHF 395,609
Number of people affected: 24,495 people	Number of people assisted: 16,650 people
Red Cross Red Crescent Movement partners actively involved in the operation: Nepal Red Cross Society (NRCS) leading the operation with support of IFRC and other in-country Partner National Societies (PNSs) such as Danish Red Cross, American Red Cross, British Red Cross, Swiss Red Cross and the Canadian Red Cross.	
Other partner organizations actively involved in the operation: UN agencies, in particular UNICEF and WFP	

A. SITUATION ANALYSIS

Description of the disaster

Floods and landslides affected 72 districts across the country especially in Terai and hilly regions, as a result of heavy and persistent rainfall in the final week of August and again in October 2021. According to the [Ministry of Home Affairs](#) data, between June to 27 October 2021, 262 people (152 men, 101 women and 9 unknown) lost their lives, and 195 people were injured due to the water induced disaster. Furthermore, 16,482 families were affected, of which 5,136 were displaced and 2,473 houses were destroyed. Most of the displaced population took shelter under tarpaulin-made temporary shelters, while a few stayed with relatives or in schools. There were immediate needs for lifesaving support, such as tarpaulins for emergency shelter, safe drinking water and ready-to-eat food. Moreover, the COVID-19 pandemic increased the risk of COVID-19 transmission to those affected by floods and landslides, as well as to staff and volunteers involved in the response.



After a few weeks, the affected districts' impassable roads caused by landslides were cleared and transportation services resumed. Similarly, electricity and communications that were interrupted were also restored. NRCS volunteers coordinated with security forces to conduct search and rescue (SAR) in landslide-affected districts and to maintain drainage systems in flooded areas. Local government, NRCS, and other organizations/agencies provided immediate relief to those affected by the flood and landslide.

When the floods and landslides began in August, the second wave of COVID-19 was already receding, but experts warned of the possibility of a third wave. The third wave of COVID-19 infection began in late December, with Omicron

being the predominant variant. Staff and volunteers strictly adhered to the COVID-19 safety protocols in order to complete the remaining DREF-related tasks, despite the increasing risk of infection at the evacuation centres due to the possibility of community transmission. As of 31 March 2022, 1.1 million people in Nepal have been infected, 965,394 have recovered, and 11,951 have died as a result of COVID-19 complications. Please visit the Ministry of Health and Population's [website](#) for additional details. The COVID-19 vaccination campaign began on 27 January 2021, followed by a sporadic inflow of vaccines in the first half of 2021. As of March 2022, 64.2 per cent of the total population had received the initial vaccination dose, while 65.3 per cent were fully [fully immunized](#).

Summary of response

Overview of Host National Society

NRCS is a volunteer-based and leading humanitarian organization that delivers humanitarian service and support to the vulnerable people based on the Fundamental Principles of International Red Cross and Red Crescent Movement. NRCS was established on 4 September 1963 and officially registered in Nepal after the Government of Nepal signed the Geneva Conventions (12 August 1949). On 1 October 1964, NRCS was recognized by the International Committee of the Red Cross (ICRC) and affiliated with IFRC. With its network of seven provincial chapters and 77 district chapters (DC), NRCS has become the largest humanitarian organization in Nepal in the field of disaster response over the years. More than 1,508 sub-chapters, 5,410 Junior and 865 Youth Red Cross Circles and Cooperation Committees provide organizational support to District Chapters.

NRCS activated its Emergency Operation Centre (EOC) at the headquarters on 15 June, prior to the monsoon season, and has coordinated with District Chapters to carry out response operations until the conclusion of the DREF operation. The provincial and district chapters of the NRCS convened emergency meetings immediately after disaster incidents, informed sub-chapters, and mobilized staff/volunteers, including district disaster response teams (DDRT), community action for disaster response in emergency (CADRE), and first aid teams, for evacuations, rapid assessments, relief distributions, and logistics management in the affected districts. NRCS distributed emergency shelter and non-food items, including 846 full sets of non-food relief materials, 2,484 tarpaulins, 2,558 blankets, 659 mattresses, 474 sets of kitchen utensils, and 2,004 buckets. Additionally, the NRCS distributed 865 hygiene kits, 380 dignity kits, and 2,533 mosquito nets.



Beneficiaries showing bank cheque worth NPR 13,500, including other non-food relief items (Photo: NRCS Nawalparasi east District Chapter)

In addition to household items, 471 families received an additional NPR 2,000 (approximately CHF 16) to purchase shelter construction materials such as rope, wire, and nail. NRCS also provided NPR 13,500.00 (approximately CHF 108) in multipurpose unconditional cash assistance to 1,175 families in 13 districts (Darchula, Kanchanpur, Rupandehi, Nawalparasi East, Nawalparasi West, Kaski, Parbat, Myagdi, Sindhuli, Mahottari, Kalikot, Panchthar, Ilam). Similarly, NRCS provided 130 families with NPR 10,000 (approximately CHF 80) for latrine construction.

Similarly, NRCS reached out to 9,200 individuals in the affected districts with health interventions. In the districts of Nawalparasi East, Parbat, Myagdi, and Kaski, a total of 1,143 people were reached via the distribution of mosquito nets, and 1,600 people were reached via psychosocial sessions. Another 25 people received first aid services such as bleeding control, bandaging, and ambulance transport to a nearby health care provider, while 1,600 individuals attended the epidemic control volunteer (ECV) orientations. Similarly, 5,390 people benefited from WASH interventions such as safe water, emergency sanitation, and hygiene promotion.

NRCS district chapters and subchapters collaborated with local government authorities and humanitarian organizations. NRCS provincial committee provided management support for district chapters to carry out response activities, participated in the meeting called by the Provincial Disaster Management Committee (PDMC), and served as a liaison to the NRCS Emergency Operations Center (EOC), District Chapters, Local Disaster Management



NRCS Staff conducting PSS orientation/ counselling to the displaced female children and consulting over GBV issues in Rupandehi district. **(Photo: NRCS Rupandehi District Chapter)**

Committee (LDMC), and Community Disaster Management Committee (CDMC) members. NRCS volunteers from subchapters actively disseminated flood and landslide alert messages, allowing communities to evacuate in a timely manner. For future preparedness, NRCS district chapters collaborated with the local government to develop a District Disaster Preparedness and Response Plan (DPRP). Prior to the onset of the monsoon, NRCS developed its annual monsoon response and preparedness plan in order to strengthen its ability to respond effectively. This plan included nationwide activities for preparedness, early notification, and response. Search and rescue (SAR) teams of NRCS District Chapters coordinated with security forces to perform initial rapid assessment (IRA) and SAR of affected individuals. NRCS coordinated routinely with local stakeholders participating in emergency meetings convened by the District Disaster Management Committee (DDMC) in every district across the nation.

Overview of Red Cross Red Crescent Movement in country

The IFRC Country Delegation (CD) in Nepal provided technical support to NRCS in preparing for and responding to disasters and crises, including for the DREF and COVID-19 operations. Through a second DREF allocation, the IFRC CD coordinated with the IFRC Asia-Pacific Regional Office (APRO) to share updates and support the revision of the DREF EPoA. IFRC allocated CHF 321,103 from the DREF pool in September, which was revised on 4 November, resulting in a total allocation of CHF 395,609. IFRC is co-leading the emergency shelter cluster in Nepal and actively coordinating with emergency shelter members. IFRC participated in different meetings of the National Emergency Operation Centre (NEOC) and of the HCT along with NRCS.

Through coordination meetings, floods operation meetings, and the dissemination of progress reports, the NRCS and IFRC CD Nepal kept all partners informed of the situation, current needs, and response plans. Frequent partner meetings on new impacts were followed by regular technical meetings involving the IFRC, American Red Cross, and Danish Red Cross. Danish Red Cross secured an estimated CHF 100,000 CHF to support its response operations in Bardiya and Kailali districts, while American Red Cross and NRCS activated their Quick Action Fund (QAF) to provide up to 50,000 USD to the response operation in Doti, Baitadi, and Bajhang districts. The IFRC CD team collaborated closely with the American Red Cross team to develop a plan for their assistance.

Overview of non-RCRC actors in country

The Government of Nepal launched its nationwide Monsoon Preparedness and Response Plan at the beginning of July 2021 and immediately activated its National Emergency Operations Center (NEOC) to coordinate relief efforts in areas affected by flooding. The Ministry of Home Affairs (MoHA) and National Disaster Risk Reduction and Management Authority (NDRRMA) coordinated the response operation with all levels of government, including rescue, evacuation, rapid assessment, and distribution of aid. The government mobilized security forces for the search, rescue, and evacuation of people stranded in areas affected by flooding and landslides. The government also mobilized helicopters for search and rescue operations. The District Disaster Management Committee and the Ministry of Health and Human Services were actively engaged in responding to the situation. MoHA frequently held emergency meetings in which NRCS and IFRC were regular participants. Similarly, NRCS is a member of Disaster Management Committees at all levels (provincial, district, and municipal) and collaborates closely with respective authorities to meet the needs of affected people.

The Department of Hydrology and Meteorology (DHM) established toll-free numbers for the early flood warning system and periodically disseminated SMS. NRCS supports the dissemination of the DHM's frequently updated website information, which includes 24-hourly flood forecasts.

The HCT mechanism is very active in the country, with all clusters being led by line Ministries and strategic and operational levels being coordinated regularly. The monsoon Emergency Response Plan was finalized in June 2021, and the Government of Nepal requested its activation in July 2021. The Association of International NGOs (AIN) has represented the interests of all INGOs in the HCT mechanism and information was shared through related clusters. During the monsoon season, some NRCS chapters also received funding and technical support from UNICEF, UNFPA and WFP to respond to flood events. NRCS was identified as a key implementing partner by UN agencies as part of their pilot Central Emergency Response Fund (CERF) anticipatory action for Nepal which was not triggered in 2021.

Need analysis and scenario planning

Need analysis

NRCS, local government and Nepal Police together carried out IRA in the affected districts. Also, NRCS conducted a detail assessment of the 13 most-affected districts. The assessment revealed that there was a need for integrated response services focusing on emergency shelter, food and essential household items, livelihood support, protection, basic health services, psychosocial support services, provision of safe drinking water, as well as improved sanitation in the affected areas.

The sector-specific needs identified by the assessments were found to be very relevant to conducting the response operation. The target and activities for each sector were mostly well-analysed during the planning and met through this operation. In a few cases, the operation team had noticed the need for additional interventions such as rectification of latrines for the people living in the government shelter, drinking-water storage tanks in strategic locations and later after certain weeks when the displaced population returned to their homes.

Shelter

In hilly districts, houses were swept away or damaged by the mudslides triggered by the torrential rainfall. Similarly, floods (water-logged) affected mud and brick houses, with mud mortar houses being severely affected in plain areas of eastern and western Nepal, while concrete houses appeared to be less affected by inundation and breaching of earthen embankments in certain rivers.

The non-food relief item (NFRI) full set was in high demand from the hilly districts whereas tarpaulins and basic shelter NFRI were assessed as needed shelter items to be supported in Terai areas. The families with completely damaged houses were staying out in the temporary shelters, schools and relatives' houses, so there was a need for tarpaulins, ropes and shelter tool kits and trained volunteers to help in building temporary shelters and disseminating relevant technical messages. While responding to the COVID-19 situation, most of the existing infrastructures such as school buildings, evacuation centres and public buildings had been occupied by quarantine centres and there was less possibility to use those infrastructures for temporary evacuation centres for the people affected by floods and landslides. Therefore, there was an additional need for tents or tarpaulins with technical support to set up camps/temporary shelters. Furthermore, the affected population were expecting CGI sheets rather than tarpaulins to construct transitional shelters.



NRCS extending support in the temporary shelter at Hupsekot of Nawalparasi East District for the landslide affected households. (Photo: NRCS Nawalparasi East District Chapter).

Livelihood and basic needs

Agricultural land, crops, livestock, and irrigation canals were swept away by landslides and floods, which had a significant impact on the affected families' ability to support themselves. Due to the loss of crops and livestock, households lacked sufficient food and alternative sources of income. The majority of affected people are tenant farmers on agricultural land. Food and daily household items were the immediate needs that cash and voucher assistance

addressed for these families. In certain districts, the NRCS has coordinated with the private sector to provide ready-to-eat food to the affected population.

Health

A high risk of COVID-19 transmission and an outbreak of water-borne diseases such as diarrhoea existed for affected people. During the months of August and September, dengue cases and mosquito breeding were observed in certain areas. During and immediately following the monsoon season, people living in the southern belt of the country demanded additional mosquito nets. Similarly, snakebites and vector-borne diseases (i.e., Malaria and Dengue) posed grave threats to the displaced population; children, the elderly, and pregnant women are particularly vulnerable to infection. During disasters, the level of distress among survivors and community members who have lost loved ones is elevated. They received mental health and psychosocial support (PSS), as well as psychological first aid services. To mitigate the potential risk of COVID-19 transmission and other epidemic outbreaks, trained volunteers were mobilized to disseminate health and hygiene messages, including the importance of physical distancing. The safety and security needs of staff and volunteers (first responders) were met by providing them with insurance and protective items such as masks, gloves, and hand sanitizer.

Water, sanitation and hygiene

Since the existing water sources were contaminated and some water supply systems were damaged in the affected areas, there was a need for clean drinking water, water purification tablets to purify water and keep drinking water safe in homes, and hygiene kits for the affected population. Also required were emergency latrines and support for household toilets for those families who had lost their latrines. Lastly, considering the likelihood of an outbreak of water-borne diseases in certain affected areas, hygiene promotion activities were promoted. In the affected areas, basic community sanitation, cleaning of stagnant water, distribution of hygiene kits, and education on proper hygiene practices remained essential.

Protection, Gender and Inclusion (PGI)

There was a need to increase awareness of sexual and gender-based violence among affected individuals from various families residing in emergency settlements and evacuation centres. NRCS relief efforts were in accordance with the established standards of the GoN and cluster system, and a gender and diversity sensitive analysis was applied in the selection of beneficiaries, including the targeting of women-headed households, pregnant or lactating women, single women, people with disabilities, the elderly, those facing caste-based exclusion, and those affected by COVID-19. In addition, the NRCS conducted SGBV orientations with the participation of local communities and distributed dignity kits to vulnerable groups.

IRA conducted by NRCS revealed the necessity of promoting SGBV initiatives and protection-related activities aimed at adolescent girls and women. In addition, dignity kits were required for the women in affected regions. There have been no reports of sexual exploitation in displacement areas or temporary shelters, but there is a risk of sexual exploitation in affected areas.

Risk analysis

The flood and landslide events as well as the impacts were updated regularly in line with the forecast and analysis provided by the authorities, in particular the Department of Hydrology and Meteorology (DHM), as well as advice received on daily basis from the Red Cross Climate Centre (RCCC) during the response operations. In case of increased no. of disaster event, mainly unseasonal rainfall at late October, transmission of COVID-19 infection, geo-physical complexity and internal governance and technical issues at NRCS HQs, following risk factors were anticipated/ spotted while planning and executing response operation. The risk and mitigation measures are as appended below.

Overall risks and mitigation measures	
Anticipated risks as per EPOA	Update on the risks and any mitigation measure taken
Problems for responders to have access in affected areas and transport relief items due to inundation	Access issues happened in few hilly districts which delayed the assessment processes. District chapters mobilized volunteers from neighbouring sub-chapters and used secondary information from government sources. In few cases, helicopters were used for transportation.
Impact of COVID-19 pandemic can affect overall monsoon response cycle including the potential risk to the NRCS staff and volunteers	The COVID related risks have declined since August 2021 so that the operation could run smoothly in this regard. Considering the possible risk of transmission and increased social interactions during the festival season, NRCS mobilized volunteers, provided protective devices (mask, sanitizer) and conducted door-to-door sessions in most cases. There were no significant increased transmission cases during the operation.

No clear directives from the Government on cash and voucher assistance in the country can pose challenges in cash-based intervention to address the needs of the most vulnerable people affected by the floods and landslides	This risk did not materialize as GoN is also providing cash for its response to the floods and landslides. However, NRCS worked closely together with local authorities (Municipalities), identified beneficiaries which is endorsed by local government and transferred cash to the beneficiaries.
Potential impact on procurement and supply chain, especially from abroad due to COVID-related restrictions (land border control, limitation in flights, etc.)	IFRC Country delegation intensively engaged in procurement of relief items in order to replenish the stock which was used from NRCS warehouses. In consensus of NRCS management, IFRC, jointly with NRCS operation team, collected distribution report, confirmed all relief items that were distributed during response operation, agreed quantity of each item for procurement and procured these items to replenish the stock. The procurement process is now completed within agreed timeframe without having any significant challenges.

B. OPERATIONAL STRATEGY

Overall Operational objective

The operation addressed the immediate needs of an estimated 10,870 flood- and landslide-affected people. The needs of 2,174 targeted families in flood- and landslide-affected districts were met through the provision of in-kind and cash support in five major sectors, including Shelter, WASH, Health, Livelihood, Protection, and gender, for an initial period of three months, followed by another three months dedicated to replenishing NRCS stocks and final monitoring and learning.

Strategies for implementation

The National Society developed its monsoon preparedness and response plan in June 2021 that drives all tiers of NRCS to coordinate and operationalise response operations effectively and efficiently, as part of the NRCS overall strategic plan. The EOC was activated on 15 June 2021 to coordinate the overall response operation, including the mobilization of volunteers on the ground, the timely assessment (within 24-48 hours) of the devastation caused by the disaster, the preparation of operational plans, and the provision of immediate relief to those affected by the disaster.

Overall, the operation considered the following implementation strategies:

Coordination and operation implementation through EOC

In accordance with the NRCS response mechanism, the EOC was activated at the onset of the disaster to coordinate and implement response operations. The EOC consisted of a inter-departmental task force governed by mobilization guidelines and led by a response coordinator. The EOC was responsible for the majority of day-to-day actions and decisions at the national level, whereas district chapters led the response on the ground in coordination with municipalities and as members of the District Disaster Management Committee.

Coordination and partnership

As part of its auxiliary role to the Government of Nepal in disaster-related humanitarian assistance, NRCS worked closely with the government to respond to the disaster. In disaster preparedness and response, the NRCS works in close coordination with the Government of Nepal at the central, provincial, and municipal levels. Assessment and relief operations are conducted in coordination with the NEOC, NDRRMA, and the district emergency operations center (DEOC). The IRA is conducted in close coordination with district and municipal authorities. Similarly, response activities are coordinated with local authorities as well as provincial and national clusters. NRCS has a standby agreement with various agencies, which it plans to utilize in the event of a large-scale disaster.

Risk Communication and Community engagement and accountability (CEA)

During the response, numerous communication channels and methods were utilized, including face-to-face communication and available media channels. The necessary information was adapted and developed according to demand. The key messages were disseminated based on context factors such as communication channel, timing, location, and audience size. Throughout the process, communities (both recipients and non-recipients) had the opportunity to ask questions, file complaints, and request inclusion in distributions and other activities. The extent of community needs and vulnerabilities, the presence or absence of alternative service providers, the strength of any existing Red Cross presence in the community, and how well the needs of the community align with the capacity of the Red Cross to provide the necessary support are among the criteria used to determine the communities where the Red Cross works.

The NRCS Hotline-1130, a toll-free service, was promoted to the community alongside the distribution and orientation of relief. In addition, face-to-face communication was prioritized, and community volunteers were encouraged to listen to and respond to the people. In addition, district chapters and subchapters were readily available to listen to and address community concerns. All activities were conducted with the local government's knowledge and the community's consent, ensuring their participation in accordance with pertinent national society guidelines and ensuring transparency and accountability to the community, government, partners, and stakeholders.

Inclusive response, leave no one behind

NRCS ensured social protection and an inclusive response at all levels for all affected populations. The operation played a vital role in delivering timely information, relief aid, and services to the most vulnerable populations. Women, girls, children, the elderly, people with disabilities, sexual minorities, excluded and marginalized communities were given special attention based on their needs and requirements to protect their rights and ensure equal access for all.

Timely response

NRCS ensured timely response by deploying trained personnel and volunteers. Early in the monsoon, NRCS headquarters formulated and oriented a pool of trained responders and maintained them as an emergency response team at all 77 district offices. In the affected area, the District Chapters have deployed 163 first aid/ DDRT volunteers, including ERTs. District Chapters have trained CADRE teams and first aid volunteers who respond in the event of a natural disaster. Regional warehouses utilized their NFRI stockpiles to facilitate the distribution of necessary non-food items. The DREF operation replenished distributed NFRIs, and stockpiling for the next monsoon began in March 2021.

Rigorous planning, monitoring, evaluation, reporting and information management practice

The operation utilized more robust planning, monitoring, evaluation and reporting, and information management (PMER-IM) system. The PMER Unit of NRCS maintained regular communication with affected districts and even with beneficiaries, updated the data tracking sheet frequently, and disseminated it to wider RCRC movement stakeholders. During the development and revision of the EPoA, participatory and bottom-up planning approaches were employed, and this plan was developed based on the gaps identified in the IRAs of the affected communities and field reports. Similarly, a detailed assessment was conducted to determine the specific needs of the affected communities.

The operation was able to regularly capture challenges along with potential solutions to resolve them. Post Distribution Monitoring (PDM) was conducted to ensure effectiveness for future operations. Likewise, regular situation updates and information bulletins were developed for documentation and sharing. In addition, lessons learned from the previous DREF operation (*Monsoon Flood and Landslide 2020*) implemented by NRCS were taken into consideration during the implementation and planning of this DREF operation.

Compliance with NRCS safeguarding policy (zero tolerance)

NRCS is complying with the zero-tolerance policy on SGBV, workplace harassment, any kind of Sexual Exploitation and Abuse (PSEA), fraud, corruption and other types of misconduct. The representation from the gender equality and social inclusion (GESI) Department of NRCS has been ensured in the operation team and has been strictly monitored in this regard and no misconduct of any type was found and/or not reported during the entire duration.

Cash-based assistance

Cash-based assistance was integrated with livelihoods and basic needs support, shelter and WASH activities, and the affected population received unconditional multipurpose cash grants. Rapid market observation was done to check the availability of required commodities and accessibility, and a well-functioning market was discovered that enabled cash feasibility. Report of detailed assessment and coordination with local governments including beneficiaries' interactions revealed a high preference for cash, thus cash assistance had been promoted. In some cases, beneficiaries had their own bank account; for a small number of beneficiaries, bank accounts were opened; and in other instances, beneficiaries received cash in envelopes.

Human resource and duty of care

All of the frontline staff and volunteers involved in the floods and landslides operation had been insured, trained, and given protective gear by the NRCS. Both the IFRC and NRCS had developed a Business Continuity Plan and implemented security protocols to monitor threats and ensure the safety of everyone involved in the operation. Still, staff and volunteers were at risk of COVID-19 transmission, and the flood- and landslide-affected areas were inaccessible due to the disruptions caused by the hazards.

Security

Enabling safe and secure programme delivery is a top priority for the IFRC, and a standard IFRC security framework and country security plan that applies to all IFRC-deployed personnel are in place. With well-established networks of community-based volunteers, NRCS enjoys widespread community acceptance throughout the country. The National

Society's security framework was applied to staff and volunteers for the duration of the operation. There is recognition and respect for the Red Cross Red Crescent emblem and comprehension of the Movement's activities. In addition to coordinating with other partners of the Red Cross Red Crescent Movement, regular contact with local security networks is maintained. IFRC CD also participated in a variety of stakeholder meetings where safety and security issues were discussed, including OCHA-convened HCT meetings.

An IFRC country security team is in place, and the country's general safety and security situation is continuously monitored. When appropriate, the security officer disseminates Security Advisories, which may include temporary restrictions. SMS messages are also used to send Safety and Security alerts. All new and visiting international personnel are given a security welcome pack and are required to attend a security briefing within 24 hours of their arrival.

The identified safety and security threats had little impact on the staff's ability to implement programme activities. Difficult terrain, geographical isolation, severe weather, and deteriorating infrastructure (roads and bridges) all contributed to the dangers in the field. As necessary, ongoing risk mitigation measures, such as safety and protection equipment, field movement tracking, and communication tools, were updated to reduce the likelihood of incidents.

Volunteers and staff who participated in the operation adhered to the necessary security measures and field travel was closely monitored via radio contact and phone communications. All staff and volunteers travelling by water transport were required to wear life jackets. Staff and volunteers were required to be briefed on emergency procedures and security conditions prior to deployment in the operational area.

Logistics and supply chain

At the start of the operation, NRCS had sufficient stockpiles in the country to carry out all activities in the five sectors. At the end of the third month of operation, NRCS and IFRC finalized the list of items to be replenished and agreed on the procurement procedures based on distribution lists received from district chapters. In response to a request from the IFRC CD, the IFRC Global Humanitarian Services & Supply Chain Management unit in Asia Pacific (GHS&SCM-AP) in Kuala Lumpur procured tarpaulins and blankets. The IFRC CD procured the remaining items (mattress, bucket, rope, kitchen sets, hygiene kit, and dignity kit) and delivered them to NRCS for replenishment.

Communications

NRCS and IFRC communications teams worked together to promote the work of the volunteers on the frontline of the response, helping those affected by the landslides and floods. Some of the national, international, and social media coverage of Nepal monsoon flood and landslide are as follows:

- [Press Release: Red Cross rushes relief as severe floods and landslides hit Nepal, India](#)
- [Over 180 people killed after heavy rains in Nepal and India](#)
- [The Washington Post](#)
- [Flooding triggers landslides in Nepal and India, killing at least 150 people and washing away homes](#)
- [RFI - Radio France International](#)
- [Nearly 200 perish in India, Nepal rains](#)
- [Bloomberg News](#)
- [Toronto Star](#)
- [CBS Digital](#)
- [Death toll due to rains, landslides reach 88 in Nepal](#)
- [The Guardian](#)
- [Death toll climbs to 207 as India, Nepal face more floods, landslides](#)
- [The Kathmandu Post](#)
- [The Himalayan Times](#)

Sector specific strategies

Shelter

NRCS mobilized volunteers to identify families in need of emergency shelter and those requiring a complete set of NFRI. The NRCS provided emergency shelter supplies (tarpaulin, rope, and tool kits) to families who had lost their homes and were living in open areas, enabling them to construct temporary shelters. Similarly, NRCS distributed NFRI items (Tarpaulin, Blanket, Clothing materials, kitchen utensils, and bucket) and household items to families who lost their homes, allowing them to establish temporary shelter and meet their immediate daily needs. With the help of shelter tool kits, households with partially damaged homes were assisted in repairing their homes. NRCS prioritized

the distribution of NPR 2,000 (approximately CHF 16) in cash assistance to families who require basic tools (fixing tools such as bamboo, nails, etc.) to construct temporary shelters.

Livelihood and basic needs

NRCS mobilized its staff and volunteers at district chapter and sub-chapter levels to identify and target families requiring immediate food support and other essential basic needs. Upon assessing the functionality of local markets, NRCS utilized its available resources by providing multi-purpose cash assistance to fulfil the basic needs. Further, NRCS coordinated with DDMC, district-level organizations and WFP as well as rural/municipality and local actors to collect ready-to eat-food (RTEF) and distributed them to affected families. According to the plan, NRCS provided unconditional cash of NPR 13,500 per family (approximately CHF 108) to 1,176 families to meet their basic needs.

NRCS mobilized its staff and volunteers at the district chapter and sub-chapter levels in order to identify and target families in need of immediate food assistance and other basic necessities. Upon assessing the functionality of local markets, NRCS utilized its available resources to provide cash assistance for a variety of purposes to meet basic needs. In addition, NRCS coordinated with DDMC, district-level organizations, WFP, rural/municipality, and local actors to collect and distribute ready-to-eat foods (RTEF) to affected families. According to the plan, the NRCS provided 1,176 families with cash of NPR. 13,500 per family (approximately CHF 108) to meet their basic needs.

Health

During disaster response, NRCS volunteers and staff were oriented on COVID-19 safety procedures. Immediately following the floods, the NRCS mobilized its trained first-aid and PSS volunteers. NRCS also established a mechanism for coordination with the Health Service Department, hospitals, and local health service centers. In case of further needs, the NRCS, in close coordination with health service providers, was prepared to deploy the Red Cross Emergency Clinic (RCEC) with trained human resources to affected areas where services are required. In addition, NRCS volunteers were engaged in first aid services, and an ambulance was on standby if victims of snake bites needed to be transported to the appropriate medical facilities.

Water, Sanitation and Hygiene

NRCS mobilized volunteers and staff to provide clean drinking water to affected families. Volunteers also assisted in cleaning and disinfecting water sources, distributed water purification tablets, and oriented families on how to keep water safe and clean. In addition, the NRCS provided NPR 10,000 (approximately CHF 80) to 130 families for the construction of latrines for those whose latrines were destroyed by the flood/landslide.

WASH items, including hygiene kits, buckets, soap, and Aquatabs, were distributed to affected families. Trained NRCS volunteers conducted an orientation on hygiene promotion and demonstrated proper hand washing techniques. Information, education, and communication (IEC) materials focusing on key hygiene messages were widely disseminated. All activities related to WASH were carried out in close coordination with the provincial, district, and municipal authorities.

Protection, Gender, Inclusion (PGI)

From assessment to implementation, monitoring, and reporting, PGI-related issues were mainstreamed across all sectors. PGI components were considered when conducting assessments through the collection of sex and age-disaggregated data, analysis of who was reached and who was not, and constant reporting to the EOC by all team members and volunteers on protection issues for children, risks of gender-based violence, and sector-specific safety concerns. In addition, referral pathways remain essential for evacuating children and women in crisis. At the nearby school, where the disaster-affected population was taking temporary shelter, child-friendly spaces were created.

The GESI department of NRCS ensured that the Minimum standard commitments to gender and diversity in emergency programming (published by IFRC and endorsed by NRCS) were applied throughout response planning and implementation.

NHQs provided a pocket card with the Red Cross Hotline-1130 to volunteers and staff who were mobilized in the targeted district to conduct SGBV-related orientations; these volunteers and staff have since disseminated the card and informed victims of where to report problems.

C. DETAILED OPERATIONAL PLAN



Shelter

People reached: 16,650 people

Male: 8,158

Female: 8,492

Indicators:	Target	Actual
<i>% of families affected by floods restore and strengthen their safety (emergency shelter from NRCS contribution)</i>	30%	20%
<i># of households supported with emergency shelter and settlement assistance</i>	2,174	3,330
<i># of people reached on safe shelter awareness</i>	10,870	11,323

Narrative description of achievements

The response intervention partially met the shelter assistance set targets. NRCS planned to provide shelter assistance for 30 per cent of the affected population; however, only 20 per cent of the affected population were assisted.

NRCS provided emergency shelter items to 3,330 households in flood-affected districts across the country. To the majority of families who received tarpaulins and other NFRI, the district chapter of NRCS also provided a basic orientation on shelter installation using NFRI distributed by the Red Cross. Overall, flood/landslide-affected populations received 846 full sets of NFRI, 2,484 pieces of tarpaulin, 2,558 pieces of blankets, 659 pieces of mattress, and 474 sets of kitchen utensils, as well as 2,042 pieces of buckets. NRCS immediately mobilized their warehouse stock and sent them to the relevant district chapter and subchapter based on distribution needs. The items distributed and prepositioned are described in detail in Table 1. The remaining sets of blankets and tarpaulin are prepositioned in NRCS warehouses in preparation for an upcoming disaster.

In addition, NRCS immediately provided additional top-up cash support of NPR 2,000 (approximate of CHF 16) to 471 most vulnerable households to purchase fixing material like wire, rope, nail etc. while constructing temporary shelters. The vulnerable families receiving cash top up support were selected through below criteria developed by NRCS in consultation with the local Government and other key stakeholders in the communities:

- People affected by floods and landslides.
- Households headed by children below 18 years or elderly above 65 years of age.
- Households headed by women and single women.
- Households involved in agriculture and livestock activities before floods who have not been able to restore their livelihood activities after the floods.
- Households having home quarantines or COVID-19 affected people (positive cases and having high potential).
- Death of an earning member of the family due to floods and landslides and COVID-19 or multiple causes.
- Households comprising of people with physical disability and/or mental disability and persons with chronic illness.

A total of 11,323 (men-5,548 and women- 5,775) people were reached through the safe shelter awareness sessions conducted in the affected districts via various means like distribution of shelter IEC materials and orientation sessions. A total of 129 volunteers from 13 most affected districts were oriented by NRCS HQs in September on safe shelter solutions followed by which, they have been mobilized to conduct the safe shelter awareness and orientation sessions and distribution of IECs. NRCS 13 district chapters conducted one event of shelter orientation and reached 1,217 people by safe shelter messages. In addition, a total of 8,042 pieces of IECs containing shelter messages were distributed in the communities.

During a revision of the EPoA, the number of families affected by the second episode of heavy rainfall in October surpassed the projections. This caused the difference in total objective and achievement.

Table 1: Details of the NFI distributed and prepositioned as part of the DREF Operation

Item	Distributed Quantity			Procured Quantity
	Individual item	In set	Total	
Blanket	2,558	846	3,404	4,500
Tarpaulin	2,484	846	3,330	4,500
Mattress	659		659	800
Kitchen set	474	846	1,320	1,680
Bucket	1,284	846	2,130	2,000
Rope	300	846	1,146	1,700

Table 2: Details of awareness activities conducted in the affected districts

Activities	People Reached
Orientation conducted by HQs to first responders at 13 DCs	129
Orientation Sessions (13 event)	1,217
Beneficiaries reached through IEC distribution (Covid and Shelter)	8,042
Oriented beneficiaries while providing NFRI support	1,935
Total	11,323

Challenges

- Transportation of NFRI to the affected area was challenging due to road closures and flooding, making timely relief distribution difficult. Few district chapters arranged for helicopters to transport aid supplies to rural areas.
- The inability of the affected community to construct a shelter using the NRCS-supplied tarpaulins remains a challenge. So, in some instances, tarpaulins were not used as intended.

Lessons learned

- Despite distributing tarpaulins to each household, if the district chapter, with support from headquarters, could establish a temporary shelter for the affected population, either by housing displaced families in public buildings or by establishing camps in open spaces near the affected areas, this would be beneficial to the affected population.
- It is crucial to maintain a minimum level of NFRI stock, even at the sub-chapter level, in flood- and landslide-prone areas before the monsoon so that they can be mobilized immediately if needed.

**Livelihoods and basic needs****People reached: 5,875 people**

Male: 2,879

Female: 2,996

Indicators:	Target	Actual
<i>% of targeted families whose livelihoods are restored to/or improved from pre-disaster level</i>	20%	68%
<i># of families reached with unconditional cash grant to cover minimum survival commodities</i>	1,200	1,175

Narrative description of achievements

Due to the greater impact of the flood/landslide, affected populations lost their means of livelihood. NRCS planned to provide livelihood assistance to 1,200 households to restore their livelihoods and meet their basic needs. Regarding the sectoral needs, 1,175 affected households had a greater need for livelihood assistance. Consequently, NRCS provided cash grant assistance to 1,175 households (NPR. 13,500 per household) in the 13 targeted districts. The PDM Report revealed that 68 per cent of 1,175 families were satisfied with the assistance and had utilized the funds to improve their condition. In addition, the PDM report revealed that nearly 85.7 per cent (278) of the respondents receiving cash assistance had already spent the money. The majority of them - 80.4 per cent, spent their money on purchasing daily necessities; 47.5 per cent on home repairs, 35.1 per cent on medicines and health checkups, and 20.3 per cent on their children's education.



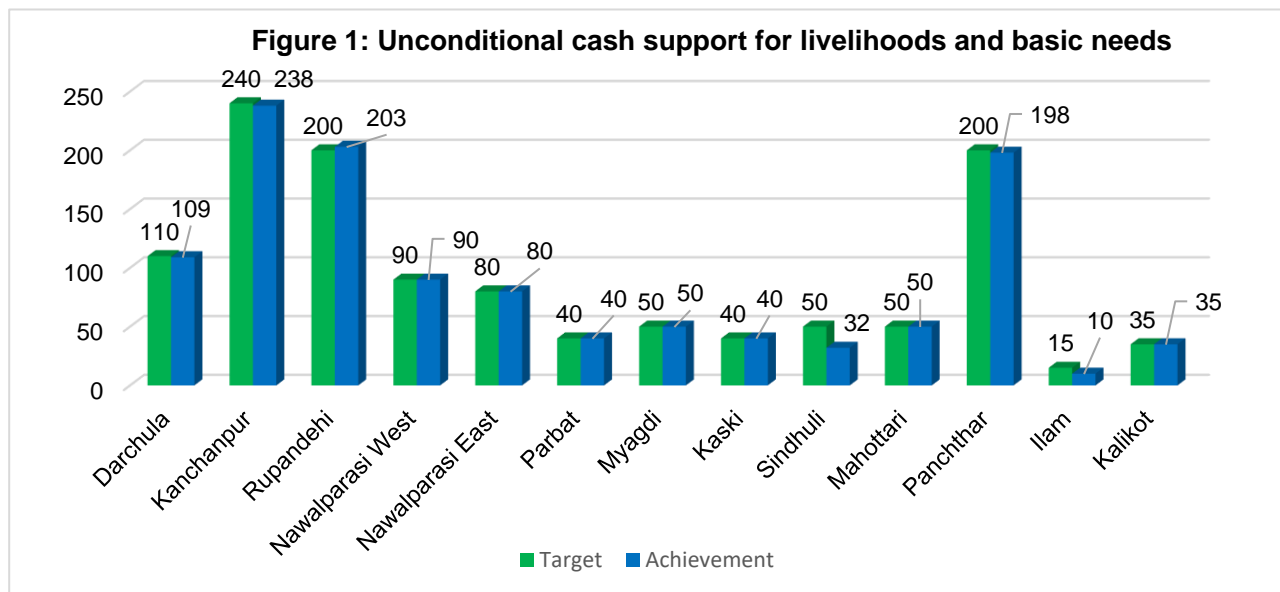
Affected beneficiaries after receiving cash support in January 2022. (Photo: NRCS)

NRCS District chapters conducted/participated in consultative meetings with local government and related stakeholders at both the district and community levels.

In all the 13 targeted districts, local government and beneficiaries' groups participated in consultative meetings. Market functionality was observed in all affected areas, and the local market's supply chain mechanism was not severely impacted. Beneficiaries were determined through detailed assessment and coordination with the local government. Beginning with the temporary camps in Nawalparasi's east district of Hupsekot at the beginning of September, multipurpose cash grant support was accelerated.

The grant size for multipurpose cash support in Nepal is NPR 13,500 (approximately CHF 108) per household, per the minimum expenditure basket (MEB) baseline established by the cash coordination group. Figure 1 displays the district-by-district distribution (target versus achievement) of cash grants for livelihoods and basic needs support.

Initially, 13 districts were assigned a 1,200 target for unconditional cash support based on IRA data, but after reviewing the detailed assessment, the caseload and scenario changed slightly. In Rupandehi, the number of beneficiaries increased slightly, whereas in Sindhuli and Ilam, the number of beneficiaries decreased marginally. These differences were primarily attributable to the findings of the detailed assessment. Beneficiary finalization and detailed assessment were conducted in close coordination with local government, and cash assistance was extended only after government authorities and NRCS chapter offices signed the beneficiaries' approval forms.



Taking into account the lessons learned from the previous year, the operation team emphasized transferring funds through a bank account. However, this method is not appropriate in all situations, so the programme team adopted

a mixed approach that included bank transfer, account payee cheque, bearer cheque, and cash in an envelope. At some distribution points, an exit survey was conducted, and beneficiaries were quite satisfied and pleased with the entire distribution procedure and support.

Challenges

- NRCS and IFRC agreed to transfer funds through bank accounts, but in the affected areas, more than 70 per cent of the population did not have a bank account.
- In some cases, because of difficult geography and remoteness (especially in Myagdi, Parbat, Nawalparasi East districts) it was too far to access services through financial institutions. Thus, the district chapter adopted the hard cash modality.

Lessons learned

- Coordination with local government to link beneficiaries with their social security account could strengthen the intervention and eliminate the need for NRCS to open new bank accounts for beneficiaries.
- Prior to the monsoon season, the district chapter must begin mapping financial service providers, identify potential service providers, and sign a memorandum of understanding with a financial institution in order to open bank accounts for beneficiaries by mobilizing their staff in the beneficiary's household. This may assist the operation team in expediting the transfer of cash grants to beneficiaries' accounts.



Health

People reached: 9,200 people

Male: 4,508

Female: 4,692

Indicators:	Target	Actual
<i>% of the affected population received immediate health services by mobilizing trained volunteers</i>	20%	11.16%
<i># of assessment conducted</i>	1	1
<i>% of affected population has access to immediate health services by mobilizing trained volunteers</i>	30%	26.1%
<i>% of targeted population correctly recalling the key messages on epidemic control</i>	30%	166%
<i># of people reached with community based epidemic prevention and control activities</i>	5,000	8,313
<i># of families by the flood and landslide provided with mosquito nets</i>	1,000	1,266
<i>% of affected population with knowledge on mental well-being after receiving PSS session from trained volunteers.</i>	30%	14%
<i># of people reached with MHPSS service/MHPSS first aid services in the floods and landslides affected area</i>	5,000	3,635

Narrative description of achievements

Nearly all of the expected health indicator results have been attained. By mobilizing trained volunteers, the affected population received immediate health services, including emergency first aid. There were no significant health consequences in the affected areas, and people returned to their normal lives two weeks after the occurrence. Consequently, the major intervention targeted only the displaced population

NRCS in coordination with local government conducted a detailed assessment in all 13 programme implemented districts. Specifically, for health-related questionnaires and surveys, the concern/response of local health authorities were included. Along with a detailed assessment, health interventions like some software activities, health kit distribution, mosquito nets distribution, PSS services etc. were simultaneously conducted in 13 districts even before the assessment was completed.

Findings of the detailed assessment showed the higher demand for health intervention in communities like the increasing risk of COVID-19 transmission, safe/ clean drinking water is not in excess of all affected population resulting in water-borne diseases like cholera and diarrhoea. There was also the need for mental health and psychosocial support activities. People were also at high risk of snake bites and dengue.

A total of 8,313 people (4,103 men and 4,210 women) have been reached with the community-based epidemic prevention and control activities during the entire operation. NRCS in Darchula, Kanchanpur, Kaski, Rupandehi, Nawalparasi West and Nawalparasi East district chapters conducted one event of orientation on health promotion and epidemic prevention and 313 affected people are directly benefitted by the event.

In addition, a total of 160 volunteers were educated on ECV and mobilized to promote ECV measures at the household and community level. In coordination with NRCS headquarters, NRCS distributed 2,000 pieces of IEC materials containing COVID-19 messages and health information. Volunteers visited an average of 1,600 households with an ECV toolkit and information about epidemic prevention and control measures.



NRCS volunteer conducting detail assessment with affected people. (Photo: NRCS)

Similarly, seven health-related public service announcements were broadcast on 11 FM stations in coordination with the Covid-19 preparedness and response project. The primary purpose of radio programs and jingles was to spread health awareness.



NRCS volunteers distributing mosquito nets for flood affected population in East Nawalparasi. (Photo: NRCS)

A total of 2,533 mosquito nets were distributed to 1,266 flood-affected families residing in the lowlands of Nepal's southern belt (Terai region). To ensure that assistance was provided to the targeted people, NRCS coordinated the selection and distribution of recipients with the local government. The mosquito nets continue to play a crucial role in protecting people from vectors such as mosquitoes and flies, thereby protecting them from potential vector-borne diseases such as malaria and dengue. During distribution, the most vulnerable families with pregnant and lactating women as well as displaced families were given priority, and volunteers were instructed on the proper use of mosquito nets. NRCS had mosquito nets from previous years that were procured for various projects, as well as mosquito nets procured by IFRC in 2019 and 2020, so it utilized these stocks for this operation.

The MHPSS activities were primarily targeted at the displaced population (25,680 individuals) who were forced to reside in emergency/evacuation shelters for an extended period. Some 14 per cent of these individuals were reached by the MHPSS services provided by NRCS volunteers

Table 3: Details of MPHSS activities

Activities	Beneficiaries	Remarks
MHPSS Orientation in five districts	300	
Virtually oriented to volunteers by NHQs	1,635	in an average one volunteers provided MHPSS to 15 people in their community
School children benefitted by CGD friendly spaces	1,700	
Total		3,635

From September 2021 to January 2022, the MHPSS orientation reached 3,635 people (1,781 men and 1,854 women). In the affected area, 109 volunteers trained in MHPSS were mobilized. NRCS volunteers were also virtually oriented in September from headquarters to mobilize and orient the flood and landslide-affected population.



NRCS Staff from HQs counselling and providing MHPSS support to the beneficiaries in Myagdi District. **(Photo: NRCS)**

The COVID-19 project has already trained volunteers in MHPSS/PFA. NRCS has been implementing COVID-19 response operations in flood/ landslide-affected districts, and this project has already trained volunteers in MHPSS/PFA. These trained human resources were simultaneously mobilized to alleviate human suffering. Similarly, MHPSS practitioners have conducted sessions for 300 beneficiaries (147 men and 153 women) in the districts of Nawalparasi East, Nawalparasi West, Parbat, Myagdi, and Kaski.

Three child friendly spaces in three separate districts have been established in coordination with the public school located at affected area. Almost 1,700 children are studying and are benefitted by this support. Detail beneficiaries reached can be viewed in the table.

Challenges

- Cases of COVID-19 and cholera outbreaks were on the rise in neighbouring countries and in some regions of Nepal; consequently, it was challenging to recruit volunteers due to the risk of COVID-19 infection. However, first responders received personal protective equipment.
- The affected population experienced psychosocial trauma; PSS counseling was a critical need, but there are very few PSS counsellors at the local level. Additional volunteers were recruited from headquarters and neighbouring districts.

Lessons learned

- PSS following the onset of a disaster is another crucial need. Therefore, volunteers should be trained, mobilized early, and retained in disaster-prone areas, particularly evacuation centers where families reside. It is preferable to also incorporate PSS sessions into DDRT/ NDRT training courses.
- Maintaining a close relationship with local health authorities aided in the delivery of an effective and high-quality response.
- During the annual planning process for response and preparedness, complex emergencies and their effects on response operations must be carefully considered. This type of complex emergencies necessitates the coordination and collaboration of local authorities and other humanitarian actors to address diverse humanitarian needs. The coordinated planning will promote improved emergency response



Water, sanitation and hygiene

People reached: 5,000

Male: 2,450

Female: 2,550

Indicators:	Target	Actual
% of targeted families provided with WASH supplies and services through NRCS distribution points (meets Sphere and WHO standards)	20%	33.9%
# of assessment/monitoring visits undertaken and shared in the targeted communities	1	1
# of people provided with safe water	5,000	5,390
# of people provided with excreta disposal facilities	750	740
# of people reached by hygiene promotion activities	5,000	5,420
# of households provided with a set of essential hygiene items	1,000	865

Narrative description of achievements

NRCS carried out detailed assessment in 13 affected districts and also series of monitoring visits were conducted by district chapters and NHQs to monitor the WASH situation in the affected communities. Major findings of the assessment/monitoring visits included:

- There was subsequent need for integrated response services focusing on WASH, health, PGI, livelihoods and shelters in order to meet the immediate humanitarian needs of the affected population.
- Displaced people are living in temporary shelter with inadequate latrine and water availability.
- Many vulnerable and affected household had lost their latrine and source of drinking water.
- Disinfection and cleanliness of the water resources/tube well is very crucial and key activities to be done for affected people.

A total of 5,390 people (2,743 men and 2,647 women) have been reached with safe water, through activities such as distribution of safe water treatment manual, Aquatabs distribution and orientation on safe water use and storage. As landslides events were reported more widely than flooding, water sources were less affected, so cleaning and disinfecting of water points were not in high need.

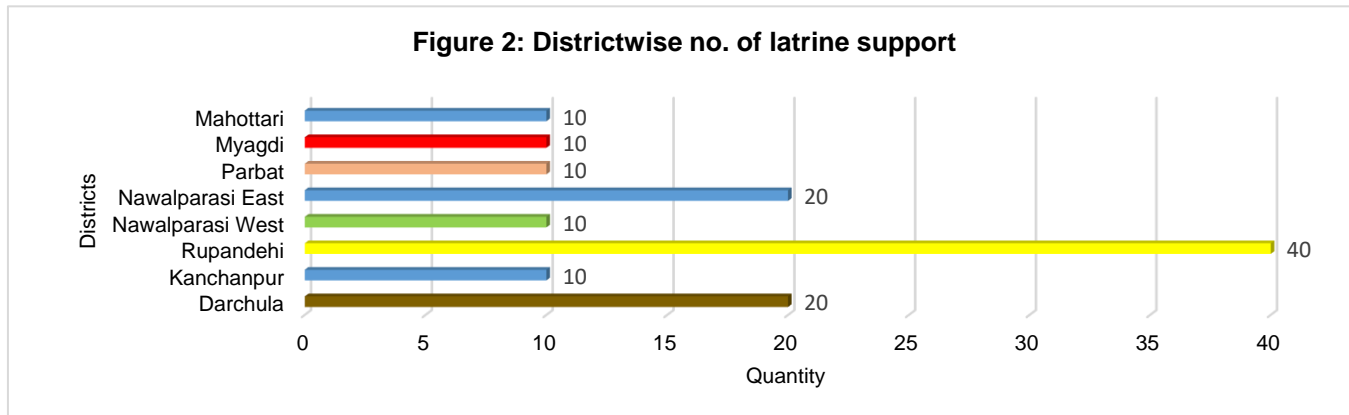


Communities reading water treatment manual provided by NRCS Rupandehi. (Photo: NRCS)

A total of 56 WASH-trained volunteers led a total of 20 orientation sessions on the safe use of water treatment products and information on safe storage in camps and affected communities, reaching 840 people. Additionally, the affected population received 69,000 Aquatabs (water purification tablets).

In addition, 910 copies of a manual on water treatment at the household level were distributed to affected families in the targeted districts, allowing them to stay safe from water-related illnesses while residing in camps and communities.

A total of 740 people (376 men, women and 364 women) from 130 families (650 people) of targeted districts and one temporary camp at Nawalparasi East District received cash and in-kind support (squatting plates) for toilet construction. Also, six squatting plates provided in-kind were installed in the camp at Hupsekot of Nawalparasi East targeting 90 people of 15 families. The support included squatting plates and toilet construction materials as shown in Figure 2.



A total of 5,420 people (2,656 men and 2,764 women) benefitted by hygiene promotion activities. NRCS distributed WASH IEC materials to communities to promote safe water and sanitation practices among the households affected by the flood and landslide preventing them from waterborne illnesses. NRCS District Chapter mobilized volunteers for door-to-door visit, conducted hygiene promotion sessions together with the IEC material distribution together with hand washing practice demonstration.

A total of 865 hygiene kits and 888 buckets were distributed to households in the 10 targeted districts. IFRC procured and replenished 800 sets of hygiene kits and 1,000 buckets from the DREF.

Hygiene kits and buckets continue to be essential to the affected population and displaced families in order to improve their hygiene practices. Personal hygiene kits consist of bath soaps, laundry soaps, a towel, a comb, and other items. NRCS standard hygiene kits contains:

No.	Items	Unit	Quantity
1	Cotton towel	Pieces	4
2	Bathing soap	Pieces	4
3	Laundry soap	Pieces	4
4	Soap case (transparent)	Pieces	1
5	Toothbrush - children up to 13 years	Pieces	4
6	Toothbrush – adult	Pieces	2
7	Toothpaste	Pieces	2
8	Comb (adults)	Pieces	2
9	Comb (child)	Pieces	1
10	Sanitary pad	Packs	2
11	Underwear (ladies 13 years and above)	Pieces	2
12	Nail cutter	Pieces	2
13	Nylon rope	Pieces	1
14	Hygiene kit bag	Pieces	1
15	Safety pin	Pieces	12



Beneficiaries with hygiene kits and dignity kits supported by NRCS at Rupandehi districts. (Photo: NRCS Rupandehi District Chapter)

Challenges

- It was a challenge to deliver the squatting plates in a timely manner to the makeshift camp as all the squatting plates were centrally stockpiled at that time.

- Unable to reach all affected population through hygiene promotion orientation due to scattered settlements (specially in hilly districts) and remoteness/lack of road accessibility.

Lessons learned

- Pre-stockpiling of squatting plates and other WASH items at the district level, to improve quality and timeliness of emergency WASH delivery.
- Close monitoring and follow-ups needed in the communities to facilitate hygiene behaviour change



Protection, Gender and Inclusion (PGI)

People reached: 2,500 people

Male: 1,225

Female: 1,275

Indicators:	Target	Actual
% of targeted population with increased knowledge and awareness about Protection Gender and Inclusion (PGI)	20%	106.2%
# of NRCS staff and volunteers are trained on Minimum Standards of PGI in emergencies	50	35
# of District Chapters able to collect SADD data	13	13
# of people reached with SGBV and child protection messages in affected communities	2,500	2,655
# of dignity kits/ distributed	500	380
# of CGD friendly spaces established	As per need	3

Narrative description of achievements

A total of 35 NRCS staff and volunteers were trained on Minimum Standards of PGI in emergencies. All the 13 targeted districts were able to collect SADD data. 2,655 people reached with SGBV and child protection messages in affected communities. Also, 380 sets of dignity kits were distributed and three CGD friendly spaces were established in Myagdi, Darchula and Nawalparasi East.

A Basic half day online training on the Minimum Standards of PGI in emergencies was conducted for 35 NRCS staff and volunteers (26 men and 9 women) in September 2021. In addition, 149 staff and volunteers have signed the Code of Conduct (Anti-harassment and child protection) and received a briefing in this regard.

Likewise, a total of 465 copies of booklets on PGI Minimum Standard in emergencies were distributed in 13 district chapters' flood and landslide affected communities.

In majority of event including in detail assessment NRCS district chapter were able to collect segregated data based on Sex, Age, Disability and Disaggregated Data.

A total of 2,655 people (1,339 men and 1,316 women) people were reached with the SGBV and child protection messages in the affected communities which includes distribution of PGI booklets and IEC materials, safe and unsafe touch to children, SGBV prevention and dissemination of local referral systems in October and November 2021. Similarly, 380 dignity kits (out of 500 sets: 76 per cent of target) were distributed in the affected districts.



NRCS staff orienting beneficiaries about the dignity kit and its usage. **(Photo: NRCS)**

NRCS has also been implementing COVID-19 response operation in these districts, which has also been distributing dignity kits, with support from other agencies. Therefore, NRCS district chapters have avoided duplication and excluded families reached through other support. IFRC procured 500 sets of dignity kits from DREF.

NRCS technical team provided orientation to all targeted District Chapter staff and volunteers to identify the need to establish CGD friendly spaces and support local community to establish three such facilities.

Similarly, A total of 149 NRCS staff and volunteers signed the Code of Conduct (Anti-harassment and child protection) and they received an orientation about anti-harassment and child protection.

Challenges

- Having Pregnant women, lactating women in household was criteria to distribute dignity kit for affected people. However, most women prefer not to report on their pregnancy due to social, so that the operation was not able to meet the target of dignity kits distribution.

Lesson Learnt

- Promotion of cash assistance instead of kits distribution would help remove social barriers. Beneficiaries who do not want to disclose their pregnancy status may utilize cash to fulfil their needs.
- Identify new community engagement modalities to identified targeted individuals taking into consideration the social and cultural norms and practices in targeted communities.

Strategies for Implementation

Strengthen National Society

Indicators:	Target	Actual
<i>NRCS has adequate capacity at all levels to carry out the operation in timely and quality manner</i>	Yes	Yes
<i># of NRCS volunteers including youths mobilized in relief and response activities</i>	340	291
<i># of volunteers insured</i>	175	126
<i># of information bulletin/updates and infographics developed and shared with concerned stakeholders</i>	3	6

Narrative description of achievements

Overall, the NRCS network of districts was able to provide appropriate assistance to the affected population; however, significant delays occurred during the operation, which were caused primarily by National Society's internal challenges. IFRC provided assistance where necessary, including managing the replenishment of relief supplies and ensuring cash transfers to designated recipients. In the end, the majority of objectives were attained, and the challenges were thoroughly documented in the PDM process, which will be considered when planning the monsoon 2022 preparedness and response efforts.

NRCS mobilized 291 volunteers, including youths, for relief and response efforts. As part of the risk transfer, 126 volunteers were covered by insurance. Four information bulletins/updates and infographics were created and distributed to interested parties. The 13 district chapters involved in the operation are equipped with feedback mechanisms (hotline, feedback box). All the targeted chapters, including the headquarters, had regularly attended meetings with the LDMC and DDMC. Similarly, NRCS remained engaged with NDRRMA, MOHA, clusters, and other humanitarian actors in targeted districts.

Nepal Red Cross has started the process for volunteers' insurance considering the exposure to risk and 126 volunteers were insured.

NRCS developed and shared 31 daily situation reports (SitRep) and six weekly situation bulletins with District Chapters, movement partners and concerned stakeholders. The daily situation reports, and weekly situation bulletins are useful for updating the data and info on a routine basis.

International Disaster Response

Indicators:	Target	Actual
# of District chapters involved in the operation have feedback mechanism in place	13	13
Narrative description of achievements		
<p>All 13 affected districts have feedback mechanism. Some districts established feedback boxes at office, people also use social medias (NRCS Facebook, twitters) and telephones for any complaints. In addition, people from the community can choose to call on the NRCS hotline service-1130 a free to call service active for 12 hours a day for any queries, concerns, question or complain related to NRCS. A total of 10 calls were received in the NRCS hotline within the period of DREF Operation. Most of the queries were related to cash support and were responded by NRCS accordingly.</p> <p>Despite the above, the PDM report identifies that the communities are still mostly unaware about the feedback processes of the operation. NRCS should review its CEA tools/approached in planning for next operation.</p>		
Influence others as leading strategic partner		
Indicators	Target	Actual
IFRC and NRCS maintain coordination with relevant authorities and partners at all levels during the operation	Yes	Yes
# of HCT meeting participated on regular basis NRCS remained actively engaged with NDRRMA, MOHA, clusters as well as DDMCs in targeted districts	13	13
# of lessons learned workshop conducted	1	0
Narrative description of achievements		
<p>Immediately following the onset of the disaster, all district chapters participated and organized district-level meetings with the Local/District Disaster Management Committee. NRCS headquarters participated in various sectoral level cluster meetings (WASH cluster, Shelter cluster, Protection cluster, logistic cluster, Cash coordination group meeting) at both the central and provincial levels. The WASH Cluster meeting at the central level is led by UNICEF Nepal. Ministry of Women, Children, and Senior Citizens co-chairs the Protection Cluster Meeting with UNFPA. UNRCO conducted inter-cluster operational meetings on a weekly basis, and IFRC and NRCS regularly attended. IFRC/NRCS also coordinated shelter cluster meetings.</p> <p>Due to the situation within NRCS, it was decided not to hold a full workshop on lessons learned at the conclusion of the operation. In addition, because some of the recommendations from the 2020 DREF workshop on lessons learned were still pertinent to be implemented. In April 2022, the PDM Report was distributed to all national-level stakeholders, and a review meeting was held at the headquarters.</p>		
Key findings of the Post Distribution Monitoring Survey		
<p>NRCS conducted the post distribution monitoring (PDM) survey in March 2022 with the financial and technical support from the IFRC Country Delegation, Nepal. The PDM survey aimed to provide key lessons learned, mainly in terms of relevance/quality, effectiveness of the relief operations carried out by NRCS and recommendations for future relief operation of Nepal and elsewhere.</p> <p>Some of the key findings of the operation includes:</p> <ul style="list-style-type: none"> • <i>Almost 89 per cent of the respondents received notification about receiving relief materials in advance out of which 27.60 per cent had received them on the day of distribution while 37.69 per cent had received them 1-2 days ahead.</i> • <i>The majority of the respondents (76.26 per cent) had received information from NRCS volunteers/IRA team.</i> • <i>Most of the respondents received enough information on the relief distribution process, however 6.53 per cent of the beneficiaries didn't receive enough information about relief distribution process.</i> • <i>Almost 83.91 per cent said that they were consulted about their requirement or need before distribution.</i> • <i>Almost 72.03 per cent of the beneficiaries reported that the criteria used for selecting beneficiaries to receive the relief items was clearly communicated and applied. Out of them, 79.34 per cent said that the selection criteria were fair while 2.09 per cent said that it was not fair.</i> • <i>Out of the respondents who received shelter kit (258), 95.3 per cent said that all the items were relevant, 82.2 per cent said that the items were enough for them and for their family while 97.5 per cent said that the items were of good quality.</i> 		

- *Almost 81 per cent of the beneficiaries felt that the relief material distribution date, time and location was convenient for them. About 88.4 per cent of the respondents reported to be satisfied and 11.4 per cent moderately satisfied with the overall relief materials distributed by NRCS.*

Some of the **key recommendation** put forward are as follows:

- *Community consultation is very critical to have universal coverage of disaster affected areas. Although NRCS alone cannot fulfil all the needs of disaster affected people, the strength of NRCS lies in coordination and network with different government as well as non-governmental organizations. The consultation should be done not only after disaster but also well ahead in anticipation of potential disaster.*
- *Clear communication about beneficiary selection criteria to the communities is essential in order to maintain transparency, accountability and positive perception of NRCS's work to the community.*
- *The relief materials should be reviewed, and the package should be updated in the changing context.*
- *If bank transfer is planned for unconditional cash support, it is more efficient to have an understanding with the bank from the beginning so that the bank account opening process and cash transfer process is convenient and timely.*
- *Revisiting and reviewing the relief distribution process from the level of headquarter to the sub-chapter level is critical to maintain timeliness of relief distribution.*
- *The grievances handling mechanism should be strengthened as, although the system for complaints and grievances exist, people are unaware of such mechanisms. Community awareness of such mechanisms should be largely promoted and community interaction programs after relief distribution should be rapidly carried out to understand the perception and need of the beneficiaries.*

Challenges
N/A
Lessons Learnt
N/A

D. FINANCIAL REPORT

Including this revised budget after the new floods and landslides triggered a second allocation request, IFRC allocated altogether CHF 395,609 from DREF to support NRCS to carry out immediate relief operations. Out of total fund, 393,480 CHF was spent (99.5 per cent utilization) in this operation and the balance will be returned to the DREF pot. Detail expenditure is outlined in the attached financial report.

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



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

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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.

DREF Operation

Selected Parameters			
Reporting Timeframe	2021/9-2022/5	Operation	MDRNP011
Budget Timeframe	2021/9-2022/3	Budget	APPROVED

FINAL FINANCIAL REPORT

Prepared on 22/Jun/2022

All figures are in Swiss Francs (CHF)

MDRNP011 - Nepal - Monsoon Floods and Landslides

Operating Timeframe: 04 Sep 2021 to 31 Mar 2022

I. Summary

Opening Balance	0
Funds & Other Income	395,609
DREF Allocations	395,609
Expenditure	-393,480
Closing Balance	2,129

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	96,354	146,811	-50,457
PO02 - Livelihoods	138,024	132,867	5,157
PO03 - Multi-purpose Cash			0
PO04 - Health	36,466	1,387	35,079
PO05 - Water, Sanitation & Hygiene	58,225	10,977	47,248
PO06 - Protection, Gender and Inclusion	13,206	65,075	-51,869
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery			0
PO10 - Community Engagement and Accountability	6,007	1,641	4,366
PO11 - Environmental Sustainability			0
Planned Operations Total	348,280	358,758	-10,477
EA01 - Coordination and Partnerships	33,398	28,975	4,423
EA02 - Secretariat Services	11,246	4,627	6,620
EA03 - National Society Strengthening	2,684	1,120	1,563
Enabling Approaches Total	47,329	34,722	12,606
Grand Total	395,609	393,480	2,129

DREF Operation

Selected Parameters			
Reporting Timeframe	2021/9-2022/5	Operation	MDRNP011
Budget Timeframe	2021/9-2022/3	Budget	APPROVED

FINAL FINANCIAL REPORT

Prepared on 22/Jun/2022
All figures are in Swiss Francs (CHF)

MDRNP011 - Nepal - Monsoon Floods and Landslides

Operating Timeframe: 04 Sep 2021 to 31 Mar 2022

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	272,953	275,042	-2,090
Shelter - Relief	82,473	51,671	30,802
Construction - Facilities	14,000	1,591	12,409
Clothing & Textiles	9,600	54,786	-45,186
Water, Sanitation & Hygiene	16,000	26,522	-10,522
Medical & First Aid		63	-63
Utensils & Tools	2,400	2,376	24
Other Supplies & Services	10,880		10,880
Cash Disbursement	137,600	138,033	-433
Logistics, Transport & Storage	7,520	30,881	-23,361
Storage		127	-127
Distribution & Monitoring	5,600	15,131	-9,531
Transport & Vehicles Costs	1,920	9,393	-7,473
Logistics Services		6,231	-6,231
Personnel	42,360	36,303	6,057
National Staff		870	-870
National Society Staff	29,760	30,628	-868
Volunteers	12,600	4,805	7,795
Consultants & Professional Fees		9,792	-9,792
Consultants		9,792	-9,792
Workshops & Training	20,760	4,372	16,388
Workshops & Training	20,760	4,372	16,388
General Expenditure	27,871	13,074	14,797
Travel		415	-415
Information & Public Relations	6,400	1,729	4,671
Office Costs	8,320	4,380	3,940
Communications	2,400	895	1,505
Financial Charges	10,751	5,655	5,096
Indirect Costs	24,145	24,015	130
Programme & Services Support Recover	24,145	24,015	130
Grand Total	395,609	393,480	2,129