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# Emergency appeal final report

## Democratic Republic of Congo (DRC): Population Movement

 International Federation  
of Red Cross and Red Crescent Societies

**Final report**  
**Emergency appeal n° MDRCD013**  
**GLIDE n° [OT-2012-000154-COD](#)**  
**31 September 2014**

**Period covered by this Final Report:** 22 March 2013 to 30 April, 2014;

**Appeal target (current):** CHF 1,011,511

**Appeal coverage:** 89%; [<click here to go directly to the final financial report, or here to view the contact details>](#)

#### Appeal history:

- This Emergency Appeal was initially launched on 27 March 2013, for CHF 1,122,910 for 6 months to assist 15,000 beneficiaries.
- CHF150,000 was initially allocated from the Federation's Disaster Relief Emergency Fund (DREF) to support the national society in responding by delivering assistance. The good coverage of the appeal led to the refund of the allocated DREF amount.
- [Operations update no. 1](#) and [no. 2](#) were published on 16 May and 17 June 2013, respectively providing the status and progress of the response operation.
- [Operations update no. 3](#) was published on 30 September, 2013, extending the timeframe by 1 month, to October 2013, and adjusting the budget downwards to CHF 1,011,511 from CHF 1,122,910.
- [Operations update no.4](#) was published on 30 October, 2013 to provide an update on the progress of the operation and to further extend the timeframe for an additional three months, to enable the DRC Red Cross provide shelter to CAR refugees with the new funding received from the U.S. Department of State.
- [Operations update no.5](#) was published on 19 December 2013, and outlined a new shelter objective and related activities to provide 300 families with semi-permanent shelters with the recently received additional financial support. This additional support came in after an assessment conducted by the national society and after discussions with UNHCR in Kinshasa and in Gbadolite. To enable the national society complete this activity, the update further extended the operation timeframe for an additional three months. The operation was therefore to be completed by 30 April 2014, and a final report made available by 30 July 2014.
- A [twelve-month update](#) of the operation was issued on 1 July 2014, to highlight progress made throughout the operation.



Source: DRC RC

International staff cost for the Regional Operations Coordinator was fully funded by the Canadian Red Cross, though his cost was charged in this appeal, but not budgeted therein. Variance in transport & vehicles costs: due to delays in vehicle procurement, vehicles had to be hired to transport volunteers and operation staff.

The remaining variances (National Staff, Travel, Professional Fees, Office Costs, Communications, Financial Charges, Other General Expenses, Shared Office and Services Costs are due to additional funding from BPRM, when the appeal was about to be closed. The appeal was, therefore, extended without a corresponding budget revision.

Workshops and training costs were not utilized at all because related costs were covered in kind by local authorities and per diems for volunteers had already been paid under routine activities.

### **Summary:**

In response to the influx of Central African refugees fleeing the sectarian armed conflict in the Central African Republic (CAR) that broke out in March 2013, the IFRC (International Federation of Red Cross and Red Crescent Societies) launched an emergency appeal to address the priority needs of the most vulnerable segments of the 21,352 Central African Republic (CAR) refugees and host communities. Various human resources were also deployed as part of the operation, which consisted of life and dignity-sustaining interventions in the areas of emergency shelter and non-food items distribution, health and care, water, sanitation, and hygiene promotion, disaster preparedness and risk reduction and the restoration of family links (RFL) for the benefit of pre-identified pockets of refugees. The operation was extended at a certain point in time to enable the DRC Red Cross implement a new shelter objective and related activities to provide 300 families with semi-permanent shelters with recently received additional financial support, and following an assessment conducted by the national society (NS), and after discussions with UNHCR in Kinshasa and Gbadolite. These services were provided for both refugees and host communities along the Ubangi River, and to date, 22,315 beneficiaries have been reached, and their erstwhile living conditions improved significantly, through the actions of the DRC Red Cross.

## **The situation**

Following continued armed conflicts in the CAR, on 24 March 2013, thousands of CAR citizens fled for their lives and sought refuge in some localities of the Democratic Republic of Congo (DRC). This emergency appeal was then launched to initially assist 13,800 of them. One week after the launch of the emergency appeal, intense fighting led to the overthrow of President Bozize of the CAR, causing the security situation to further deteriorate. This led to an increase in the number of CAR refugees fleeing into the DRC, and thus, the number of people in need of assistance. The new refugees were from the 7<sup>th</sup> Subdivision of Bangui, precisely from Ouango, Ngaragba and Kassai villages, where armed conflict between Seleka forces and the population had led to several deaths. The Equateur Province in the Democratic Republic of Congo also faced a relative influx of thousands of refugees from the Central African Republic fleeing the violence and crisis in their home country.

Faced with this emergency, the DRC Red Cross sought assistance from IFRC, which provided emergency assistance in order to save lives and contribute to the wellbeing of the refugees in the DRC. In order to effectively provide this assistance, the IFRC initially deployed a fact-finding team, followed by the deployment of 2 Regional Disaster Response Team members and later hired an Operations Manager to oversee the management of the operation. This assistance took the form of targeted distribution of a tailored relief package (tarpaulins, mosquito nets, kitchen utensils, solar lamps, soap, buckets, jerry cans and community tool kits to help install tents and the construction of latrines) to 1,000 refugee families in Bosobolo, the provision of community-based health and care services including sensitization on malaria prevention, water-borne diseases, hygiene and sensitization on sexually transmitted infections and HIV/AIDS prevention for 22,300 beneficiaries (refugees and host populations), the improvement of access to safe water and basic sanitation services for the same beneficiaries, and the restoration of family links.

The living conditions of refugees who received IFRC and DRC Red Cross non-food items have improved. They have built their own shelters with guidance from DRC Red Cross, now use mosquito nets, have access to latrines, use kitchen sets to cook and drink purified water. They also have access to health centres where they can get free drugs for common ailments. Despite these

advancements in living conditions, they lack food and additional water purification tablets and their children need to go to local schools.

## Red Cross and Red Crescent action

### Achievements against outcomes

| Emergency Shelter and Non-Food Items   |   |
|--|---|
| Outcome: The immediate shelter needs of the targeted refugee population are met  |   |
| Outputs (expected results)   | Activities planned  |
| <ul style="list-style-type: none"> <li>3,000 households provided with materials and training required to construct emergency shelters</li> </ul> | <ul style="list-style-type: none"> <li>Mobilise/train DRC Red Cross volunteers in the construction of emergency shelter to ensure knowledge transfer to beneficiaries, as well as on relief distributions and logistics practices;</li> <li>Conduct beneficiary registration of refugees;</li> <li>Transport and deliver (or make available for pick-up) shelter materials to spontaneous settlements;</li> <li>Train refugees in the construction of emergency shelters, based on the construction of model shelters and in line with Sphere standards;</li> <li>Distribute basic tools required for the construction of emergency shelters;</li> <li>Distribute 2 tarpaulins per household, and 20 m of rope per household;</li> <li>Monitor the construction of shelters and their upkeep over time, access permitting based on the rainy season.</li> </ul> |
|  | <ul style="list-style-type: none"> <li>Mobilise/train DRC Red Cross volunteers in the construction of emergency shelter to ensure knowledge transfer to beneficiaries, as well as on relief distributions and logistics practices;</li> <li>Conduct beneficiary registration of refugees;</li> <li>Transport and deliver (or make available for pick-up) shelter materials to spontaneous settlements</li> <li>Train refugees in the construction of emergency shelters, based on the construction of model shelters and in line with Sphere standards;</li> <li>Distribute basic tools required for the construction of emergency shelters;</li> <li>Distribute 2 tarpaulins per household, and 20 m of rope per household;</li> <li>Monitor the construction of shelters and their upkeep over time, access permitting based on the rainy season.</li> </ul>  |
| <ul style="list-style-type: none"> <li>1,000 households provided, with essential household items (NFIs)</li> </ul>                               | <ul style="list-style-type: none"> <li>Transport and deliver (or make available for pick-up) NFIs to spontaneous settlements;</li> </ul>  |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>Distribute NFIs to registered households as follows: One solar light per household, one kitchen set per household and one nylon grain (rice) bag per household for the storage and transportation of NFIs.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Shelter situation for 300 CAR refugee families is improved by providing semi-permanent shelters using traditional construction adobe to refugee families.</li> </ul> | <ul style="list-style-type: none"> <li>60 volunteers with experience in semi-permanent shelter construction are recruited.</li> <li>20 masons lead 60 volunteers (20 teams composed of three volunteers and one mason each).</li> <li>Recruit two supervisors</li> <li>Beneficiaries are selected</li> <li>Build 300 semi-temporary shelters of 6x3m (18m<sup>2</sup>) each.</li> <li>Monitor and supervise the construction of semi-permanent shelters.</li> <li>Report on progress of activities, problems encountered and lessons learnt.</li> </ul> |

### Impact:

The construction of the additional 150 shelters under the US State Department funds for 150 vulnerable families started off with the building of sample shelters. In principle, the planned number of shelters was 360; but given the situation on the field, the national society thought it wise to reduce them to 150 shelters for the most vulnerable. The construction of these 150 shelters was completed a little late, July, 2014, due the harsh climatic conditions (rainy season).

The refugees have been provided with non-food items to enable them to continue living normally. They can now cook in pots and use kitchen utensils, which was not the case when they arrived. The shelters constructed also enable them to be protected from the elements and consequently, diseases linked to them. Some of them already have semi-permanent shelters. Eleven thousand two hundred (11,200) bricks will be distributed to those without shelters and trained Red Cross volunteers deployed to guide them in constructing their shelters. The NS also thinks that the materials not yet provided by the supplier should be handed over to the national society for distribution to the refugees, and volunteers should guide them in constructing and completing these shelters.

| Area         | # of HH      | Tarpaulins   | Rope, 20m    | Kitchen set  | Solar light  | Tool kit     |
|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Buda         | 165          | 165          | 165          | 165          | 165          | 165          |
| Gbangi       | 252          | 252          | 252          | 252          | 252          | 252          |
| Gbagiri      | 180          | 180          | 180          | 180          | 180          | 180          |
| Sidi         | 226          | 226          | 226          | 226          | 226          | 226          |
| Sawa 3       | 109          | 109          | 109          | 109          | 109          | 109          |
| Dula         | 68           | 68           | 68           | 68           | 68           | 68           |
| <b>Total</b> | <b>1,000</b> | <b>1,000</b> | <b>1,000</b> | <b>1,000</b> | <b>1,000</b> | <b>1,000</b> |

### Challenges

The rainy season and logistical difficulties made shelter construction very difficult. Mud bricks could not dry on time, and material supply was done late.

| <b>Health and Care</b>   |   |  |
|--|---|--|
| <b>Outcome: The immediate risks to the health of targeted refugee and host population are reduced.</b>   |   |  |
| <b>Outputs (expected results)</b>  | <b>Activities planned</b>   |  |
| <ul style="list-style-type: none"> <li>The health situation and immediate risks are assessed using IFRC guidelines approximately 18 pre-identified communities.</li> </ul>           | <ul style="list-style-type: none"> <li>Conduct refresher training for DRC Red Cross nurses and community health workers in the assessment of the health situation and immediate risks,</li> <li>Conduct initial assessment of the health situation and immediate risks in 18 refugee sites and host communities, including immunisation coverage,</li> <li>Continuous monitoring of the health situation.</li> </ul>  |  |
| <ul style="list-style-type: none"> <li>15,000 beneficiaries reached with community-based disease prevention and promotion activities, mostly via river access by pirogue.</li> </ul> | <ul style="list-style-type: none"> <li>Conduct refresher training for DRC Red Cross nurses and community health workers in community-based disease prevention and health promotion activities including HIV/AIDS prevention</li> <li>Visit target communities every 7 to 10 days* for the duration of the operation to conduct disease prevention and health promotion activities</li> <li>Implement health promotion interventions</li> <li>Ensure access to mosquito nets for 15,000 beneficiaries and sensitise communities on their use</li> <li>Facilitate the vaccination of beneficiaries from vaccines available through the DRC health system</li> <li>Exchange disease surveillance data with ministry of health</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>15,000 beneficiaries are provided with rapid medical management of injuries and diseases.</li> </ul>  | <ul style="list-style-type: none"> <li>Conduct refresher training for DRC Red Cross nurses and community health workers on the medical management of injuries and disease</li> <li>Visit target communities every 7 to 10 days* for the duration of the operation with a view to screen the targeted population for injuries, diseases and malnutrition</li> <li>Offer first aid when appropriate and/or refer patients to community health reference centre or medical outposts</li> <li>In extreme cases, facilitate emergency medical transportation for patients to reach reference centres</li> <li>For beneficiaries suffering from malnutrition, refer to UNHCR camps for comprehensive treatment, including the facilitation of transport as required</li> <li>Provide medicines to 10 selected health posts acting as first-line reference centres for local health care.</li> </ul> |  |

### **Impact**

A total of 4,463 households composed of 22,315 direct beneficiaries, including host families and refugees, were sensitized on health care and health risks by DRC Red Cross. Up to 10 clinics were identified and received medical kits and their staff sensitized to provide free access for refugees to come to these facilities in case of illness. Up to 218 volunteers were trained in health evaluation and they undertook health sensitization visits to the refugee sites. After a preliminary health assessment conducted by the IFRC-RDRT and DRC Red Cross, refugees were sensitized on malaria prevention, basic hygiene and sanitation, HIV/AIDS prevention and care, water-borne diseases such as diarrhoea and cholera which are endemic in the region, on how to use mosquito nets including sanitation campaigns that were organized. These activities took place in Gbadolite, Mobaye, Mbongo, Bosobolo and Zongo, where refugees based outside the camp were found. Refugees were also sensitized on yellow fever, respiratory tract infections, and recommended

vaccination. Sensitization also took place on nutritional surveillance and sexually transmitted infections. IFRC and DRC Red Cross procured medical kits for these refugees. The kits were distributed to 10 government identified clinics (7 in Northern Ubangi Satema, Lembo, Mobayi, Sidi, Gbangi, Mogoro, Kambo and 3 around Zongo in Southern Ubangi) adjacent to CAR refugee locations. Refugees will have access to basic medicines and will also receive ambulatory care in district hospitals. Besides the supply of medicines, DRC Red Cross health volunteers sensitized refugees on the need to visit health centres if they fall sick and also monitor health conditions regularly in the refugee settlements. Continuous health monitoring of the refugee population was also undertaken by DRC Red Cross health volunteers. A total of 181 volunteers were trained in Northern Ubangui. These were drawn from Zongo - 76, Mobaye Mbongo - 28, Bosobolo - 54 and Gbadolite - 23. They were sensitized on the use of mosquito nets, water purification and latrines. These were also provided to the refugees. Their living conditions have improved due to this intervention. Open defecation which was the order of the day in refugee sites has stopped, as refugees have started using their new latrines. Refugees were also sensitized on hand washing after defecation and the use of pit latrines. Drugs provided are being used to strengthen the local health centre capacity and also facilitate access and improve health care.

| Area         | # of HH      | Mosquito nets |
|--------------|--------------|---------------|
| Buda         | 165          | 330           |
| Gbangi       | 252          | 504           |
| Gbagiri      | 180          | 260           |
| Sidi         | 226          | 452           |
| Sawa 3       | 109          | 218           |
| Dula         | 68           | 136           |
| <b>Total</b> | <b>1,000</b> | <b>2,000</b>  |

| Water, sanitation, and hygiene promotion   |   |
|--|---|
| <ul style="list-style-type: none"> <li>Continuous assessment of water, sanitation, and hygiene situation is carried out in 18 pre-identified communities.</li> </ul>                           | <ul style="list-style-type: none"> <li>Conduct refresher training for DRC Red Cross volunteers on the conduct of water/sanitation and hygiene assessments</li> <li>Conduct initial assessment of the water/sanitation and hygiene situation in 18 communities</li> <li>Monitor the water/sanitation and hygiene situation in 10 communities every 7 to 10 days.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Hygiene and water/sanitation related NFIs are accessed by 15,000 beneficiaries; which meet minimum Sphere standards</li> </ul>                          | <ul style="list-style-type: none"> <li>Transport and deliver (or make available for pick-up) hygiene and water/sanitation related NFIs to spontaneous settlements;</li> <li>Distribute NFIs to registered households as follows: one collapsible jerry can per household, one bucket with lid per household, 200 grams of soap per beneficiary per month and 200g of laundry soap per household per month.</li> </ul> |
| <ul style="list-style-type: none"> <li>Hygiene promotion activities which meet Sphere standards terms of the identification and use of hygiene items provided to target population.</li> </ul> | <ul style="list-style-type: none"> <li>Conduct refresher training for DRC Red Cross volunteers on hygiene promotion activities</li> <li>Identify and train community volunteers in the delivery of hygiene promotion messages using a train-the-trainers approach</li> </ul>  |

|  |  |
|--|--|
|  | <ul style="list-style-type: none"> <li>• Monitor the on-going delivery of hygiene promotion messages into 18 communities every 7 to 10 days*, and through the use of mass communication media (Radio).</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Adequate sanitation in line with minimal Sphere standards in terms of quantity and quality is provided to 18 communities</li> </ul> | <ul style="list-style-type: none"> <li>• Conduct refresher training for DRC Red Cross volunteers on emergency sanitation</li> <li>• Using a community mobilisation approach, regionally procured tools will be distributed to the communities, supervise the digging and maintenance of emergency latrines in 18 communities</li> <li>• Construct 10 latrines on refugee's sites (2 per site x 5 sites) (new activity)</li> <li>• Conduct monitoring visits every 7 to 10 days.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Access to safe drinking water is improved for 15,000 beneficiaries</li> </ul>   | <ul style="list-style-type: none"> <li>• Conduct refresher training for DRC Red Cross volunteers on the treatment of water using Pūr™ (or a similar flocculent/disinfectant product, based on availability, given the high turbidity of the water at most sources)</li> <li>• Transport and deliver (or make available for pick-up) water treatment products for 15,000 beneficiaries</li> <li>• Distribute water treatment products in sufficient quantity to purify 5,000L of drinking water per household</li> <li>• Using a trainer-of-trainer approach, train communities on the use of Pur™ (or similar product)</li> <li>• Monitor water treatment practices into 18 communities every 7 to 10 days.</li> </ul> |

### Impact

A total of 4,463 households composed of 22,315 direct beneficiaries, including host families and refugees were sensitized on water, sanitation and hygiene promotion by DRC Red Cross and IFRC. These households, located in Gbadolite, Mobaye Mbongo and Zongo were sensitized by DRC Red Cross and IFRC staff on water and sanitation best practices according to Sphere standards. A total of 218 DRC Red Cross volunteers were trained in water purification, water and sanitation, hygiene promotion, and on the cleaning of surroundings and latrines. They were also trained in the use of water purification – Purr- TM. Sensitization was undertaken by RDRT Health and DRC Red Cross WatSan volunteers. Sensitization focused on water-borne diseases and ensuring that water was safe for drinking before being used by the refugees. Staff emphasized the use of Pur in water before drinking. The water treatment product was enough for 1,000 households. Sensitization workshops were conducted on water, hygiene and sanitation promotion activities. A total of 10 latrines were constructed in 5 refugee sites in Bosobolo and the work on this latrine construction was undertaken by the refugees themselves, and supervised by DRC Red Cross volunteers and a DRC Red Cross latrine construction specialist, hired to follow up to ensure that they were built according to Sphere standards. The living conditions of the refugees have improved after water and sanitation sensitization and the construction of latrines. They now have access to latrines, thus reducing the phenomenon of open defecation.

The refugees now live in a healthy environment and risks of dirty hands-related diseases have significantly reduced. Awareness messages have also helped to change their behaviours vis-à-vis their personal and environmental hygiene and to keep their environment clean. From the activities conducted and sensitization messages disseminated, the refugees pledged to continue keeping their environment clean.

### Restoring Family Links

**Outcome 4: Family links are restored whenever people are separated from, or without news of, their loved ones as a result of the population movement**

| Outputs (expected results)  | Activities planned   |
|---|--|
| <ul style="list-style-type: none"> <li>• People in affected areas and relatives outside these areas have access to appropriate means of communication to re-establish and maintain contact with loved ones</li> </ul> | <ul style="list-style-type: none"> <li>• Strengthen the DRC Red Cross RFL offices in Zongo and Gbadolite</li> <li>• Activate the RFL office in Bosobolo</li> <li>• Based on demand, visit communities and camps to collect and return Red Cross messages administered through the national DRC Red Cross RFL network, supported by the ICRC</li> </ul> |

#### Impact:

In July 2013, 38 unaccompanied children were identified in Gbadolite and 62 Red Cross messages were collected and transmitted through the ICRC. In August 2013, 11 unaccompanied children, including 5 girls, were identified and 18 Red Cross messages sent. In July 2013, 1 unaccompanied child was found and 14 Red Cross messages were sent and 5 Red Cross messages were received and disseminated. In August 2013, an unaccompanied girl-child was identified and the search request sent and 21 Red Cross messages were sent by demobilized CAR soldiers of the former regime and 5 by refugees.

Eleven DRC Red Cross staff were trained by the ICRC in Bosobolo to help restore family links of refugees in northern Ubangui. By 30 August 2013, 38 unaccompanied children had been identified among whom were 19 girls, and 62 Red Cross messages were sent from Northern Ubangui. 21 of these messages were from former soldiers based in Zongo. Sensitization on family reunion has reunited refugee families within the CAR and the DRC. As the situation improves in the CAR, more reunification is taking place. Sensitization should continue in order to reinforce these links and more Red Cross letters should be encouraged within the refugee communities.

### Disaster Preparedness and Risk Reduction

**Outcome: Communities at risk will benefit from an improved early warning early action mechanism managed by DRC RC at all levels.**

| Outputs (expected results)   | Activities planned   |
|--|--|
| <ul style="list-style-type: none"> <li>• Enhanced preparedness for population movement through increased awareness and analysis of hazard risks and increased volunteer engagement.</li> </ul> | <ul style="list-style-type: none"> <li>• Development of population movement contingency plan for DRCRC</li> <li>• Raise awareness of staff and volunteers of mainstreaming of disaster risk reduction (DRR) in emergency relief activities.</li> <li>• Strengthen early warning communication mechanisms from field to headquarter level.</li> </ul> |

#### Impact:

Following the availability of additional funds, the population movement contingency plan on the impact of the CAR crisis on neighbouring countries was developed. This will contribute to the enhanced preparedness for population movement through increased awareness and analysis of risks, since the situation in the CAR is far from stable. It will also lead to the development of a population movement contingency plan for the DRC Red Cross and raise awareness of staff and volunteers on mainstreaming of disaster risk reduction in emergency relief activities. The implementation of this activity will also strengthen early warning communication mechanisms from field to headquarters level. The plan will also inspire the DRC NS to develop a contingency plan on population movements from other neighbouring countries, following the recent influx of deportees from the Republic and Congo. According to the DRC Minister for Social Affairs, other deportees are expected from Angola and other neighbouring countries in the years ahead.

| <b>Logistics</b>   |  |
|--|--|
| <b>Outcome: Communities at risk will benefit from an improved early warning, early action mechanism managed by DRCRC at all levels.</b>  |  |
| <b>Outputs (expected results)</b>  | <b>Logistics Focus</b>   |
| <ul style="list-style-type: none"> <li>Logistics support enables the delivery of all sector activities and services outlined above</li> </ul>  | <ul style="list-style-type: none"> <li>Establish the supply chain and control of supply movement from point of entry to final distribution point.</li> <li>Procurement and mobilization of goods and services (coordinated by the Global Logistics Service Dubai Office).</li> <li>Reinforce and increase the DRC Red Cross logistics capacity through one training workshop, as well as on-the-job training.</li> </ul> |
| <ul style="list-style-type: none"> <li>Enhanced preparedness for population movement through increased awareness and analysis of hazard risks and increased volunteer engagement.</li> </ul> | <ul style="list-style-type: none"> <li>Development of population movement contingency plan for DRC RC</li> <li>Raise awareness of staff and volunteers of mainstreaming of DRR in emergency relief activities.</li> <li>Strengthen early warning communication mechanisms from field to headquarter level.</li> </ul>  |

### **Impact**

The regional office provided the Gbadolite office with a 4 x4 vehicle, and two boats were procured in Kinshasa for river transport. DRC Red Cross and IFRC issued a call for tenders to supply NFIs in Kinshasa. After this tender meeting was held, identified suppliers were chosen and they later provided all the NFIs for 1000 refugee households. This process was transparent. These items were air-freighted to Gbadolite, warehoused and later transported by lorry and by boat to the refugee settlements by the banks of the Ubangi River in Bosobolo. IFRC Regional Office also procured two boats for use in the river; a faster high speed canoe for staff and another boat with a capacity of 1 ton. The NFIs weighed 35 tons and this needed a larger boat which was hired to take the items at once to the five distribution sites in Bosobolo. The 4x4 vehicle was used by staff to oversee operations. These means provided by the Regional Office greatly eased some of the logistical problems the operation faced for over three months.

The transportation material provided (four motorcycles, one motorized canoe and a zodiac and two 4x4 vehicles) facilitated movement and timely delivery of assistance to various sites. The office of the Gbadolite Red Cross committee is now electrified and equipped to enable it function smoothly.

### **Challenges:**

Just like in the past, logistics remained a challenge in this region due to limited paved roads, making access very difficult, particularly during the rainy season. Many areas where the refugees were based are mostly accessible by motorbike or pirogue. In addition, the annual heavy rainy season also made roads impassable and heightened travel delays, with the possibility of experiencing a breakage in the commodity supply chain. This, therefore, led to huge cost of financial service charges, especially as money had to be remitted due to lack of banking services in the operation zone and fluctuations in exchange rates between the US dollar and Congolese franc.

| <b>Communications – Advocacy and Public Information</b>  |  |
|--|--|
| <b>Objective 1: To raise international awareness of the humanitarian context in DRC and position the National Society and the IFRC as key humanitarian partners in the region.</b> |  |
| <b>Outputs (expected results)</b>  | <b>Activities planned</b>  |
| <ul style="list-style-type: none"> <li>The humanitarian context of DRC is widely reported and the unique position of the IFRC and DRC Red Cross as</li> </ul>                      | <ul style="list-style-type: none"> <li>Maintain media relations with focal point to respond to interview requests, pitch story ideas, brief media, and position spokespeople with</li> </ul> |

|  |  |
|--|--|
| humanitarian actors is recognized.   | key international and regional media <ul style="list-style-type: none"> <li>• Generate public information content including web stories, blogs, social media, video footage and photo galleries that will be posted to <a href="http://www.ifrc.org">www.ifrc.org</a> and shared with other global humanitarian web portals</li> <li>• Support field visits by donors and media</li> <li>• Develop advocacy tools in coordination with the Africa zone advocacy delegate and DRC Red Cross</li> </ul>  |
| <b>Objective 2: To build the capacity of communications within DRC RC</b>  |  |
| <ul style="list-style-type: none"> <li>• DRC Red Cross communications staff increases their skills, and are equipped with tools and resources to support their fundraising, marketing and communications efforts.</li> </ul> | <ul style="list-style-type: none"> <li>• Support DRC Red Cross to produce effective and engaging media resources; press releases, photographs, videos, stories</li> <li>• Support DRC Red Cross to develop social media strategies and manage social media accounts and online media</li> <li>• Work with DRC Red Cross to identify and develop relationships with local media.</li> <li>• Provide brand management training and support for DRC Red Cross</li> <li>• Work with the DRC Red Cross to develop templates for emergency and disaster communication</li> </ul> |

### Impact

While in Kinshasa, the IFRC operations delegate participated in a conference call coordinated from Geneva, which brought together all Red Cross partners. He briefed the audience on the emergency response. He mentioned the bottlenecks faced and the need for additional funding to cover pressing needs on the ground. DRC Red Cross volunteers in Zongo, Bosobolo, Gbadolite, Yakoma and Mobayi were briefed by the operations manager on the communication of sensitive information concerning the refugees to the public and to relay information concerning the emergency operation only through appropriate Red Cross channels. Information about the IFRC and DRC Red Cross assistance was shared regularly with all humanitarian partners in northern Ubangi, the local and provincial authorities and the ICRC. Due to shortage of resources, media materials were not produced for public consumption and due to operational concerns, the Operations Delegate could not travel as planned to Kinshasa to participate in a local TV interview to inform the public about the activities the IFRC and the DRC Red Cross were undertaking to support CAR refugees.

The operation also enabled the strengthening of the picture gallery, as photos of this operation have been published on the 2014 calendar. Six articles were produced and transmitted to the communications officer of IFRC/ Africa Zone. Furthermore, a special report, portraying various angles of living conditions of refugees was published in the last issue of the magazine, *Red Cross Echos*. All these activities raised international awareness on the humanitarian situation and positioned the NS and the IFRC as key humanitarian partners in the region.

### Challenges

On a macro level, communications was difficult as there was poor internet connectivity and difficulty using even the mobile phone out of Gbadolite. Even the satellite phone could not be used often as it was very costly to operate.

## Contact information

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

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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 Disaster 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.

**Disaster Response Financial Report****MDRCD013 - Dem Rep Congo - Population Movement**

Timeframe: 22 Mar 13 to 30 Apr 14

Appeal Launch Date: 27 Mar 13

Final Report

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|                         |               |           |          |
|-------------------------|---------------|-----------|----------|
| Reporting Timeframe     | 2013/3-2014/7 | Programme | MDRCD013 |
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| Split by funding source | Y             | Project   | *        |
| Subsector:              | *             |           |          |

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**I. Funding**

|   | Raise humanitarian standards | Grow RC/RC services for vulnerable people | Strengthen RC/RC contribution to development | Heighten influence and support for RC/RC work | Joint working and accountability | TOTAL          | Deferred Income |
|---|------------------------------|---|--|---|----------------------------------|----------------|-----------------|
| <b>A. Budget</b>  |                              | 1,011,511                                 |  |   |                                  | 1,011,511      |                 |
| <b>B. Opening Balance</b>   |                              |   |  |   |                                  |                |                 |
| <b>Income</b>   |                              |   |  |   |                                  |                |                 |
| <b>Cash contributions</b>   |                              |   |  |   |                                  |                |                 |
| <i>American Red Cross</i>   |                              | 140,542                                   |  |   |                                  | 140,542        |                 |
| <i>British Red Cross</i>  |                              | 48,300                                    |  |   |                                  | 48,300         |                 |
| <i>Danish Red Cross (from Danish Government*)</i>                 |                              | 154,625                                   |  |   |                                  | 154,625        |                 |
| <i>Japanese Red Cross Society</i>                                 |                              | 37,100                                    |  |   |                                  | 37,100         |                 |
| <i>Norwegian Red Cross</i>  |                              | 46,221                                    |  |   |                                  | 46,221         |                 |
| <i>Red Cross of Monaco</i>  |                              | 12,346                                    |  |   |                                  | 12,346         |                 |
| <i>Swiss Red Cross (from Swiss Government*)</i>                   |                              | 90,000                                    |  |   |                                  | 90,000         |                 |
| <i>The Canadian Red Cross Society (from Canadian Government*)</i> |                              | 93,542                                    |  |   |                                  | 93,542         |                 |
| <i>United States Government - PRM</i>                             |                              | 222,374                                   |  |   |                                  | 222,374        | 648             |
| <b>C1. Cash contributions</b>                                     |                              | <b>845,048</b>                            |  |   |                                  | <b>845,048</b> | <b>648</b>      |
| <b>Inkind Personnel</b>   |                              |   |  |   |                                  |                |                 |
| <i>The Canadian Red Cross Society</i>                             |                              | 61,707                                    |  |   |                                  | 61,707         |                 |
| <b>C3. Inkind Personnel</b>                                       |                              | <b>61,707</b>                             |  |   |                                  | <b>61,707</b>  |                 |
| <b>C. Total Income = SUM(C1..C4)</b>                              |                              | <b>906,755</b>                            |  |   |                                  | <b>906,755</b> | <b>648</b>      |
| <b>D. Total Funding = B + C</b>                                   |                              | <b>906,755</b>                            |  |   |                                  | <b>906,755</b> | <b>648</b>      |

\* Funding source data based on information provided by the donor

**II. Movement of Funds**

|   | Raise humanitarian standards | Grow RC/RC services for vulnerable people | Strengthen RC/RC contribution to development | Heighten influence and support for RC/RC work | Joint working and accountability | TOTAL    | Deferred Income |
|---|------------------------------|---|--|---|----------------------------------|----------|-----------------|
| <b>B. Opening Balance</b>               |                              |   |  |   |                                  |          |                 |
| <b>C. Income</b>                        |                              | 906,755                                   |  |   |                                  | 906,755  | 648             |
| <b>E. Expenditure</b>                   |                              | -875,232                                  |  |   |                                  | -875,232 |                 |
| <b>F. Closing Balance = (B + C + E)</b> |                              | 31,524                                    |  |   |                                  | 31,524   | 648             |

## Disaster Response Financial Report

### MDRCD013 - Dem Rep Congo - Population Movement

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| Subsector:              | *             |           |          |

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## III. Expenditure

| Account Groups                                   | Budget         | Expenditure                  |   |  |   |                                  | TOTAL          | Variance |
|--|----------------|------------------------------|---|--|---|----------------------------------|----------------|----------|
|  |                | Raise humanitarian standards | Grow RC/RC services for vulnerable people | Strengthen RC/RC contribution to development | Heighten influence and support for RC/RC work | Joint working and accountability |                |          |
|  | A              |                              |   |  |   | B                                | A - B          |          |
| <b>BUDGET (C)</b>                                |                |                              | <b>1,011,511</b>                          |  |   | <b>1,011,511</b>                 |                |          |
| <b>Relief items, Construction, Supplies</b>      |                |                              |   |  |   |                                  |                |          |
| Shelter - Relief                                 | 114,000        |                              | 82,433                                    |  |   | 82,433                           | 31,567         |          |
| Clothing & Textiles                              | 40,750         |                              | 2,439                                     |  |   | 2,439                            | 38,311         |          |
| Water, Sanitation & Hygiene                      | 65,020         |                              | 11,831                                    |  |   | 11,831                           | 53,189         |          |
| Medical & First Aid                              | 34,900         |                              | 22,196                                    |  |   | 22,196                           | 12,704         |          |
| Teaching Materials                               | 2,000          |                              | 869                                       |  |   | 869                              | 1,131          |          |
| Utensils & Tools                                 | 128,250        |                              | 69,102                                    |  |   | 69,102                           | 59,148         |          |
| Other Supplies & Services                        | 18,000         |                              | 4,545                                     |  |   | 4,545                            | 13,455         |          |
| <b>Total Relief items, Construction, Sup</b>     | <b>402,920</b> |                              | <b>193,415</b>                            |  |   | <b>193,415</b>                   | <b>209,505</b> |          |
| <b>Land, vehicles &amp; equipment</b>            |                |                              |   |  |   |                                  |                |          |
| Vehicles   | 56,000         |                              | 56,324                                    |  |   | 56,324                           | -324           |          |
| Computers & Telecom                              | 4,000          |                              | 2,140                                     |  |   | 2,140                            | 1,860          |          |
| Office & Household Equipment                     | 12,000         |                              | 8,299                                     |  |   | 8,299                            | 3,701          |          |
| Others Machinery & Equipment                     | 7,600          |                              | 200                                       |  |   | 200                              | 7,400          |          |
| <b>Total Land, vehicles &amp; equipment</b>      | <b>79,600</b>  |                              | <b>66,962</b>                             |  |   | <b>66,962</b>                    | <b>12,638</b>  |          |
| <b>Logistics, Transport &amp; Storage</b>        |                |                              |   |  |   |                                  |                |          |
| Storage  | 14,600         |                              | 2,191                                     |  |   | 2,191                            | 12,409         |          |
| Distribution & Monitoring                        | 81,000         |                              | 63,282                                    |  |   | 63,282                           | 17,718         |          |
| Transport & Vehicles Costs                       | 47,820         |                              | 62,346                                    |  |   | 62,346                           | -14,526        |          |
| Logistics Services                               |                |                              | 1,624                                     |  |   | 1,624                            | -1,624         |          |
| <b>Total Logistics, Transport &amp; Storage</b>  | <b>143,420</b> |                              | <b>129,442</b>                            |  |   | <b>129,442</b>                   | <b>13,978</b>  |          |
| <b>Personnel</b>                                 |                |                              |   |  |   |                                  |                |          |
| International Staff                              | 116,000        |                              | 189,934                                   |  |   | 189,934                          | -73,934        |          |
| National Staff                                   | 10,100         |                              | 31,179                                    |  |   | 31,179                           | -21,079        |          |
| National Society Staff                           | 51,300         |                              | 18,156                                    |  |   | 18,156                           | 33,144         |          |
| Volunteers                                       | 41,856         |                              | 50,462                                    |  |   | 50,462                           | -8,606         |          |
| <b>Total Personnel</b>                           | <b>219,256</b> |                              | <b>289,732</b>                            |  |   | <b>289,732</b>                   | <b>-70,476</b> |          |
| <b>Consultants &amp; Professional Fees</b>       |                |                              |   |  |   |                                  |                |          |
| Professional Fees                                |                |                              | 3,115                                     |  |   | 3,115                            | -3,115         |          |
| <b>Total Consultants &amp; Professional Fees</b> |                |                              | <b>3,115</b>                              |  |   | <b>3,115</b>                     | <b>-3,115</b>  |          |
| <b>Workshops &amp; Training</b>                  |                |                              |   |  |   |                                  |                |          |
| Workshops & Training                             | 12,000         |                              | 24  |  |   | 24                               | 11,976         |          |
| <b>Total Workshops &amp; Training</b>            | <b>12,000</b>  |                              | <b>24</b>                                 |  |   | <b>24</b>                        | <b>11,976</b>  |          |
| <b>General Expenditure</b>                       |                |                              |   |  |   |                                  |                |          |
| Travel   | 25,000         |                              | 51,447                                    |  |   | 51,447                           | -26,447        |          |
| Information & Public Relations                   | 22,300         |                              | 1,518                                     |  |   | 1,518                            | 20,782         |          |
| Office Costs                                     | 3,680          |                              | 9,644                                     |  |   | 9,644                            | -5,964         |          |
| Communications                                   | 14,600         |                              | 19,756                                    |  |   | 19,756                           | -5,156         |          |
| Financial Charges                                | 12,000         |                              | 33,213                                    |  |   | 33,213                           | -21,213        |          |
| Other General Expenses                           |                |                              | 318                                       |  |   | 318                              | -318           |          |
| Shared Office and Services Costs                 | 15,000         |                              | 19,145                                    |  |   | 19,145                           | -4,145         |          |
| <b>Total General Expenditure</b>                 | <b>92,580</b>  |                              | <b>135,042</b>                            |  |   | <b>135,042</b>                   | <b>-42,462</b> |          |
| <b>Indirect Costs</b>                            |                |                              |   |  |   |                                  |                |          |
| Programme & Services Support Recover             | 61,735         |                              | 49,142                                    |  |   | 49,142                           | 12,594         |          |
| <b>Total Indirect Costs</b>                      | <b>61,735</b>  |                              | <b>49,142</b>                             |  |   | <b>49,142</b>                    | <b>12,594</b>  |          |
| <b>Pledge Specific Costs</b>                     |                |                              |   |  |   |                                  |                |          |
| Pledge Earmarking Fee                            |                |                              | 5,358                                     |  |   | 5,358                            | -5,358         |          |

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**III. Expenditure**

| Account Groups                     | Budget           | Expenditure                  |   |  |   |                                  | TOTAL          | Variance |
|------------------------------------|------------------|------------------------------|---|--|---|----------------------------------|----------------|----------|
|                                    |                  | Raise humanitarian standards | Grow RC/RC services for vulnerable people | Strengthen RC/RC contribution to development | Heighten influence and support for RC/RC work | Joint working and accountability |                |          |
|                                    | A                |                              |   |  |   | B                                | A - B          |          |
| <b>BUDGET (C)</b>                  |                  |                              | <b>1,011,511</b>                          |  |   | <b>1,011,511</b>                 |                |          |
| Pledge Reporting Fees              |                  |                              | 3,000                                     |  |   | 3,000                            | -3,000         |          |
| <b>Total Pledge Specific Costs</b> |                  |                              | <b>8,358</b>                              |  |   | <b>8,358</b>                     | <b>-8,358</b>  |          |
| <b>TOTAL EXPENDITURE (D)</b>       | <b>1,011,511</b> |                              | <b>875,232</b>                            |  |   | <b>875,232</b>                   | <b>136,280</b> |          |
| <b>VARIANCE (C - D)</b>            |                  |                              | <b>136,280</b>                            |  |   | <b>136,280</b>                   |                |          |

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| Subsector:              | *             |           |          |

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**IV. Breakdown by subsector**

| Business Line / Sub-sector                             | Budget           | Opening Balance | Income         | Funding        | Expenditure    | Closing Balance | Deferred Income |
|--|------------------|-----------------|----------------|----------------|----------------|-----------------|-----------------|
| <b>BL2 - Grow RC/RC services for vulnerable people</b> |                  |                 |                |                |                |                 |                 |
| Disaster response                                      | 1,011,511        |                 | 906,755        | 906,755        | 875,232        | 31,524          | 648             |
| Subtotal BL2   | 1,011,511        |                 | 906,755        | 906,755        | 875,232        | 31,524          | 648             |
| <b>GRAND TOTAL</b>                                     | <b>1,011,511</b> |                 | <b>906,755</b> | <b>906,755</b> | <b>875,232</b> | <b>31,524</b>   | <b>648</b>      |