Targeted households receiving relief items from the Indian Red Cross Society in Uttarakhand (Photo: IRCS)

<table>
<thead>
<tr>
<th>Appeal:</th>
</tr>
</thead>
<tbody>
<tr>
<td>MDRIN028</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total DREF Allocation:</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHF 539,063</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Crisis Category:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orange</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hazard:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flood</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Glide Number:</th>
</tr>
</thead>
<tbody>
<tr>
<td>FL-2023-000112-IND</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>People Affected:</th>
</tr>
</thead>
<tbody>
<tr>
<td>150,000 people</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>People Targeted:</th>
</tr>
</thead>
<tbody>
<tr>
<td>40,000 people</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Event Onset:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slow</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Operation Start Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>31-08-2023</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Operational End Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>31-01-2024</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Operating Timeframe:</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 months</td>
</tr>
</tbody>
</table>

**Targeted Areas:** Himachal Pradesh, Uttarakhand

The major donors and partners of the IFRC-DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, China, Czech, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, Liechtenstein, Malta, Norway, Spain, Sweden, Switzerland, Thailand, and the Netherlands, as well as DG ECHO, Mondelez Foundation, 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.
Description of the Event

Map of IFRC-DREF operation targeted provinces (Source: IFRC IM)

Date when the trigger was met

2023-08-19

What happened, where and when?

Heavy downpours plagued Himachal Pradesh and Uttarakhand in late August 2023. These intense bursts of rain, known as cloudbursts, unleashed massive amounts of water in a short period, triggering devastating floods. Flash floods and landslides ravaged the region, sweeping away homes and infrastructure and tragically leading to a significant loss of life. Roads, bridges, and houses sustained extensive damage from the floods and landslides, while crops were decimated, and reports emerged of lost livestock.

The rains that occurred in mid-August 2023 in Himachal Pradesh and Uttarakhand were a continuation of the earlier monsoon that began in June 2023. That monsoon season was marked by heavy rains, resulting in widespread flooding and landslides across both states.

These persistent rains further compounded the damage caused by the earlier monsoon, triggering additional floods and landslides that claimed more lives and displaced thousands more people. Roads, bridges, houses, agricultural crops, and livestock all suffered extensive devastation.

The impact of these rains was especially severe in Uttarakhand’s Kedarnath valley and Himachal Pradesh’s Kullu Manali districts. These areas were already among the hardest hit by the earlier monsoon, and the recent rains only exacerbated the situation, leading to widespread flooding and numerous landslides.

Furthermore, the rains severely crippled the tourism industry in both states. Many tourists were stranded due to the flooding and landslides, and numerous hotels and resorts were damaged. As a result, the tourism industry was also affected.

In Himachal Pradesh, the areas most impacted included Shimla, Kullu, Mandi, and Chamba. The rains caused extensive damage to roads, bridges, houses, and agricultural land. The state government declared a state of emergency and initiated rescue and relief operations.
The monsoon season began in Himachal Pradesh and Uttarakhand on 20 June 2023. While the rains initially started light, they intensified in the second week of July, leading to several days of heavy downpours. Some areas received over 200 mm of rain in a single day. These heavy rains caused widespread flooding, landslides, and significant damage to infrastructure such as roads, bridges, and power lines. Thousands of people were displaced, and media reports indicated that over 227 people lost their lives in the floods and landslides.

A combination of factors contributed to the widespread flooding and landslides. The surge of the monsoon rains, combined with the moisture influx from the Mediterranean Sea brought by a western disturbance, played a significant role. Climate change also likely played a part, as rising temperatures may have increased the atmosphere’s capacity to hold moisture, leading to more intense rainfall events.

Moreover, the floods severely impacted healthcare facilities in Himachal Pradesh. Thousands of people were displaced from their homes, and many suffered injuries or death. However, the government has been working to address the healthcare needs of the affected population.

To support the relief efforts, the government deployed teams of rescue workers and experts. These teams worked to assess the damage and develop plans for the region’s long-term recovery. The monsoon rains had a significant and lasting impact on Himachal Pradesh and Uttarakhand.

According to the authorities, the rains caused extensive damage and loss of life in Himachal Pradesh and Uttarakhand. Over 200 people lost their lives in Himachal Pradesh, with 38 missing. In Uttarakhand, more than 50 people died, and 13 went missing. The rains also destroyed bridges, roads, houses, and crops in various districts. These additional rains worsened the situation for the communities, compounding the damage caused by the first wave.

**Scope and Scale**

The rains in Himachal Pradesh and Uttarakhand started earlier than usual, with the monsoon arriving in the last week of June 2023, a week before the average arrival date. These rains were unusually intense. In Himachal Pradesh, the state had already received 742 mm of rainfall in 54 days of the monsoon, surpassing the seasonal average of 730 mm. Similarly, in Uttarakhand, the state had received 695 mm of rainfall in the same period, exceeding the average of 670 mm. Unlike previous years, the rains were widespread across both states, leading to flooding and landslides in many areas, causing more damage than usual. Infrastructure, crops, and property suffered extensive damage, and the death toll from the rains rose to over 200.

The increased rainfall intensity overwhelmed drainage systems and caused rivers to burst their banks, leading to flooding. Houses built in floodplains and on slopes were severely damaged. Over 10,000 families experienced complete or partial loss of their homes. Entire villages faced significant damage, with houses reduced to rubble or left uninhabitable due to structural damage and mudslides. Many houses were completely destroyed by floods and landslides, leaving families with nothing. Structural damage from floodwaters or mudslides made houses unsafe to live in, including damage to roofs, walls, foundations, or electrical systems.

Surprisingly, the rains in Himachal Pradesh and Uttarakhand persisted into August 2023, even though the monsoon season typically ended by the close of July. This prolonged rainfall was attributed to a western disturbance that affected the region. Originating in the Mediterranean Sea, the western disturbance carried moisture to the Himalayas, combining with the monsoon rains to trigger widespread flooding and landslides. August witnessed more significant damage than previous months, and the death toll was expected to rise further.

The impact of the 2023 floods in Himachal Pradesh and Uttarakhand surpassed that of the past five years for several reasons:

(i) The intensity and frequency of rainfall had escalated, a phenomenon linked to climate change. The Intergovernmental Panel on Climate Change (IPCC) had warned of an increased likelihood of extreme weather events, including heavy rainfall, in the future. This trend was already evident in the Himalayas, with a notable rise in heavy rainfall events in recent years.

(ii) The rapid melting of Himalayan glaciers was releasing substantial volumes of water into rivers and streams, amplifying the risk of flooding. The IPCC projected that Himalayan glaciers could lose up to 60 per cent of their mass by the century’s end.

(iii) The construction of dams and infrastructure had heightened the region’s vulnerability to flooding. Dams could impede water flow and increase downstream flood risks, while other infrastructure like roads and buildings were susceptible to damage or destruction during floods.

The number of fatalities affected people, and the cost of damage from the 2023 floods significantly exceeded those of the past five years. This was attributed to the cumulative impact of several factors, including increased rainfall intensity and frequency, accelerated glacier melting, and increased infrastructure construction like dams. The impacts of the 2023 floods extended beyond Himachal Pradesh and Uttarakhand. Widespread damage was reported in other parts of India, including Delhi and Punjab. These floods also disrupted transportation and tourism, significantly affecting the Indian economy.
The National Disaster Management Authority (NDMA) estimated that around 100,000 people had been affected by the floods and landslides in Himachal Pradesh, particularly in districts like Bilaspur, Mandi, Solan, Una, Shimla, Hamirpur, and Kangra. In Uttarakhand, an estimated 50,000 people were affected, including districts like Bageshwar, Garhwal, Kashipur, and Chamoli. The floods and landslides had inflicted widespread damage and displacement.

**IFRC Network Actions Related To The Current Event**

| Secretariat | The IFRC is actively present in the country, providing support to the IRCS to respond to the population affected by disasters and crises. This includes offering technical and financial assistance to the IRCS. Additionally, the IFRC supports the work of the IRCS in various areas such as emergency response, first aid, livelihood support, and community health. This collaborative effort ensures that the IRCS can respond effectively and appropriately in states affected by emergencies. Specifically for the flood response, the IFRC closely coordinated with the IRCS to ensure a comprehensive and efficient response to the affected communities. |
| Participating National Societies | Currently, the Canadian Red Cross is present in the country providing support to IRCS in the areas of logistics and capacity building. |

**ICRC Actions Related To The Current Event**

ICRC is present and works on the promotion of Red Cross/Red Crescent principles and respect for the emblems, together with neutral and independent humanitarian action. The ICRC also supports the Restoring Family Link of the IRCS, which traces and reunites family members separated by migration, displacement or disaster. ICRC offer its support and expertise to India’s National Disaster Management Authority concerning the management of dead bodies during natural and man-made disasters.

**Other Actors Actions Related To The Current Event**

| Government has requested international assistance | No |
| National authorities | National Disaster Management Authority (NDMA) of India is an agency of the Ministry of Home Affairs whose primary purpose is to coordinate response to natural or man-made disasters and for capacity-building in disaster resiliency and crisis response. |
| UN or other actors | The non-RCRC actors under the Inter Agency Group (IAG) stakeholders such as Sphere India, INGO’s, OXFAM, Save the Children, CARE, NGO’s such as Church’s Auxiliary for Social Action (CASA) also supported the flood emergency response in the country as necessary. |

**Are there major coordination mechanism in place?**

Regular coordination meetings were convened at the state level with Inter Agency Groups, as well at National Headquarters level amongst IRCS, IFRC, ICRC and in-country PNS.

**Needs (Gaps) Identified**

**Shelter Housing And Settlements**

Heavy rains and landslides wreaked havoc in Himachal Pradesh and Uttarakhand, causing widespread devastation. Thousands of people were forcibly displaced, with over 10,000 families experienced complete or partial destruction of their homes. Entire villages suffered significant damage, with houses either reduced to rubble or rendered uninhabitable due to structural damage and mudslides.
Government schools and community temples were swiftly converted into temporary shelters to accommodate the displaced. However, these facilities often became overcrowded and lacked basic amenities. Many families found themselves living in cramped conditions, with limited access to proper sanitation and hygiene facilities.

The most urgent requirement for the displaced population was securing essential items for immediate survival, including:

- Tents, tarpaulins, and materials for temporary structures were crucial to provide basic protection from the elements.
- Kitchen sets were essential for preparing meals, as displaced families lacked access to their usual cooking equipment.
- Woolen blankets were vital, especially in higher altitude regions, to combat the cold nights and damp conditions.

The provision of tarpaulins, kitchen sets, and woolen blankets was a critical intervention. It helped meet the basic needs of displaced families for shelter, cooking, and warmth. This immediate support allowed them to focus on their physical and mental recovery while they commenced the arduous process of rebuilding their shattered lives and livelihoods.

**Livelihoods And Basic Needs**

Due to the floods, thousands of people lost their homes and were relocated to temporary shelters. There was an urgent need for food and water for these individuals in the shelters. Additionally, numerous tourists and travelers became stranded on the roads due to road blockages caused by landslides. While the government made efforts to provide basic necessities such as food and water, the IRCS also stepped in to assist those stranded on the roads for extended periods by providing cooked food.

**Health**

More than 150,000 people were affected by the floods in Himachal Pradesh and Uttarakhand, caused by heavy rains and landslides, resulting in flash floods. The government took proactive measures to address the healthcare sector’s needs by supplying essential medicines to the affected households. In addition to government support, volunteers trained by the IRCS provided immediate first aid to those in need. However, it’s important to note that this activity was financed by the National Society’s own funds. The trained community volunteers of the Red Cross also played a crucial role in disseminating health awareness messages to the affected communities.

**Water, Sanitation And Hygiene**

More than 150,000 people in Himachal Pradesh and Uttarakhand were affected by floods, triggered by heavy rains and landslides that caused flash floods. These floods also raised concerns about the potential spread of diseases. Therefore, promoting hygiene awareness and providing hygiene kits containing essential items like soap, toothpaste, and sanitary napkins became critical needs. These measures helped the flood-affected communities maintain cleanliness and good health, especially crucial given their heightened vulnerability to infections. IRCS planned to distribute hygiene kits to 8,000 families. These kits included bathing soap, washing detergent cakes, hair oil, sanitary napkins, razors, toothbrushes, and toothpaste. Additionally, Red Cross Community volunteers actively disseminated messages on hygiene awareness and cleanliness, offering valuable guidance that benefited the affected communities.

**Protection, Gender And Inclusion**

Gender equality, inclusion, and safety concerns were prioritized throughout this operation. Emergency teams were formed with a balanced mix of genders at all levels of the IFRC-DREF operation. IRCS branches were encouraged to include female SERV members in both assessment and relief distribution activities. The operation focused on preventing sexual and gender-based violence and protecting children. Additionally, clear lines of accountability were established for preventing and responding to gender-based violence.

**Community Engagement And Accountability**

Community accountability and feedback mechanisms were seamlessly integrated into the operation to ensure that those assisted had access to timely and accurate information regarding the nature and scope of the assistance and services provided by IRCS, as well as the expected conduct of staff and volunteers. IRCS engaged local volunteers and community members to support assessments and remained
involved throughout the entire operational cycle. The state branches took responsibility for ensuring visibility and communicating with beneficiaries during relief distributions. Banners and informational charts detailing the distributed items were prominently displayed at all distribution points.

Operational Strategy

Overall objective of the operation

The IFRC-DREF operation aimed to provide emergency relief assistance to meet the immediate needs of 8,000 flood-affected households, comprising 40,000 individuals, over a five-month period. IRCS worked in close coordination and consultation with IFRC’s Country Cluster Delegation (CCD) in Delhi to ensure effective implementation.

The operation focused on providing immediate relief to the affected population, especially those who were displaced, through the provision of essential relief items and support for health and hygiene promotion. Overall, the operation focused on the following activities:

- Supported in the identification and selection process of the target population.
- Distribution of relief items (tarpaulins, blankets, kitchen sets, hygiene kits) to 8,000 affected households, utilizing available items released and re-allocated from IRCS warehouses.
- Conducted health awareness activities in areas with a high risk of vector-borne diseases.
- Procurement and replenishment of relief items (tarpaulins, blankets, kitchen sets, hygiene kits) for replenishment.

Operation strategy rationale

All IRCS district branches in Himachal Pradesh and Uttarakhand state were alerted for response and requested to engage their volunteers to support rescue and relief operations. These branches and volunteers actively participated in rescue operations, relief distribution, and shelter management in most of the affected districts. The National Society facilitated the relocation of people to safe places. Tarpaulins, hygiene kits, blankets, and kitchen sets for 8,000 households (one each) were immediately allocated for distribution from the state branch’s existing stock. Additionally, the state branch conducted a needs assessment for requirements and response in highly affected districts.

IRCS coordinated closely with government authorities and other key actors in the field to avoid duplication of efforts and resources. With a strong field presence in Himachal Pradesh and Uttarakhand, IRCS boasts a vast network of district and sub-divisional branches on the ground, including thousands of volunteers. Active participation in the inter-agency group (IAG) at the state office ensured coordination with civil societies in the state. Moreover, the national team coordinated with the civil society coordination group called SPHERE India. The well-trained team based in the states demonstrated its capability in mounting responses, as evidenced by past instances. A significant strength of the National Society is its direct relationship with the government machinery, where District Collectors hold positions as the Presidents of respective branches at the district level, enabling effective operations in the states and equipped with financial and logistics capacity.

IRCS also closely monitored weather conditions and initiated response actions with existing stocks, initially covering 2,000 households. As the number of affected people surged due to intensified rains, state branches requested additional stocks for another 6,000 households in affected districts. Upon approval of the IFRC-DREF request, the National Headquarters devised a dispatch plan from neighboring IRCS warehouses, dispatching stocks to cover 6,000 households immediately. The IFRC-DREF supported IRCS to replenish stocks of tarpaulins, blankets, hygiene kits, and kitchen sets distributed to target households in affected districts of Himachal Pradesh and Uttarakhand.

Targeting Strategy

Who was targeted by this operation?

The IRCS swiftly conducted rapid initial needs assessments in Himachal Pradesh and Uttarakhand through its state and district branches. Some districts undertook field needs assessments, and reports based on the information gathered from the affected areas highlighted the immediate needs of the communities, including food items, household supplies, sanitation facilities, and emergency shelter.

The disaster was categorized as “orange,” with its geographical impact spanning five districts in Himachal Pradesh and two districts in Uttarakhand, significantly affecting the lives of the local population. Primary support was required for vulnerable people whose houses were destroyed by heavy floods or landslides, and these affected individuals were residing in temporary shelters and relief camps at the time.
The process of identifying target households involved collaboration among the affected communities, local authorities, and Red Cross volunteers. Priority was given to the most vulnerable households, including those who lost their homes and sources of livelihood. This category may have included women-headed households, people with disabilities, those still residing in relief camps or temporary shelters, and households with pregnant women and lactating mothers. The selection of intervention locations in the affected states was determined based on the severity of the flooding and requests from the branches.

**Explain the selection criteria for the targeted population**

The selection of target households followed a participatory approach involving the affected communities, local authorities, and Red Cross volunteers. Priority was given to the most vulnerable households, including those who had lost their homes and livelihoods. This encompassed women-headed households, people with disabilities, and those residing in relief camps or temporary shelters, as well as households with pregnant women and lactating mothers.

The intervention locations in the affected states were chosen based on the intensity of floods and requests from the branches, ensuring that assistance was directed to areas most severely impacted by the disaster.

**Total Targeted Population**

<table>
<thead>
<tr>
<th>Women</th>
<th>19,600</th>
<th>Rural</th>
<th>-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Girls (under 18)</td>
<td>-</td>
<td>Urban</td>
<td>-</td>
</tr>
<tr>
<td>Men</td>
<td>20,400</td>
<td>People with disabilities (estimated)</td>
<td>-</td>
</tr>
<tr>
<td>Boys (under 18)</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total targeted population</td>
<td>40,000</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Risk and Security Considerations**

Please indicate about potential operation risk for this operations and mitigation actions

<table>
<thead>
<tr>
<th>Risk</th>
<th>Mitigation action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Road closures due to landslide may cause delay in operational activities or monitoring of the operation.</td>
<td>IRCS has a strong network of community-trained volunteers capable of continuing implementation efforts in the affected districts. Due to disruptions in transportation due to landslides and heavy rains, the CCD was unable to visit the field. However, state branches conducted monitoring visits to the implementing districts to ensure effective oversight and coordination.</td>
</tr>
<tr>
<td>Unpredictable weather conditions</td>
<td>IRCS has prepositioned stocks readily available for immediate use in case additional support is required.</td>
</tr>
</tbody>
</table>

Please indicate any security and safety concerns for this operation

IRCS and IFRC security focal points maintained regular monitoring of the situation. Any security concerns were addressed collaboratively by local authorities, in conjunction with IRCS national headquarters or IRCS state branches as necessary, following the established IFRC/IRCS security framework. Notably, there were no security issues encountered during the implementation of the IFRC-DREF operation.
**Implementation**

### Shelter Housing And Settlements

**Budget:** CHF 437,715  
**Targeted Persons:** 40,000  
**Assisted Persons:** 40,000

**Indicators**

<table>
<thead>
<tr>
<th>Title</th>
<th>Target</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td># of households provided with emergency shelter assistance</td>
<td>8,000</td>
<td>8,000</td>
</tr>
<tr>
<td># of households provided with essential household items</td>
<td>8,000</td>
<td>8,000</td>
</tr>
</tbody>
</table>

**Narrative description of achievements**

IRCS’ branches in Himachal Pradesh and Uttarakhand, in collaboration with their district branches, distributed tarpaulins, kitchen sets, and blankets to 8,000 households, aiding in their rehabilitation efforts and reaching approximately 40,000 individuals affected by the crisis.

Target households were selected through a participatory process led by IRCS branches and local authorities, guided by rapid needs assessments conducted by IRCS volunteers and local authorities. Priority was given to the most vulnerable households, including those who had lost their homes and livelihoods, with special attention to women-headed households and persons with disabilities.

Following the onset of heavy rains, district branches swiftly distributed relief items such as tarpaulins, blankets, hygiene items, and kitchen sets to affected families. The branch covered all logistics and volunteer travel expenses.

DREF supported the procurement of tarpaulins, blankets, and kitchen sets for 8,000 households (40,000 people) in accordance with SPHERE standards. Each household received one tarpaulin, blanket, and kitchen set. Tarpaulins provided versatile use, including floor and roof covering, privacy and shelter from the elements, and domestic purposes like crop harvesting and community gatherings.

International procurement of tarpaulins and kitchen sets was facilitated through the Asia Pacific Operational Logistics, Procurement, and Supply Chain Management department in Kuala Lumpur, while blankets were procured from the CCD office. Timely replenishment of stocks at warehouses ensured efficient distribution.

During shelter and household item distributions, volunteers sensitized target households and demonstrated tarpaulin usage for safe shelter, emphasizing safer shelter techniques to enhance community resilience to future disasters. Volunteers underwent orientation to disseminate “Building Back Safer” messaging and provided training and awareness on tarpaulin usage for safer shelter.

**Lessons Learnt**

The prepositioning of relief goods in IRCS warehouses has significantly reduced response time during emergencies. To further enhance this efficiency, it is recommended that district branches allocate storage space for prepositioning relief stocks. This proactive measure will contribute to further minimizing response time during crises. Strengthening district branches to establish warehousing facilities, especially in flood-prone districts, is crucial. Prioritizing these districts for warehousing facilities will enhance preparedness and facilitate more effective response efforts during disasters.

### Water, Sanitation And Hygiene

**Budget:** CHF 93,720  
**Targeted Persons:** 40,000  
**Assisted Persons:** 40,000
Narrative description of achievements

Based on the rapid assessment conducted, it was evident that flood-affected households required hygiene interventions to mitigate the risk of waterborne and related diseases. IRCS volunteers initiated hygiene promotion activities, including awareness campaigns on handwashing and cleanliness, targeting the affected communities. Each of the 8,000 households received a hygiene kit comprising sanitary napkins, toothpaste, toothbrushes, bathing soaps, detergent cakes, razors, and hair oil. IFRC CCD facilitated the local procurement of these 8,000 hygiene kits in line with the replenishment plan, ensuring timely completion within the DREF timeframe.

SERV volunteers actively engaged in hygiene promotion within the affected communities, distributing informational materials such as pamphlets and brochures on handwashing techniques and safe water storage. Community-level demonstrations on handwashing were conducted, reaching out to 8,000 households, empowering them with knowledge on hygiene practices and ensuring safe collection, storage, and usage of potable water. Additionally, over 500 schoolgirls participated in hygiene awareness campaigns organized by IRCS volunteers.

Clean-up drive campaigns were also initiated, involving community members and educating them on eliminating and reducing breeding sites for disease vectors. Post-distribution monitoring was organized by IRCS state branches, wherein volunteers and staff members visited beneficiaries to assess the effectiveness of the relief goods delivered. These monitoring efforts aimed to ensure that the assistance provided met the needs of the affected communities effectively.

Lessons Learnt

Local Red Cross volunteers played a vital role in ensuring that hygiene messages reached communities effectively by delivering them in their own languages. This clear communication strategy was essential in ensuring that everyone understood the important information regarding hygiene practices. By tailoring the messages to the local languages, the Red Cross volunteers ensured that the information was accessible and comprehensible to all members of the communities affected by the floods.

Challenges

• None

Secretariat Services

Budget: CHF 2,130
Targeted Persons: 40,000
Assisted Persons: 40,000

Indicators

<table>
<thead>
<tr>
<th>Title</th>
<th>Target</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of financial reporting respecting IFRC procedures</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td># of monitoring visits conducted</td>
<td>2</td>
<td>0</td>
</tr>
</tbody>
</table>

Narrative description of achievements

IRCS managed all operational aspects, including implementation, monitoring, evaluation, and reporting, through its national headquarters, state branches, district branches, and volunteers. IFRC offered technical support in program management to ensure
operational objectives were achieved. Additionally, IFRC assisted in procuring relief materials, providing administrative support as needed, and ensuring financial compliance throughout the operation.

Lessons Learnt

• None

Challenges

During the initial stages of the operation, CCD office or NHQ faced logistical challenges that prevented them from conducting monitoring. A planned monitoring visit with the ECHO team had to be canceled due to adverse weather conditions affecting flight schedules. However, monitoring of the implementation at the district levels was carried out by the state headquarters.

National Society Strengthening

Budget: CHF 5,498
Targeted Persons: 50
Assisted Persons: 59

Indicators

<table>
<thead>
<tr>
<th>Title</th>
<th>Target</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td># of volunteers deployed to support the operation</td>
<td>50</td>
<td>59</td>
</tr>
<tr>
<td># of volunteers insured</td>
<td>50</td>
<td>59</td>
</tr>
<tr>
<td># of lesson learned workshop conducted</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

Narrative description of achievements

In response to the floods, SERV volunteers, NDRTs, and Youth Red Cross volunteers mobilized within affected communities, providing crucial services such as rescue operations, first aid assistance, distribution of food and household items, and conducting awareness-raising activities. They also collaborated with local authorities to facilitate relief distributions.

IRCS volunteers conducted needs assessments of the target population and promoted awareness on safe shelters, health precautions, hygiene, and sanitation. Recognizing volunteers as invaluable assets of the National Society, capacity building remained central to the operation, with emphasis on coaching, mentoring, and providing subject knowledge and guidance on community mobilization and engagement activities.

Prior to the completion of the operation, a post-distribution monitoring was conducted by the state branch and National Headquarters team to assess the suitability of distributed items and evaluate beneficiary satisfaction.

Additionally, a virtual lessons learned workshop was organized by the National Headquarters at the conclusion of the operation. Participants included representatives from Himachal Pradesh and Uttarakhand state branches, district branches from both states, and focal personnel from IFRC CCD.

Lessons Learnt

From the lessons learned workshop, several key findings emerged for IRCS and IFRC to consider in future operations:

• Establish proper guidelines, standard operating procedures, and reporting templates to enhance the implementation of operations. Clear guidelines can streamline processes and improve overall effectiveness.
• Develop guidelines on volunteer management to ensure efficient utilization of resources and support the effective engagement of volunteers in disaster response efforts. Providing clear direction and support for volunteers can optimize their contributions to the operation.
Challenges

• None
**Please explain variances (if any)**

A total of CHF 539,023.13 was allocated to IRC to address the needs of approximately 40,000 people (8,000 households). The majority of these funds were designated for the procurement and replenishment of relief items, as well as logistics activities. However, IRC only utilized the funds for procurement replenishment. Other logistical and operational expenses were covered by IRC itself.

During the budgeting process, costs were estimated based on past procurements. However, the actual costs of procuring goods turned out to be lower than expected, resulting in a surplus. This highlights the importance of careful budget preparation and review in future operations.
By the conclusion of the operation, total expenditures amounted to CHF 396,307, representing 73.52 per cent of the budget. This left a balance of CHF 142,756, attributable to savings from procurement of relief items and logistics and operational budget allocations to IRCS. The unspent balance will be returned to the IFRC-DREF pool.
Contact Information

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

**National Society contact**: Rina Tripathi, DM Advisor, advisordm@indianredcross.org, +919868990876

**IFRC Appeal Manager**: Udaya Regmi, Head of Office, IFRC CCD, Udaya.regmi@ifrc.org, +919667438124

**IFRC Project Manager**: Meenu Bali, Programme Manager, meenu.bali@ifrc.org, +919971641414

**IFRC focal point for the emergency**: Naimatullah Akbari, Operations Coordinator, opscoord.southasia@ifrc.org

**Media Contact**: Udaya Regmi, Head of Office IFRC CCD, Udaya.regmi@ifrc.org, +919667438124

[Click here for reference]