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Final report

Pakistan: Monsoon Floods 2014

 International Federation
of Red Cross and Red Crescent Societies

Emergency appeal MDRPK010	GLIDE n°: FL-2014-000122-PAK
Date of issue: 23 July 2015	Date of disaster: 12 September 2014
Operation manager (responsible for this EPoA): Shesh Kafle Disaster Management Coordinator IFRC Pakistan Delegation	Point of contact: Ghulam Muhammad Awan Acting Secretary General Pakistan Red Crescent Society
Operation start date: 3 September 2014	Operation end date: April 2015
Operation budget: CHF 1,122,723	DREF allocated: CHF 299,798
Number of people assisted: 70,000	
Host National Society present (n° of volunteers, staff, branches): 132 PRCS volunteers along with staff at 14 district branches, 3 provincial headquarters (AJK, GB, Punjab) and national headquarters (Islamabad).	
Red Cross Red Crescent Movement partners actively involved in the operation: The International Federation of Red Cross and Red Crescent Societies (IFRC) was the Movement partner actively involved in supporting the Pakistan Red Crescent Society (PRCS) response. However, PRCS maintained close coordination with other Movement partners with in-country presence – the International Committee of the Red Cross (ICRC), Canadian Red Cross Society, Danish Red Cross, German Red Cross, Norwegian Red Cross, Emirates and Turkish Red Crescent Societies, some of whom contributed to the PRCS response operation bilaterally, or multilaterally through this appeal.	
Other partner organizations actively involved in the operation: National Disaster Management Authority (NDMA), state and provincial disaster management authorities, Pakistan Army, Department of Health (DoH), World Health Organization (WHO), World Food Programme (WFP) and United Nations Office for the Coordination of Humanitarian Affairs (OCHA).	

Appeal history

- **12 September** - Emergency Plan of Action for DREF launched to support 24,500 people for 3 months with CHF 299,798 to ensure that the immediate needs of flood-affected populations were met through provision of emergency health services, food emergency shelter and essential household item assistance
- **23 September** - **Emergency Appeal** launched to support **227,500** people for **6 months** with provision of emergency health services, food, water and sanitation services, emergency shelter and essential household assistance. The IFRC is seeking **CHF 2,877,277** to support the operation.
- **29 January 2015** – [Emergency Appeal Revision](#) to prioritize activities based on needs. The IFRC sought CHF 1,097,926 to support the 70,000 people for 7 months with provision of emergency health services, food, emergency shelter and essential household items assistance
- **26 February 2015** – Reissued the [Emergency Appeal](#) with minor adjustment to the budget – CHF 1,122,723, with no change to the plan.

Financial Summary

The revised emergency appeal sought **CHF 1,122,723** in support of the PRCS to meet the needs of 10,000 flood affected families, out of which **CHF 1,122,676 was received**. Of this amount, **CHF 989,352 was spent**, leaving a **balance of CHF 133,324**.

Of the total expenditure, CHF 722,786 was spent on relief items, construction and supplies, while CHF 134,126 covered costs that enabled the delivery of assistance to beneficiaries, such as logistics, distribution and monitoring. Finally, CHF 38,734 was utilized for personnel costs (including per diem for volunteers and salaries for PRCS and IFRC staff in Islamabad supporting the operation).

It is recommended that the remaining balance of CHF 133,324 be transferred to the Disaster Management portion of the 2015 Development Operational Plan for Pakistan, including partial costs of the final evaluation of this operation. The evaluation is ongoing; 100% of the consultant's fee is covered by the emergency appeal, but payment of operational costs such as transportation and accommodation is still pending. In addition, the unspent funds will be utilized to procure 1,500 tarpaulin sheets to replenish and pre-position items distributed in the 2014 operation and ensure readiness for the upcoming 2015 Monsoon Season, as well as support trainings identified as critical to improve future response operations.

Partners and donors who have any queries or require further clarification regarding this reallocation of the balance of funds are kindly requested to contact IFRC within the next 30 days prior to reallocation of this balance. Pass this date the reallocation will be processed as indicated.

Click [here](#) for financial report.

Table 1: Damage and loss due to Monsoon 2014 floods

Summary: Heavy rains and flooding in the four eastern rivers of Pakistan (Chenab, Ravi, Sutlej, Jhelum) in the first week of September 2014 brought flash floods and caused homes to collapse in the Azad Jammu & Kashmir (AJK), Gilgit Baltistan (GB), and Punjab regions of Pakistan.

Province/State	Number of Deaths	Household damaged	Population affected	Crops damaged (acres)
Punjab	286	00,000	2.47 million	2.41 million
AJK	56	5768	46,979	0
GB	13	1292	13,266	1,513
Total	255	107,060	2.53 million	2.412 million

According to the National Disaster Management Authority (NDMA)¹ the September 2014 floods resulting from the late monsoon rains left more than 255 people dead and over 2.53 million people affected across AJK, GB and Punjab. The Government of Pakistan led the response operations and did not request international assistance for the relief phase of the response.

In response to the flooding which took place in the first week of September 2014, the PRCS launched an operation in targeted geographical areas of AJK, GB and Punjab. The operation focused on **distribution of food, emergency shelter and essential household items, as well as the provision of health and care through mobile units**. As per its 2014 Contingency Plan for Monsoon, **the PRCS focused on relief and did not move into implementation of recovery interventions**. Apart from providing the relief items, PRCS **national headquarters and provincial branches mobilised their volunteers** to assist local authorities in evacuation and disseminating flood early warning in the flood-prone areas of AJ&K and Punjab.

Table 2: Summary of PRCS response operation

Health and Care	29,329 people in affected districts of AJK and Punjab reached through mobile health units
Shelter & settlements	23,744 people (3,392 families) provided with non-food items
Food security, nutrition & livelihoods	10,000 food packs procured and distributed to flood-affected families

Coordination and partnerships

Present in-country are the host national society – the Pakistan Red Crescent Society, the International Federation of Red Cross and Red Crescent Societies (IFRC), the International Committee of the Red Cross (ICRC), and several Partner National Societies, namely the Canadian Red Cross, Danish Red Cross, German Red Cross, Norwegian Red Cross and Turkish Red Crescent and Emirates Red Crescent Societies.

¹ NDMA 2014. Situation Report Flood-2014. http://www.ndma.gov.pk/new/aboutus/flood_2014.pdf

From the start of the response operation, the PRCS convened briefing sessions for all Red Cross Red Crescent Movement partners on the flood situation, the immediate response actions, and planned activities with participation from representatives of PRCS, IFRC, Partner National Societies, and ICRC. The IFRC maintained regular communication with Partner National Societies, the South Asia Regional Delegation as well as the Asia Pacific Zone Office, to complement previous updates and coordination messages sent electronically and assumed a coordination role in support of the PRCS. In-country Red Cross and Red Crescent Movement Partners provided support multilaterally through the Emergency Appeal, and bilaterally to the PRCS.

The IFRC Pakistan Delegation also kept in communication with other humanitarian actors in the country through fora such as the Humanitarian Country Team (HCT), the Pakistan Humanitarian Forum (PHF) and UN-OCHA.

Government authorities at Federal, Provincial and State levels led the response, with local non-government organisations providing support to meet the immediate needs of the flood-affected population through targeted distributions of cash and relief items. At the outset, assessment reports pointed to food, emergency health, safe water and emergency sanitation services, emergency shelter and essential household items as the most critical needs.

The Pakistan Army and 'Rescue 1122'² led the evacuation and rescue efforts, with over 680,000 people assisted to safety. At the peak time of the response, some 457 government-established relief camps provided relief services and items to flood affected districts of Punjab. These camps provided immediate health care services and referral, cooked food, water, and provision of NFIs, such as tents, blankets, soaps, and sleeping mats. Many of the flood affected population accessed these camps for short periods only, waiting for the water to recede. In the relief camps in Multan (Punjab), district authorities, such as revenue, health, and police officials were present in the administration areas of the camp to provide immediate and timely support to the affected populations.

While the government did not request international assistance for the relief phase, assistance was sought in undertaking a Multi-Sector Initial Rapid Assessment (MIRA) in the five worst affected districts of Punjab Province (Jhang, Mandi Bahauddin, Multan, Chiniot and Hafizabad)³. The report has been published and based on the findings, the Federal Government asked for support for recovery initiatives.

The published Recovery Needs Assessment and Action Framework 2014 – 2016⁴ highlighted the livelihoods losses in the agriculture and non-farm sectors. At the same time, the World Bank and Asian Development Bank supported government efforts to conduct a damage needs assessment.

United Nations agencies, National and International Non-Government Organisations (NGOs) were involved in the distribution of food, delivery of emergency health services, provision emergency shelter and, potable water, NFIs, animal fodder and veterinary services.

The clusters were not activated, Government Disaster Management Authorities (DMA's) at Federal, Provincial and State levels led the response, with local non-government organisations providing support.

The PRCS worked in close collaboration with National, State, Provincial and District authorities who coordinated the overall response.

Operational implementation

Overview

The findings of PRCS rapid assessment teams were consistent with those of the government assessment reports - food, emergency health, safe water and emergency sanitation services, emergency shelter and essential household items were the most critical needs. Working in close coordination with the respective District Disaster Management Authorities (DDMAs) and local government representatives (including District Commissioner Officer and District Health Officer), the PRCS opted for response interventions - distribution of food items, emergency

² The Punjab Emergency Service (Rescue 1122) is the largest emergency humanitarian service of Pakistan with infrastructure in all 36 districts of Punjab and is providing technical assistance to other provinces (<http://www.rescue.gov.pk/>)

³ The MIRA was carried out jointly with local authorities between 16 and 20 September. The draft report was shared with humanitarian actors on 29 September. The report cited losses to the agricultural sector and highlighted the public health risks to flood-affected and non-affected communities posed by stagnant water. The assessment also found that many communities were already moving into recovery activities. The report is available at: http://www.ndma.gov.pk/new/Documents/mira_2014.pdf

⁴ The Recovery Needs Assessment and Action Framework 2014 – 2016 is available at: http://www.ndma.gov.pk/new/Documents/Recovery_Needs_Assessment.pdf

shelter and essential items (NFIs), provision of emergency health services - that were guided by its Monsoon Contingency Plan 2014.

The first emergency plan of action sought support for 32,500 flood-affected families. However, keeping in mind the evolution of the situation since September 2014, the resources available and the level of funding support predicted, the PRCS, with the support of the IFRC reviewed the initial emergency plan of action and further streamlined the operation based on priority needs. The dialogue centred on a reduction in the number of families to be supported, with initial discussions focusing on 12,500 before a target of 10,000 flood affected families was agreed.

At the start of the operation, the risks envisaged revolved around access to the flood-affected areas, availability of PRCS staff and mobilisation of volunteers to support the response, beneficiary selection and security. Stagnant water blocking roads was a barrier to accessing the flood affected villages. In addition, landslides in the more hilly areas of AJK made roads impassable. However, once the flood waters subsided and heavy machinery was brought in by the government to clear blocked roads, there was access to the flood-affected villages.

Mitigation measures were put in place to address the remaining predicted risks. PRCS ensured that mobilisation of staff and volunteers was done in a timely manner to meet the operational needs. Before deployment to operational areas, security colleagues were consulted for guidance on the field realities, inclusive of road conditions, required frequency of communication, potential hazards and movement restrictions. The PRCS enjoys a high level of acceptance in the community. During the course of the operation, there were no security incidents.

In a response operation, the objective is to maximise resources, minimize duplication of effort, and reach out to the most vulnerable. Good coordination, and paying attention to the assessment and beneficiary selection processes are critical to minimize the risk of some of the worst affected communities receiving no support, while others receive support from multiple sources. Routine monitoring of the Pakistan Monsoon Floods Operation, as well as an after-action Lessons Learnt Workshop conducted by the PRCS, highlighted that work needs to be done on building capacity in conducting assessments and in beneficiary targeting, to improve future response operations.

Quality Programming	
Outcome 1: Continuous and detailed assessment and analysis is used to inform the design and implementation of the operation and lessons learnt are drawn from the implementation	
Outputs	Activities planned
Output 1.1: Initial and continuous needs assessment are updated following consultation with beneficiaries	Conduct rapid and continuous assessments
	Develop further the emergency plan of action based on the findings from the assessment
	In consultation with relevant departments, mobilize volunteers for the response
Output 1.2: The management of the operation is informed by a comprehensive monitoring and evaluation system	Monitor the response operation (process and results monitoring)
	Establish a beneficiary information and complaints addressing mechanism for the continuous improvement of delivery system
	Conduct final evaluation of response operation

Impact:

The first emergency plan of action sought support for 32,500 flood-affected families. However, keeping in mind the evolution of the situation since September 2014, the resources available and the level of funding support predicted, the PRCS, with the support of the IFRC reviewed the initial emergency plan of action and further streamlined the operation based on priority needs. The dialogue centred on a reduction in the number of families to be supported, with initial discussions focusing on 12,500 before a target of 10,000 flood affected families was agreed. The operation focused on relief and did not move into the recovery phase, as other organizations contributed to these efforts.

The PRCS deployed response teams to conduct initial rapid assessments and liaise with local government authorities which took the lead in the emergency response. In addition, the organisation relied on information from its network of branches, staff and community volunteers situated in the flood-affected areas. Primary data

was complemented by information published by the National, Provincial and State Disaster Management Authorities, as well as the Offices of the Deputy Commissioner, and the findings of the MIRA undertaken in the worst affected districts of Punjab to have a comprehensive picture of the ground realities. These sources informed the selection of services offered and geographical areas of intervention. Since the start of the operation, no further assessments were undertaken.

PRCS geographical areas of intervention - districts and communities, were chosen on the recommendation of the Office of the Deputy Commissioner, who is the focal point for the District Disaster Management Authority. Even though there was coordination and continuous communication with local authorities, no independent verification was done to safeguard against duplication of support to beneficiaries which may have been forthcoming from other organisations working in the same communities. As such, one consequence may be that some communities received support from multiple sources while others remained under-served.

At distribution sites, a 'complaints' desk was set up to address beneficiary grievances, while an 'information' desk was established to address queries. Monitoring teams commended that these desks were in place, but that care needed to be taken not to raise expectations for persons not selected for PRCS support. Debriefing sessions were held at the end of each day's distribution, with a view to improve subsequent activities.

One hundred and thirty two PRCS volunteers were actively engaged in the response operations. While it was good that staff and volunteers were quickly mobilised to support the operation, more in-depth orientation to the volunteers and staff was needed. This is a lesson learnt that will be addressed before the upcoming 2015 Monsoon season.

Although not included in the plan of action, on 15 May 2015, the PRCS held a Lessons Learnt Workshop to achieve three specific objectives as follows:

1. to reflect on the actions taken during the response operation;
2. to explore how the actions impacted the affected population;
3. to identify what can be done to build on organisational strengths and improve weaknesses.

Participating in the Lessons Learnt Workshop were representatives from the PRCS national headquarters and the branches involved in the response (Azad Jammu and Kashmir State & District Branches as well as Punjab Provincial Headquarters and District Branches). Also present were representatives of Partner National Societies (Canadian Red Cross, Danish Red Cross, Norwegian Red Cross), as well as the ICRC and IFRC. Representatives from Gilgit Baltistan Provincial Headquarters and District Branches were unable to participate due to harsh road conditions which prevented their travel.

The workshop consisted of a mix of guided group discussions on different aspects of the emergency response that enabled participants to reflect on and analyse what happened, as well as plenary discussions. Participants discussed 'what worked well', 'what needs to be improved', and recommended actions that need to be taken to improve future responses. Participants highlighted assessments and beneficiary selection as areas that need improvement, and recommended that review of response related templates and procedures, refresher trainings for response teams, as well as facilitation of more participatory planning with flexibility to adapt to evolving needs be prioritised for the upcoming monsoon season preparedness.



Participants at the Lessons Learnt Workshop
Source: IFRC

The Pakistan Monsoon Floods 2014 response operation came to a close on 11 April 2015. In keeping with the IFRC Framework for Evaluation, a final evaluation was commissioned to assess the emergency response

operation to examine all aspects of the emergency response, ranging from the choice of activities, decision-making, support processes, and impact of interventions. At the time of preparation of this final report, the evaluation was ongoing. It has so far involved a combination of desk study of the available documentation of the planning and implementation of the operation, along with key informant interviews and field visits to operational areas.

Already, the consultant has met with key informants from the PRCS and IFRC, and has undertaken field visits to AJK and Punjab to speak with stakeholders. The next step of the process will involve development of an evaluation report, which is expected at the end of July. The evaluation findings and recommendations will contribute to the design and delivery of interventions for future disaster response in Pakistan, and to wider organisational learning for the Red Cross Red Crescent Movement. The final report, along with the Management Response, when ready, will be uploaded to the IFRC Evaluations Database.



An external evaluation of the Pakistan Monsoon Floods 2014 response operation - the consultant conducted focus group discussions with stakeholders from AJK and Punjab. Source: IFRC

Health and care	
Outcome: The immediate risks to the health of affected populations are reduced	
Outputs	Activities planned
Output 1.1 Target population is provided with rapid medical management of injuries and diseases	Deployment of 4 mobile health units
	Medical procurement to maintain adequate medical supplies for mobile health units ((including two supported by Government)
	Transportation of medicine
	Closely coordinate, and where possible collaborate with department of health

Impact:

The PRCS operated four mobile health units (MHUs) in Punjab to provide emergency health services to the districts of Hafizabad, Jhang, Multan and Sialkot. In coordination with the health department of AJK, the PRCS supported two mobile health units at Haveli and Rawalakot with essential medicines and ambulances. The AJK government supported all human resources including doctors and paramedical staff.

The PRCS maintained close coordination with the district governments both at AJK and Punjab with the sites for establishment of MHUs identified by the district health departments, and communicated accordingly to PRCS branches. Patients were treated on site by trained doctors and paramedical staff deployed with the MHU, while more serious cases were transported by ambulance to the nearest tertiary care facility. In addition, ante natal care is extended through the units.

The medicines were made available from the existing PRCS stocks. The PRCS ensured timely transportation from the NHQ warehouse to the provincial headquarters, from where the medicines were distributed to the respective MHU sites. The medicines dispatched with the MHUs were from existing PRCS stocks and replenishment, inclusive of drug-testing, was completed as part of this appeal.

The majority of patients presented complaints of acute respiratory tract infections, gastrointestinal tract infections and skin diseases.

The population receiving care was scattered. As such, due to logistical challenges, health sessions were not conducted by outreach teams. Instead, information sharing was done in the MHU waiting area by the MHU team doctors and specialists, where patients were given talks on health and hygiene to reduce the spread of

communicable diseases. In all areas of operation, PRCS PHQ and field teams coordinated closely with the Government's District Coordinating Officers.

By the end of October 2014, the four PRCS MHUs in Punjab and two MHUs in AJK delivered health and care services, including ante natal care, to **29,329 patients**.

Availability of female health care workers to attend to the female clientele proved challenging, especially as, due to the cultural context, female patients prefer to be attended only by a female health worker. The PRCS will continue to advocate for the availability of female health personnel to staff its health facilities in both disaster and non-disaster contexts.

Table 3: Consultations at mobile health units in AJK & Punjab

Province	Team Name	Districts	Children	Male	Female	Consultations	Referrals
Punjab	MHU 1	Hafizabad	280	151	198	629	0
	MHU 2	Multan	1,640	992	1,201	3,833	0
	MHU 3	Jhang	2,928	1,786	2,296	7,010	14
	MHU 4	Sialkot	5,187	2,899	3,715	11,801	13
AJK			2,224	1,146	1,630	5,000	
	MHU 1	Huveli					0
	MHU 2	Rawalkot	523	213	320	1,056	0
Total			12,782	7,187	9,360	29,329	27



PRCS mobile health units provide services to the flood-affected population.
Source: PRCS

Shelter and settlements

Outcome: The emergency shelter and essential household needs of 3,392 flood-affected families (approximately 23,744 people) are met

Outputs	Activities planned
Output 1.1 3,392 flood-affected families (approximately 23,744 people) have received emergency shelter and essential household items	Select and verify 3,392 families, involving the community in planning and distribution process
	Mobilize existing disaster preparedness stocks from PRCS warehouses to distribution sites in accordance with the distribution plan
	Distribute emergency shelter and essential household items to 3,392 families

Outcome 2: The PRCS capacity to respond to disasters is strengthened.

Outputs	Activities planned
Output 2.1 PRCS warehouses are well stocked with disaster preparedness items	Relief items are procured and secured at PRCS warehouses

Impact:

PRCS non-food item (NFI) kits comprising non-food and emergency shelter items were dispatched from pre-positioned stock and distributed to meet the needs of 3,392 families in flood affected districts of AJK, GB and Punjab.

The PRCS NFI kit consists of one tent, two tarpaulin sheets, one kitchen set, one family hygiene kit, seven blankets, one stove, two (20L) jerry cans and one hurricane lamp. The table below presents a summary of the distribution of non-food and emergency shelter items during the operation.

Table 4: Summary of distribution of non-food and emergency shelter items		
Region	District	No. of families
AJK	Bagh	265
	Poonch	473
	Haveli ⁵	822
	Sudhnoti	200
	Muzafarabad	62
	Kotli	200
GB	Astore ⁶	70
Punjab	Sialkot	200
	Gujrat	200
	Hafizabad	300
	Jhang	200
	Toba Tek Singh	100
	Khanewal	200
Rajanpur	100	
TOTAL		3,392



The PRCS distributed non-food items, including tents, to the flood affected population. Source: IFRC

Distribution of NFI kits came to an end in October 2014. Replenishment of the PRCS stock distributed during the relief phase, along with topping up of existing pre-positioned items, such as mosquito nets, was undertaken as part of this Emergency Appeal. The table below identifies the items and the quantities needed.

Table 5: Quantity of NFIs replenished and topped up under emergency appeal						
Item	Blankets	Jerry cans	Tarpaulin sheet	Wood burning stove	Kitchen set	Mosquito net
Quantity	5,000	2,000	4,500	1,500	1,500	3,000

All items have been procured according to the quantities listed, with the exception of tarpaulin sheets. A total of 4,500 tarpaulin sheets were required. However, the preferred supplier had only 3,000 available for delivery by the close of the emergency operation. It was therefore agreed that 3,000 tarpaulin sheets would be procured as part of the emergency appeal, while procurement of the remaining 1,500 would be included as a Disaster

⁵ In Haveli, 247 families received only non-food items. The tent and tarpaulin sheets were not included because shelter support was not needed in this area.

⁶ In Astore, jerry cans were not distributed as part of the package because they were not needed.

Management activity within the 2015 Development Operational Plan, ensuring organisational preparedness in the lead-up to the 2015 Monsoon season.

Impact:

The PRCS provided 10,000 families in targeted districts of AJK, GB and Punjab with the standard PRCS 61kg food pack. Food was procured, tested and delivered to the distribution sites, with the PRCS–IFRC Joint Procurement Committee convened to oversee the procurement process. The table below summarizes the distribution of food items across AJK, GB and Punjab.

Food security, nutrition, and livelihoods	
Outcome: The basic food needs of 10,000 flood-affected families (approximately 70,000 people) are met.	
Outputs	Activities planned
Output 1.1 10,000 flood-affected families (approximately 70,000 people) have received food packs	Undertake local procurement of food packs following IFRC procurement procedures
	Undertake food quality testing and inspection
	Transport food parcels from PRCS warehouses to distribution sites in accordance with the distribution plan
	Distribute food parcels to 10,000 families

Table 6: Summary of distribution of food items

Region	District	No. of families
AJK	Bagh	200
	Poonch	200
	Haveli	400
GB	Astore	200
	Sakardu	200
Punjab	Sialkot	2,250
	Multan	2,000
	Hafizabad	1000
	Jhang	2,500
	Khushab	550
	Gujrat	500
TOTAL		10,000



Beneficiary verification and food distribution.

The food packs provide sufficient calories per day for a family of 7 for 15 days.

Source: IFRC

The contents of the PRCS dry food parcel are as follows:

Sr. #	Items	Packing weight	Unit of measure	Calories per unit	Calories per packing size (per 15 days)	Calories per day (for family of 7)	Calories per day (per person)
1	Wheat Flour (20)	20	KG	3,390	67,800	4,520	645.71
2	Rice	15	KG	3,650	54,750	3,650	521.43
3	Lentils (Daal Channa)	6	KG	1,091	6,546	436	62.34
4	Lentils (Daal Masoor)	6	KG	3,460	20,760	1,384	197.71
5	Ghee	5	KG	8,760	43,800	2,920	417.14
6	Sugar	7	KG	3,970	27,790	1,852	264.67
7	Tea	1	KG	10	10	0.67	0.10
8	Salt	1	KG		-	-	-
Total		61		24,331	221,456	14,763.73	2,109.10

In keeping with its commitment of beneficiary accountability and organisational learning, the PRCS dispatched teams from its national headquarters in Islamabad to administer post-food distribution questionnaires which provided recipients of PRCS food packs with an opportunity to comment on quality markers such as the quantity, timeliness, quality and relevance of the items distributed. An IFRC team also visited the distribution sites to monitor and provide feedback to the PRCS teams.

Data from 66 post distribution monitoring questionnaires was analysed and the key findings reflected in a beneficiary satisfaction survey report.

Ninety eight per cent of the respondents - a homogenous targeted population, expressed satisfaction with the PRCS food distribution. However, while the sample size was too small to conclusively represent beneficiaries' satisfaction, the exercise indicated that more focus needs to be placed on the development of monitoring tools and methods to collect feedback from beneficiaries. The next step will be to be more consistent in using the feedback to tailor interventions that meet the needs of the people affected by disasters or crises. These gaps were well noted and with the support of the IFRC, will be addressed through pre-monsoon season preparedness actions. The report also highlighted the follow-up actions needed – review of questionnaires, calculation of sample size, improved data management system, among others – which will be looked into in the coming weeks to ensure that subsequent surveys are more robust.

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2. Click **here** to return to the title page

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.

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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.
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Disaster Response Financial Report
MDRPK010 - Pakistan - Monsoon Floods
 Timeframe: 11 Sep 14 to 11 Apr 15
 Appeal Launch Date: 22 Sep 14
 Final Report

Selected Parameters			
Reporting Timeframe	2014/9-2015/6	Programme	MDRPK010
Budget Timeframe	2014/9-2015/4	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

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
A. Budget		1,122,723				1,122,723	
B. Opening Balance							
Income							
Cash contributions							
<i>American Red Cross</i>		95,092				95,092	
<i>Canadian Red Cross (from Canadian Government*)</i>		101,522				101,522	
<i>China Red Cross, Hong Kong branch</i>		58,618				58,618	
<i>European Commission - DG ECHO</i>		351,254				351,254	
<i>Finnish Red Cross</i>		27,404				27,404	
<i>Hewlett Packard Co. Foundation</i>		23,899				23,899	
<i>Japanese Government</i>		97,914				97,914	
<i>Japanese Red Cross Society</i>		87,579				87,579	
<i>Other</i>		229				229	
<i>Red Cross of Monaco</i>		10,068				10,068	
<i>Swedish Red Cross</i>		269,096				269,096	
C1. Cash contributions		1,122,676				1,122,676	
C. Total Income = SUM(C1..C4)		1,122,676				1,122,676	
D. Total Funding = B + C		1,122,676				1,122,676	

* 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. Opening Balance							
C. Income		1,122,676				1,122,676	
E. Expenditure		-989,352				-989,352	
F. Closing Balance = (B + C + E)		133,324				133,324	

Disaster Response Financial Report

MDRPK010 - Pakistan - Monsoon Floods

Timeframe: 11 Sep 14 to 11 Apr 15

Appeal Launch Date: 22 Sep 14

Final Report

Selected Parameters

Reporting Timeframe	2014/9-2015/6	Programme	MDRPK010
Budget Timeframe	2014/9-2015/4	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

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	
BUDGET (C)			1,122,723			1,122,723		
Relief items, Construction, Supplies								
Shelter - Relief	256,545		53,504			53,504	203,041	
Clothing & Textiles			43,745			43,745	-43,745	
Food	530,000		518,391			518,391	11,609	
Water, Sanitation & Hygiene			2			2	-2	
Medical & First Aid	60,000		47,633			47,633	12,367	
Utensils & Tools			59,512			59,512	-59,512	
Total Relief items, Construction, Sup	846,545		722,786			722,786	123,759	
Logistics, Transport & Storage								
Storage	19,000		21,510			21,510	-2,510	
Distribution & Monitoring	28,568		33,498			33,498	-4,930	
Transport & Vehicles Costs	65,825		66,619			66,619	-794	
Logistics Services	10,000		12,500			12,500	-2,500	
Total Logistics, Transport & Storage	123,393		134,126			134,126	-10,733	
Personnel								
National Staff	16,500		11,980			11,980	4,520	
National Society Staff	14,400		7,359			7,359	7,041	
Volunteers	15,000		19,395			19,395	-4,395	
Total Personnel	45,900		38,734			38,734	7,166	
Consultants & Professional Fees								
Consultants	14,000		10,371			10,371	3,629	
Professional Fees	10,000		1,294			1,294	8,706	
Total Consultants & Professional Fees	24,000		11,665			11,665	12,335	
Workshops & Training								
Workshops & Training			1,996			1,996	-1,996	
Total Workshops & Training			1,996			1,996	-1,996	
General Expenditure								
Travel	400		6,578			6,578	-6,178	
Information & Public Relations			4,615			4,615	-4,615	
Office Costs	1,000		1,277			1,277	-277	
Communications	5,000		736			736	4,264	
Financial Charges	600		-1,197			-1,197	1,797	
Other General Expenses			351			351	-351	
Shared Office and Services Costs	7,362						7,362	
Total General Expenditure	14,362		12,360			12,360	2,002	
Indirect Costs								
Programme & Services Support Recovery	68,523		59,908			59,908	8,615	
Total Indirect Costs	68,523		59,908			59,908	8,615	
Pledge Specific Costs								
Pledge Earmarking Fee			5,076			5,076	-5,076	
Pledge Reporting Fees			2,700			2,700	-2,700	
Total Pledge Specific Costs			7,776			7,776	-7,776	
TOTAL EXPENDITURE (D)	1,122,723		989,352			989,352	133,371	
VARIANCE (C - D)			133,371			133,371		