

# Emergency Plan of Action Final Report

## Myanmar: Monsoon Floods 2018

<b>DREF operation</b>	<b>Operation n° MDRMM011</b>
<b>Date of Issue:</b> 28 February 2019	<b>Glide number:</b> <a href="#">FL-2018-000124-MMR</a>
<b>Operation start date:</b> 9 August 2018	<b>Operation end date:</b> 9 December 2018
<b>Host National Society:</b> Myanmar Red Cross Society	<b>Operation budget:</b> CHF 297,116
<b>Number of people affected:</b> 147,613	<b>Number of people assisted:</b> 29,140 <sup>1</sup>
<b>N° of National Societies involved in the operation:</b> Myanmar Red Cross Society (MRCS) is working with the International Federation of Red Cross and Red Crescent (IFRC), International Committee of the Red Cross (ICRC) and Partner National Societies with presence in Myanmar.	
<b>N° of other partner organizations involved in the operation:</b> Department for Disaster Management (DDM), Department of Meteorology and Hydrology (DMH), General Administration Department (GAD), Ministry of Social Welfare, Relief and Resettlement, Ministry of Health and Sports, United Nations Office for the Coordination of Humanitarian Affairs (OCHA).	

## A. SITUATION ANALYSIS

### Description of the disaster

Heavy seasonal monsoon brought strong winds and heavy rains across Myanmar since the beginning of July 2018, causing increased water levels in major rivers and floods in many regions and states. The regions of Nay Pyi Taw, Bago, Tanintharyi, Magway, Sagaing and Ayeyarwady as well as Mon and Kayin states were reported to have been affected.

Due to heavy rainfall, the Department of Meteorology and Hydrology (DMH) noted several rivers which either exceeded or was close to danger levels. The DMH issued flood warnings for several rivers including Chindwin, Ngawun, Sittoung, Bago where water levels approached or exceeded the danger levels. It was reported that water had reached as high as eight (8) feet in some affected areas.



With the end of the monsoon season, flood waters receded in the affected villages prompting people to return to their places of origin. Photon taken in Kawa Twsp, Bago Region, 2018. (Photo: MRCS)

Based on information from the Government's Department for Disaster Management (DDM), a total of 147,613 people from 21,930 households were temporarily displaced and 16 people lost their lives due to the floods. The most-affected areas with reported displacements were Bago region (11,974 households), Mon (5,727 households) and Kayin states (4,229 households).

<sup>1</sup> This DREF operation targeted 15,000 people to be assisted as indicated in the EPoA. The figure of people reached (34,631 persons, 47% male, 53% female) includes direct beneficiaries from the cash-based intervention (11,835 persons); direct beneficiaries of the Health and WASH awareness sessions (5,491 persons); and the direct recipients of the NFIs (estimated of 17,305 persons or 3,461 households).

The displaced people had taken shelter in evacuation sites or stayed with relatives and host families. With flood waters receding as the monsoon culminated in mid-September, most of the people in evacuation sites or those living with host families and relatives, returned to their places of origin.

## Summary of response

### Overview of Host National Society

On 28 July 2018, the Myanmar Red Cross Society (MRCS) activated its Emergency Operation Centre (EOC) following their Standard Operating Procedures (SOP) for medium-scale disasters. The MRCS mobilized more than 200 volunteers at branch level and some 20 staff were responding in Nay Pyi Taw, Bago, Tanitharyi regions, and Mon and Kayin states. The MRCS also provided early warning messages to the population living in flood-affected areas in coordination with local authorities and DMH.

On 9 August 2018, the International Federation of Red Cross and Red Crescent Societies (IFRC) allocated CHF 297,116 from its Disaster Relief Emergency Fund (DREF) to support the MRCS in carrying out relief operations in Bago region, Mon, and Kayin states. These were undertaken through the provision of unconditional multipurpose cash grants in combination with dissemination of health, sanitation, and hygiene information and key messages to reduce the risk of disease outbreaks.

The MRCS conducted Rapid Needs Assessments (RANA) in twelve (12) townships of Bago, Kayin and Mon. The townships included in the assessment were selected in close coordination and detailed consultations with the state/region Red Cross branches, local authorities and available secondary data. Six (6) townships (from the 12 townships assessed) were selected based on the following criteria: proportion of affected population; provision of assistance by other actors; proportion of damage to livelihoods or loss of livelihoods; proportion of damage to shelters; accessibility; damage to water supply structure; damage to health facilities; and verification with village authorities.

Based on the RANA findings, the MRCS provided food, first aid and emergency health care services in the evacuation centres. Non-Food Items (NFIs) for the affected people were also distributed from prepositioned stocks in regional warehouses. These were implemented in coordination with respective Township Disaster Management Committees (TDMCs).

The assessment also confirmed that the markets were functioning, and the benefits of a cash-based intervention would support the immediate needs of the most vulnerable and boost the local market economy. This finding was reinforced following the recommendation from the Cash Technical Working Group (CTWG) to implement cash-based interventions.

The MRCS provided MMK 107,500 per household (approximately CHF 69.8) to a total of 2,600 households or 11,835 persons (47% male, 53% female). This aimed at supporting the immediate needs of the affected population in Kawa and Thanatpin of Bago region, Bilin and Kyaikmaraw of Mon state and Kyeissnki of Kayin state.

Post distribution monitoring (PDM) revealed that majority of the households (77.3%) used the cash for multiple purposes such as buying food, seeds, clothes and livestock while the remaining households (22.7%) used the cash for single purpose such as buying livestock only.

A total of 5,491 people (47% male, 53% female) were reached with Health and WASH awareness messages, while 3,461 households (or approximately 17,305 persons) were supported with hygiene parcels, hygiene kits, and/or dignity kits.



Win Win, 19 years old, lives with his mother in one of the flood-affected villages in Bago region. He received the cash grant from MRCS and said that he would use it to buy food and clothes. (Photo: IFRC)

This DREF replenished 2,000 hygiene parcels and 2,000 dignity kits that had been distributed in the initial response and across all floods affected areas. The MRCS mobilised resources from other partners to replenish the other items. This replenishment considers MRCS Logistics Development Plan aiming to optimise the pre-positioned NFI stocks and warehouse capacity with sufficient turn-around times, particularly for NFIs with perishable items.

## **Overview of Red Cross Red Crescent Movement in country**

In addition to the DREF, the MRCS received support for the flood response operations from the International Committee of the Red Cross (ICRC), Red Cross Society of China (RCSC), and Singapore Red Cross. These contributions were targeted to the procurement and distribution of relief items, safety and security equipment for staff and volunteers, transportation, and other operational and coordination requirements. The support from other Red Cross Red Crescent Partners have also been used to expand the reach of the unconditional cash grants. The MRCS also mobilised funds from its own Emergency Management Fund.

The Cash Implementation Guidelines prepared by the MRCS with support of the IFRC and American Red Cross were utilized to guide the cash-based activities in this operation. Further technical support from the American Red Cross was provided to the MRCS initial phase of the response.

The MRCS conducted planning and coordination meetings for the flood response operations through the EOC with participation of Movement partners. Further, all partners were updated on flood response during the Movement Coordination Meeting in September 2018.

## **Overview of non-RCRC actors in country**

The MRCS is recognised by the humanitarian actors as the first responder to the floods and the sole responder to more remote areas. In the early days of the response operation, the Government and the MRCS were the main providers of information on impact, needs, and the overall picture of the situation.

An allocation of funds from the Myanmar Humanitarian Fund (MHF) of USD one million (CHF 1 001 886,) and the Central Emergency Response Fund (CERF) Rapid Response window (USD 2.95 million; (CHF 2 955 563,75) were made on 17 August 2018 in response to the worsening flooding situation in Myanmar. The MRCS provided information to inform the operational response strategy of the MHF and CERF. The focus of the CERF allocation is on food security, WASH and shelter/non-food items.

The IFRC participated in interagency coordination meetings and the technical working group for cash-based interventions providing information on the MRCS response and to align strategies for cash distributions among the actors. In addition to the support of Red Cross Red Crescent Movement partners, MRCS received support from partner organisations and agencies, corporate partners as well as the general public towards the flood response operations.

The government coordinated the response at state and region levels and partially activate its EOC at the country's capital in Nay Pyi Taw. The MRCS branches in the affected states and regions coordinated with local authorities and other humanitarian and development actors at the local level to avoid overlap and ensure the most effective use of available resources.

## **Needs analysis and scenario planning**

### **Needs Analysis**

As initial rapid need assessment, major needs were for non-food items, food, water and medical and welfare services in the temporary evacuation sites. As the water receded and people moved back to their homes in September 2018, the main needs were around basic needs, livelihoods, basic health care and health awareness, hygiene and sanitation knowledge and awareness.

### **Basic needs and livelihoods**

The damage to agricultural assets such as farmlands, seeds, livestock, and to aquaculture as large parts of the affected areas have commercial fish farms, have caused disruption of income from livelihoods and difficulties to access essential items such as sleeping kits and hygiene materials especially for women and children. Considering that the markets were functioning, cash-based approach was prioritized to support the local communities and to stimulate the local economy.

### **Health**

Key health problem as identified by the initial rapid assessment included skin problems (19%), acute respiratory infections (15%), diarrhoea (12%), dysentery (5%), cholera (4%) and other (39%). Main constraints for households to access health services is primarily due to distance (57%) and lack of money (20%), though other reasons include damaged or inadequate health facilities (13%), lack of medicine in health facilities (11%), and insecurity (12%).

### **Water, sanitation and hygiene**

There was need of safe drinking water, raising awareness for safe water handling, vector-borne diseases, and personal hygiene.

### **Protection, Gender and Inclusion**

It is crucial that the support reaches to all people without discrimination, addressing different needs and considering gender, age, physical ability, culture and language. A grievance mechanism or system to address cases of exclusion from registration and assistance distribution is also necessary following the principle of non-discrimination in access to assistance and services.

### **Risk Analysis**

At the start of the operation, high intensity floods sometimes made roads unpassable or otherwise made it unsafe to use, and heavy rains caused muddy and slippery roads making driving on hills dangerous. In some cases, relief items could only be reached by walking through the mud.

The risk to safety of staff and volunteers due to landslides, flash flood and general bad weather has reduced over the course of the operation. MRCS and IFRC monitored security risks and discussed mitigation measures needed. This included safety of staff and volunteers and safety of the beneficiaries of the operation.

## **B. OPERATIONAL STRATEGY**

The overall strategy of MRCS floods operation included:

- Carry out initial rapid need assessment immediately at the initiation of flood. Use Kobo tool and mobile phone for data collection so that analysis could be done immediately and provide support to the people affected by flood.
- Distribute food, NFIs and hygiene articles from donations and from relief items prepositioned in MRCS warehouses. This DREF supported mobilization costs of the volunteers.
- Provide key hygiene and sanitation messages to targeted population.
- Mobilize communities and volunteers for clean-up exercises.
- Supplement the capacity of MRCS branches in affected areas from headquarters and other states and regions (support to volunteers, monitoring visits and media visits).
- Carry out detail assessment for cash-based interventions to meet the immediate needs people affected by the floods.
- Get additional support to the response operation through deployment of Regional Disaster Response Team (RDRT).
- Support to the operation of EOC including equipment and operational costs.
- Refresher training for volunteers and staff in electronic data collection.
- Procurement of Emergency Response Team Kits for MRCS branches.
- Support to organizing a lesson learned workshop following the operation.

Based on the overall response strategy, this DREF provided unconditional multipurpose cash grants and essential hygiene articles for the most affected vulnerable people and overall operational support to MRCS for an effective and efficient floods response. Replenishment of NFIs and transport of items and food items were covered through contributions from other donors and sources.

Priority was given to the most vulnerable people affected by the floods including female-headed households, people with disabilities and the elderly. MRCS utilized its Community Engagement and Accountability (CEA) minimum standards in this operation to engage the affected populations to influence and monitor the type and quality of services provided by MRCS. The field teams used Information, Education and Communication (IEC) materials (e.g. flyers, vinyl boards) and face-to-face meetings to mobilize communities and share information on the response operation. Importantly, beneficiary selection criteria, feedback mechanisms, process of distribution, size of the multipurpose cash grants and other key information were shared with community members and leaders at regular intervals.

The MRCS EOC used its 3W (what, where, when) excel information database that collates all information on disasters, impact and assistance provided. It is significantly improving the operational planning and oversight of services delivered. Gender and disability were included in its regular reporting such as numbers of men and women supported. The MRCS integrated sectors, primarily by combining multiple activities in the same household visits (e.g. pairing cash transfer programming with WASH and health activities). MRCS maintained close contact with local leadership and authorities for coordination of its response and continue the dialogue with the people affected by the floods through its network of community and Red Cross volunteers.

As part of its Community Engagement and Accountability (CEA) minimum standards, MRCS set up a feedback mechanism through which people in the target communities could reach MRCS with questions and comments. The hotlines were managed by trained volunteers and information of the hotlines was disseminated during the assessments and community meetings. MRCS also collected feedback on its response activities in exit surveys and as part of the post distribution monitoring.

## C. DETAILED OPERATIONAL PLAN



### Livelihoods and basic needs

People reached: 11,835 (2,600 households)

Male: 5,634

Female: 6,201

#### Livelihoods and basic needs Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods

Indicators:	Target	Actual
Number of households that have enough cash to meet their survival threshold	2,600	2,600 (100%)

#### Livelihoods and basic needs Output 1.5: Households are provided with unconditional/multipurpose cash grants to address their basic needs

Indicators:	Target	Actual
Number of crisis-affected people assisted through cash-based intervention	13,000	11,835 (91%) <sup>2</sup>

#### Narrative description of achievements



A total of 2,600 households from 22 villages affected by floods received multipurpose cash grants of MMK 107,500 (approximately 69.8 CHF) in Kawa and Thanatpin of Bago region, Bilin and Kyaikmaraw of Mon state and Kyeissnki of Kayin state.



The amount (MMK 107,500) covers 60% of the minimum expenditure basket which includes food for a family of five (5) for one (1) month, medical expenses and transport, hygiene items and a small amount for shelter items.



In the beginning, it was planned that MRCS would provide MMK 75,000 for each household. The weakening of the MMK against the USD during the operation translated into price increases including transport costs and it was decided to increase the cash transfer value accordingly.

A glimpse of the cash distribution to flood-affected families in Bago Region. (Photo: MRCS)

The households targeted with cash-based interventions were not the same that received NFIs at the onset of the response. Exit survey was carried out at each distribution point to gain insight into perceptions of beneficiaries. Almost all respondents said that they were satisfied with cash distribution of MRCS.

<sup>2</sup> The actual number of people reached is below the target due to the lower family size.

The PDM was carried out after 15 days of cash distribution. Most of the households (92%) said that they found the materials that they intended to buy in the market. In 57% of the households, it was the wives who decided how to use the cash while 12% reported that it was husbands doing so. The remaining proportion of households indicated that decision making was jointly done.

**Chart 1: Uses of Cash by Households**

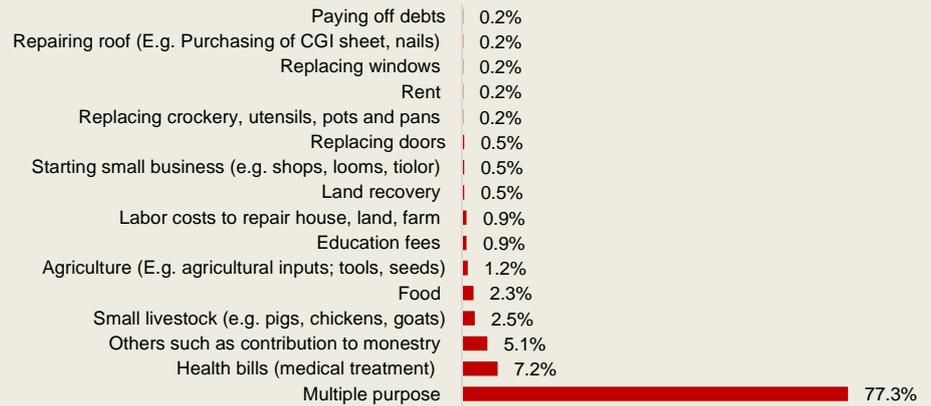
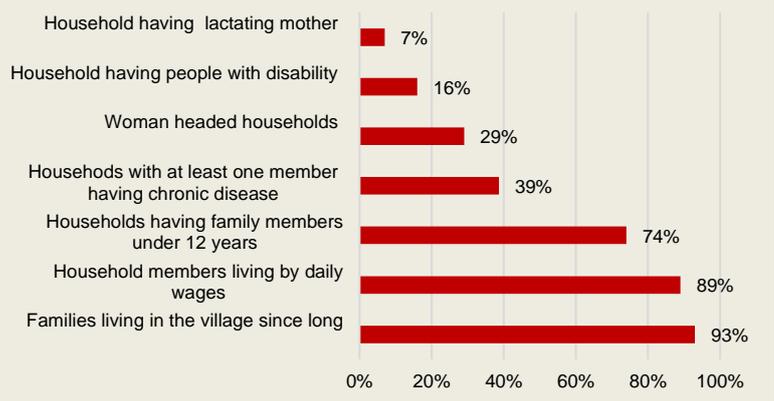


Chart 1 shows the uses of cash by households. Majority of the households (77.3%) used the cash for multipurpose such as buying food, seeds, clothes and livestock while the remaining households (22.7%) used the cash for single purpose. Some of them bought livestock only (2.5%) and food only (2.3%).

In total, 88% of the respondents said that the market price increased compared to the situation prior to the floods. This justifies why price increase should be considering during planning of cash-based interventions.

A total of 11,835 people (47% male, 53% female) from 2,600 households benefitted from the cash grants. The beneficiary selection criteria included four (4) specific qualifications, including: not receiving additional unconditional support above MMK 75,000 from any other organization/group, residing in a targeted village, having a partially damaged shelter/farm-land, and having daily labour or unskilled labour as livelihoods source. In addition to these core criteria, the beneficiary should have a minimum of one (1) category indicated in Chart 2.

**Chart 2: Household Characteristics Receiving Cash grants**



Most of the households (89%) depend on daily wages followed by households having family members under 12 years (74%), and households having at least one member with chronic disease (29%). Altogether 29% of the households are woman-headed households and 16% have people with disability. Majority of households fall under multiple categories. For instance, households depending on daily wages also have people with disability. The thorough beneficiary selection criteria and process ensured that MRCS was able to reach the very most vulnerable households affected by the floods.

Committees and sub-committees were formed in townships to identify households for the cash grants in 22 villages. The committees and sub-committees comprised of the Township General Administrator, representative/s from the Department of Disaster Management (DDM), community leaders and 8-19 community members. These committee members are selected by the local communities and comprise of vulnerable groups. At least 30% of the committee members are women. Village committees conducted the verification process with facilitation support from the MRCS. This beneficiary selection and verification process included village-level community meetings where villagers, committee members, and the General Administration Department were involved.

Five trained volunteers facilitated the feedback and complaint mechanism in each village. There were options of a complaint box, complaint desk and a hotline number for feedback. The timeframe of response was one week. A documentation of all feedback and complaints and responses provided was managed but the MRCS at national headquarters.

A cash transfer programming (CTP) refresher training was conducted with the participation of ten (10) volunteers (70% male, 30% female). The training helped the volunteers, with previous experience on CTP, refresh their

knowledge on the details of the operations, and re-familiarize themselves with the MRCS CTP implementation guidelines.

The IFRC attended the National Cash Technical Working Group meeting in which the plans of the different cash agencies were discussed including the locations of the response. The CTWG confirmed that cash in envelopes would be the most feasible transfer mechanism in the context of the flood-affected areas.

Two (2) RDRT members; one with cash-based intervention (CBI) profile and another with a Planning, Monitoring, Evaluation and Reporting (PMER) profile supported the MRCS together with the IFRC Disaster Risk Management surge delegate.

### Challenges

- The information flow and amount of information received from the different townships was varied due to location, number and strength of branch volunteers. This challenge was minimized by intensive communication from National headquarters with branches who are unable to provide required information in the required timeframe. The PMER RDRT supported MRCS to further strengthen the monitoring and reporting tools and processes through facilitation of a PMER training, orientation/mentoring on exit survey and PDM, and developing the format for sectoral data collection.
- Limited access to some villages (e.g. Non-Government Controlled Areas) in Mon and Kayin states was another challenge. Through rigorous coordination with both the State Governments and Non-State actors, the MRCS was able to distribute cash in these areas. Considering the security situation in Myanmar, the importance to increase the dissemination of the Seven Fundamental Principles of RCRC and conduct safer access trainings for MRCS staff and volunteers were underscored.

### Lessons Learned/Good Practices

- Systematic relief distribution for both cash and NFIs to selected beneficiaries based on the criteria is only possible when clear assessment criteria is developed together with village committees.
- Use of multimedia, such as Viber, telephone and Facebook, is important for prompt communication between Headquarters EOC and Townships/State branches for early warning and immediate response.
- Preparedness is crucial to save lives and provide immediate response to the affected people. The MRCS together with TDMCs and Village Committees identified evaluation centres in many villages prior to the disaster. Furthermore, MRCS had emergency relief materials and volunteers ready for the response at region, state and township levels in the potential flood areas prior to the disaster.



## Health

**People reached:** 27,455 people  
Male: 12,904  
Female: 14,551

### Health Outcome 1: The immediate risks to the health of flood affected populations are reduced

Indicators:	Target	Actual
Number of households provided by NS with services to identify and reduce health risks	3,000	3,461 <sup>3</sup>

### Health Output 1.3: Community-based disease prevention and health promotion is provided to the target population

Indicators:	Target	Actual
Number of people reached with key health messages	15,000	27,455 <sup>4</sup>

### Narrative description of achievements

<sup>3</sup> This includes households who received hygiene parcels or hygiene kits and dignity kits and key messages on Health and WASH information during the distribution.

<sup>4</sup> This includes direct and indirect people reached by Health and WASH messages from 67 villages including the 22 targeted villages for direct interventions in Bago region, and Mon and Kayin states.

The MRCS conducted Health and WASH orientation sessions combined with multipurpose cash grants at distribution sites in Bago region, and Mon and Kayin states. People who visited cash distribution points were oriented through Health and WASH sessions prior to the start of the distribution.

Likewise, during the distribution of NFIs, MRCS volunteers conducted awareness sessions on Health education, Hygiene Promotion, and Mine Risk Education. They also shared knowledge and demonstrated on how to provide first aid following snake bites due to the increased risk brought about by the flood waters. Furthermore, Health and WASH messages were delivered during village cleanup activities following the floods.



MRCS conducts Health and Hygiene sessions for 374 people at the Ma Mauk distribution point. (Photo: MRCS)

A total of 5,491 people including elderly people, women, children and people with disabilities had participated in the health and WASH sessions in the five (5) townships. They were encouraged to share their knowledge with family members, therefore, remaining family members can be considered as indirect people reached.

Table 1: Number of people reached with Health and WASH messages		
Region/states	Township	Total
Bago	Kawa	2,990
	Thanatpin	1,118
Mon	Bilin	318
	Kyaikmayaw	548
Kayin	Kyarinnseikkyi	517
Direct people reached		5,491
Indirect people reached		21,964
Total number of people reached		27,455

With five (5) as the average family size in Myanmar, the estimated number of people indirectly reached by Health and WASH messages is estimated to be 27,455 persons. Table 1 demonstrates number of people reached per township. Awareness sessions and poster distributions were used to deliver the messages.

In four (4) townships of Bago region, MRCS has supported the evacuation and transportation of affected people to nearby health facilities in partnership with the DDM.

Table 2: Number of hygiene parcels, hygiene kits and dignity kits distributed				
State/Region	Hygiene Parcel <sup>5</sup>	Hygiene Kits <sup>6</sup>	Dignity Kits <sup>7</sup>	Total
Bago	913	313	682	1,908
Kayin	414	95	594	1,103
Mon	0	180	270	450
Total	1,327	588	1,546	3,461

The MRCS also distributed hygiene parcels, hygiene kits and dignity kits to 3,461 families in affected areas targeted through the DREF operation to prevent water-borne illnesses. Details of the distribution is presented in Table 2.

## Challenges

- MRCS activated its SOPs for medium scale of response that were designed in 2017. This was the third operation in which the SoPs were applied. Due to lack of full awareness of the SoPs not all functions were immediately activated and there was a shortage of human resources which could be fully devoted to the operation during its

<sup>5</sup> Hygiene Parcel MRCS standards: total 10 items which include, sanitary napkin 1, tooth brush 5, tooth paste 1, towel 5, bath soap 1, laundry soap 1, tissue 2 roll, detergent powder 1 packet, plastic cup 2, comb 1. (1 per family (5 members) for 1 week)

<sup>6</sup> Hygiene Kit MRCS Standards: total 18 items, which include Bucket 20 litres with lid 1, jerry can 20 litres with Tap 1, nail clipper 1, sanitary napkin 2 packet, tooth brush 5, tooth paste 160G 5, towel 5, bath soap 5, soap cup 5, Laundry soap bar 5, tissue roll 3, napkin local 2, detergent powder 500g 1, shampoo 180ml 1, Plastic cup 2, comb 1, mirror with hanger 1, water purification tablets 3 strips, disposable razors 5. (1 per family (5 members) for 1 month)

<sup>7</sup> 1 T-shirt, 1 female Longyi, 1 brasserie, 1 female underwear, 1 sanitary napkin, 1 nail clipper, 1 pair of slippers, 1 comb, 5 sachets shampoo, laundry soap bar, bag.

first phase. The SoPs will be translated to Myanmar language and the key elements disseminated to MRCS various departments at HQ and to staff and volunteers in disaster prone states and regions as part of MRCS disaster response capacity enhancement plan for 2019.

- Limited means of transportation due to the local situation challenged MRCS staff and volunteers to visit hard-to-reach areas. It could be improved through mobilisation of resources including for MRCS fleet, pre-agreements with transportation vessels/vehicles (e.g. boats and cars) before the onset of disasters and regular mapping of transportation options with stakeholders and partners.
- Drop-out of trained Emergency Response Team (ERT) volunteers is another constraint for MRCS for carrying out effective emergency response operation. Provision of additional incentives such as appreciation certificates and continuous training for the volunteers in specific areas such as Disaster Management and support services can help in the retention of trained volunteers.

#### Lessons Learned/Good Practices

- Combination of Health and WASH sessions, and Red Cross knowledge dissemination session with cash-based intervention is an effective way of implementing multiple activities efficiently in terms of human resource, time and administrative cost.



### Water, sanitation and hygiene

People reached: 27,455 people

Male: 12,904

Female: 14,551

#### Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities

Indicators:	Target	Actual
Number of people provided with safe water services that meet agreed standards according to specific operational and programmatic context	15,000	27,455

#### Output 1.1: Continuous assessment of water, sanitation, and hygiene situation is carried out in targeted communities

Indicators:	Target	Actual
Number of assessments and monitoring visits undertaken	3	3

#### Output 1.3: Adequate sanitation which meets Sphere standards in terms of quantity and quality is provided to target population

Number of clean-up campaigns/events conducted to support environmental sanitation interventions according to context <sup>8</sup>	50	71
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#### WASH Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population

Number of households reached with key messages to promote personal and community hygiene	3,000	5,491
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#### Narrative description of achievements

Following the initial rapid need assessment, the MRCS provided immediate relief items in the flood-affected areas. This was followed by the assessment for providing multipurpose cash grants in Bago region, and Mon and Kayin states, and the WASH assessment in Kayin and Mon States.

MRCS volunteers have supported a total of 71 clean-up activities following the floods. In Bago Region, this includes 5 schools and 35 villages. In Mon State, MRCS volunteers provided support to clean 31 villages.



MRCS volunteers carrying out Health and Hygiene Promotion Session in Kayikmayaw Township, Mon State. (Photo: MRCS)

<sup>8</sup> Indicator was changed from EPoA and reflected in the Operational Update.

Altogether 2,000 hygiene parcels and 2,000 dignity kits were procured and replenished locally by the MRCS. The IFRC also provided technical support for the procurement of these hygiene parcels and dignity kits.

As mentioned in the Health section, awareness sessions on hygiene promotion including hand washing and personal hygiene were conducted together with Health sessions. Therefore, people reached by WASH awareness sessions are the same people reached by Health awareness sessions. A refresher training was provided for the volunteers that carried out the awareness sessions on hygiene and health. Key topics of the training included household level water treatment, personal hygiene including awareness raising methodologies and use of IEC materials. In total 76 persons were trained (42 male, 34 female).

### Challenges

Documentation of the Health and WASH activities was relatively challenging as the focus of the volunteers was more on service delivery during emergency rather than documentation and reporting of the services. This was improved in the second half of the operation as reporting was emphasized during the DREF operation coordination meeting organized by MRCS Yangon branch office. Furthermore, a simple excel format was developed and provided to volunteers for collecting sectoral activities data and reporting to the EOC.

### Lessons Learned/Good Practices

- Inter region-state support has been one of the remarkable practices of MRCS for timely delivery of the services in emergencies. For instance, MRCS Bago region branch office distributed emergency relief materials in Mon state, and MRCS Mon state branch office distributed relief items in bordering townships in Kayin state.
- Combining of relief distribution with health knowledge sharing talk, first aid, Red Cross knowledge, awareness on mining and snake bites was considered an effective approach to reach vulnerable people with awareness messages and education, in an effective and efficient manner.



## Protection, Gender and Inclusion

People reached: 34,631<sup>9</sup>

Male: 16,348

Female: 18, 283

**Inclusion and Protection Outcome 1: Communities identify the needs of the most vulnerable and particularly disadvantaged and marginalised groups, as a result of inequality, discrimination and other non-respect of their human rights and address their distinct needs**

Indicators:	Target	Actual
The operation demonstrates evidence of addressing the specific needs to ensure equitable access to disaster response services	Yes	Yes

**Inclusion and Protection Output 1.1: NS programmes improve equitable access to basic services, considering different needs based on gender and other diversity factors**

Indicators:	Target	Actual
MRCS ensures improved equitable access to basic services, considering different needs based on gender and other diversity factors	Yes	Yes

**Narrative description of achievements**

<sup>9</sup> This is aligned with the number of people reached directly by the operations.

The MRCS included gender and diversity issues in activities of the operations. Related questions were included in assessments and surveys such as initial rapid need assessment, exit survey, PDM and relief distribution. The beneficiary selection criteria were developed together with district and village committees so that the most vulnerable people can get services. Disaggregated data were collected and analysed to identify the most vulnerable people.



Participants learned about the importance of addressing gender and diversity issues in the operation through the gender and diversity orientation held in Yangon. (Photo: MRCS)

During the cash-based intervention refresher trainings, a session on protection, gender and social inclusion was included, which enabled the volunteers to understand Protection, Gender and Inclusion (PGI) concerns and solutions to address in their work. Further, the assessment forms were revised to better capture findings, concerns and needs around PGI. MRCS applied a thorough beneficiary selection criteria and process in order to reach the most vulnerable groups as part of a learning from previous operations. For example, 39% of the selected households have at least one person with a chronic disease, 16% of the households are living with a disability and 29% of the households are headed by women.

Furthermore, one-day gender and diversity orientation which was attended by 25 MRCS staff and volunteers, covered several important topics such as the MRCS Child Protection Policy, Washington group questions regarding disability, MRCS gender and diversity policy, and the Minimum-standards for PGI in emergencies.

#### Challenges

- The MRCS has gender and diversity policy and focal team. However, as PGI is emerging concept in RCRC Movement, it was challenging to convey the concept of PGI at the beginning and further training and awareness raising is required to apply the concept in design and implementation of response operations.

#### Lessons Learned/Good Practices

- Integration of PGI sessions in trainings, for instance, in the cash-based intervention refresher training provided Red Cross staff and volunteer ideas about integration of PGI issues in assessments and service delivery.

## Strengthen National Society capacities and ensure sustained and relevant Red Cross and Red Crescent presence in communities

**Outcome S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform**

Indicators:	Target	Actual
MRCS has strengthened response preparedness capacities	Yes	Yes

**Output S1.1.7: MRCS capacity to support community-based disaster risk reduction, response and preparedness is strengthened**

Indicators:	Target	Actual
MRCS EOC and target states/region are better equipped to respond to disasters	4	4

#### Narrative description of achievements

The MRCS digitized its rapid need assessment form, exit survey, and PDM questionnaire, and used the KoBo tool for collecting data. Digitalization is seen as an important step to improve data collection and analysis in a systematic way for informed decision making as well as storage of the data in one platform. Furthermore, volunteers were trained on how gather data using smart mobile phone through KoBo.



PMER Training for MRCS staff and volunteers held in Yangon. (Photo: MRCS)

Likewise, the MRCS conducted PMER training for PMER and program staff at Headquarters, and volunteers from Bago region and Mon and Kayin states in November 2018 in Yangon, Myanmar. The objective of the training was to equip staff and volunteers of MRCS with relevant knowledge and skills on planning, monitoring and evaluation including data collection, analysis, and reporting to increase efficiency and effectiveness of program which would ultimately impact positively to the target population. A total of 26 people participated in the training. The participants developed their six-month work plans on how they would use their PMER skills in practice.

Preposition of safety and security equipment is another area where the DREF operation supported MRCS. A total of 22 sets of safety and security equipment including life jackets were procured for the MRCS branches. While the information technology (IT) equipment planned in the beginning of the operation was removed during budget revision, the devices and equipment needed for this operation was made available from other MRCS departments. The resulting savings from this were used to increase the cash grant amount.

### Challenges

- The PMER training was facilitated by the PMER RDRT in English language. It was difficult for both facilitator and participants to take the session ahead in the beginning of training due to language barrier. The problem was resolved by hiring a professional translator who had previous experience of working with the MRCS.

### Lessons Learned/Good Practices

- Translation of training presentation slides in Myanmar language is crucial for the effectiveness of the PMER training. Provision of translator and/or MRCS PMER co-facilitator will help enhance learning.

## Ensure Effective International Disaster Management

### Outcome S2.1: Effective and coordinated international disaster response is ensured

Indicators:	Target	Actual
Movement Coordination meeting organized and updates are provided to the Movement Partners	Yes	Yes
<b>Output S2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained</b>		
Indicators:	Target	Actual
2 RDRT members deployed	2	2
<b>Output S2.1.4: Supply chain and fleet services meet recognized quality and accountability standards</b>		
Technical support for procurement and supply chain of relief items provided to MRCS.	Yes	Yes
<b>Output S2.1.6: Coordinating role of the IFRC within the international humanitarian system is enhanced.</b>		
3 coordination meetings with other stakeholders	3	3

### Narrative description of achievements

Immediately after the onset of the floods, the MRCS activated its EOC and called coordination meetings among the Movement partners in-country. Partners that did not have presence in country received updates on the floods through the Operations Coordinator in IFRC Asia Pacific Regional Office, Kuala Lumpur, Malaysia.

The IFRC allocated CHF 297,116 on 9 August 2018 from its DREF to support MRCS in carrying out the operations. ECHO contributed to the replenishment of the DREF allocation with approximately 50%. One (1) IFRC delegate based in Myanmar was assigned for coordination and two (2) RDRT members were deployed to provide technical and operational support the MRCS, from Maldives Red Crescent Society in the area of cash-based interventions, and from Nepal Red Cross for PMER.

Logistics support was provided through the capacity of the MRCS Logistics built over the past years supported by the IFRC and Danish Red Cross Logistics Delegate based in Myanmar. The IFRC Country Office and AP Operational Logistics, Procurement and Supply Chain Management (OLPSCM) department supported MRCS in the procurement of NFIs in accordance with the operation's requirements and aligned to IFRC's Logistics standards, process and procedures.

The IFRC participated in the Humanitarian Country Team (HCT) meetings. The MRCS and IFRC involved in relevant government-led cluster information sharing, planning, and analysis platform at all levels. The MRCS and American Red Cross (as representative of the behalf of the Red Cross Movement) are active members of the Cash Peer Working Group of the HCT system.

The MRCS with IFRC attended and provided update on the situation to UNOCHA coordination meeting that took place immediately after the disaster. The MRCS provided data on needs and gaps to UNOCHA that informed the integrated strategy and sector prioritisation for the allocations from the CERF and MHF.

The IFRC attended the CTWG meeting led by WFP to assess the most suitable modality for the cash transfer. CTWG recommended cash in envelopes as the most effective modality in this operation. The MRCS carried out cash-based intervention to support 2,600 households in this operation based on the recommendation from CTWG and the assessment results. The National Society has experience in cash-based intervention from previous response operations.

Furthermore, the MRCS was able to establish good coordination with local authorities in the targeted areas including the General Administration Department, Fire Brigade, Police, Military, Health and key stakeholders such as community-based organizations, and communities.

#### Challenges

- Internal and interdepartmental coordination would benefit from improvement in order to reduce unnecessary hurdles in the decision-making and overall management of the operation. Dissemination and awareness raising of the SoPs at all levels will ease many of these issues.
- The lack of full-time dedicated MRCS staff for disaster response including support staff was considered a challenge. For future operations, it is recommended to increase the deployment of volunteer and staff from the start of the operation, explore the possibility of sharing HR among Movement partners and assigning partners' staff temporarily to fill operational gaps, and maximize the use of local capacities (e.g. NDRTs in Branches not affected by the disaster).

#### Lessons Learned/Good Practices

- The operation was considered to have been well-coordinated with local stakeholders allowing cooperation with local authorities and gaining acceptance and trust from communities to be able to deliver assistance in the affected area.
- By participating in coordination mechanisms through the Cluster approach, humanitarian assistance can be better coordinated among all stakeholders to avoid duplication.

## Influence others as leading strategic partners in humanitarian action and community resilience

**Outcome S3.1: The IFRC secretariat, together with National Societies uses their unique position to influence decisions at local, national and international levels that affect the most vulnerable.**

**Output S3.1.1: IFRC and NS are visible, trusted and effective advocates on humanitarian issues**

Indicators:	Target	Actual
# of communications materials produced (social media, media articles, interviews, etc.)		9

**Output S3.1.2: IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming**

Number of surveys (exit survey and PDM) and lessons learnt workshops conducted.	3	3
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**Narrative description of achievements**

The IFRC Asia Pacific Regional Office twitter account posted during the height of the emergency and reached nearly 39,000 people. Other materials produced include a collective webpage that provides key updates on the flood situation in Southeast Asia, including Myanmar.

Some examples can be found here:

<https://twitter.com/IFRCAsiaPacific/status/1023177435884339202>

<https://twitter.com/ifrcasiapacific/status/1034983495485939712?lang=en>

Other materials produced include a collective webpage that provides key updates on the flood situation in Southeast Asia, including Myanmar.

<https://media.ifrc.org/ifrc/2018/07/30/asia-pacific-multiple-disasters-affect-millions-in-the-region/>

The MRCS has experienced staff trained on using mobile phone data collection tool for surveys. The exit survey was carried out at each distribution point of the cash-based intervention to gain insight of the perceptions of beneficiaries towards the distribution. This enabled MRCS to undertake immediate corrections for the subsequent distributions.

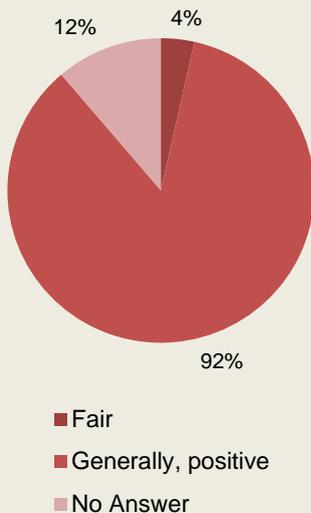


MRCS conducting exit survey with the recipients of the multi-purpose cash grants in Kawa Township, Bago Region. (Photo: MRCS)

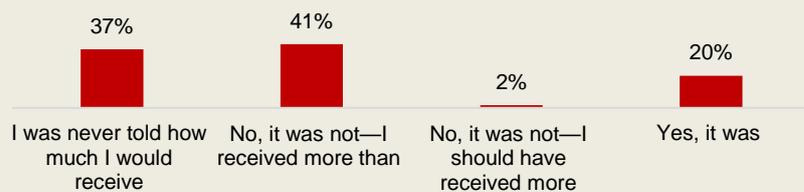
In general, positive responses were received from the exit survey results coming from 397 respondents (68% Female, 32% Male). Majority of the respondents (92%) said that they feel generally positive and satisfied (99.5%) with the cash distributions done by MRCS. The remaining respondents who were unsatisfied said that they had either travelled too far, waited too long, or the money was not enough.

For future operations, it is also important to strengthen the communication with beneficiaries to ensure the access to adequate information on the size and purpose of cash grants and the rationale of the amount. It was either they did not know beforehand how much they would receive (37%), that they thought they were receiving less (41%), or they feel that they should have received more (2%).

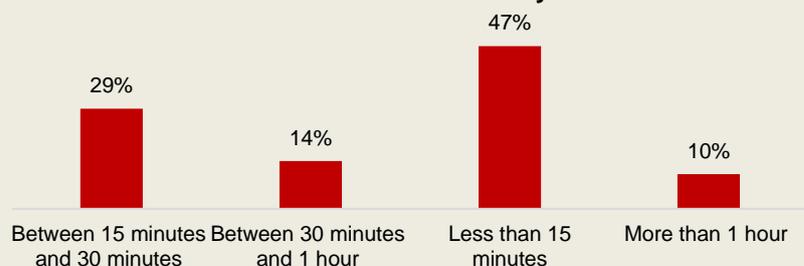
**Chart 3. What is your overall impression of the Myanmar Red Cross Society after participating in today's distribution?**



**Chart 4. Was the amount of money you were told you would receive the same as the amount of money you got today?**



**Chart 5. How much time did you have to spend to get to the distribution today?**



Similarly, PDM was carried out around 15 days after the multipurpose cash distribution. Key findings of the PDM is presented under the Livelihoods and Basic needs section. The findings from the PDM will help to improve future operational design.

Both surveys used systematic random sampling method. The sample size was calculated at 95% confidence level and 5% margin of error. The PMER RDRT oriented 25 MRCS staff and volunteers on post distribution monitoring purpose, tools, key questions, sampling technique, respondent selection, and interview techniques.

The MRCS conducted two-day Lessons learned workshop in the first week of December 2018. The main purpose was to capture the good practices, challenges, and lessons learned by reviewing the MRCS flood response operation supported by the DREF. Thereafter, the participants discussed recommendations to address key issues summarized through an action point matrix.

A total of 30 participants including MRCS senior management, representatives from region and states, departments, IFRC, ICRC and PNS participated in the workshop. The key recommendations and results of the workshop are incorporated in this report. For more details, please refer to the Lessons Learned Workshop Report.



MRCS staff and volunteers discuss key issues faced in the operations during the Lessons learned workshop in Yangon, Myanmar. (Photo: MRCS)

ECHO, being one of the donors contributing to the replenishment of the DREF, conducted a field visit in some of the targeted areas in November 2018 together with IFRC and MRCS.

Finally, the IFRC and MRCS Communications teams worked closely together to build public awareness around the humanitarian needs. The MRCS Communications Department captured video of the key events of the cash-based intervention such as beneficiary selection process and cash distribution. The MRCS also actively posts photos showing situation and response updates through its Facebook account that has around 206,000 followers.

### Challenges

- Only two (2) trained volunteers were available for the exit survey at each distribution point. It had been difficult for the volunteers to interview all the selected respondents as there were more than 30 at the distribution point especially in Bago region. In an average, one (1) staff/volunteer can only interview 15 respondents per day.
- Limitations were encountered during the Lessons learned workshop such as language barrier and time constraints. Due to time constraints, the IFRC and MRCS focused on discussing and agreeing on recommendations for the key issues and areas for improvement. While the areas which went well were validated by the participants, it is still important to continue the dialogue on those as there might be more specific recommendations to add on them.

### Lessons Learned/Good Practices

- The lessons learned workshop facilitation methodology used was brainstorming sessions in plenary and subgroups to extract key issues or things to be improved, but also identifying what went well and what could be future opportunities. This proved as an effective methodology easily followed by the participants resulting to concrete action points.
- As a result of the exit survey, it is worthwhile to explore how information dissemination can be further improved to better inform the targeted beneficiaries and how accessibility and arrangements of distribution points can be more responsive to the people's needs and constraints.

## Effective, credible and accountable IFRC

### Outcome S4.1: The IFRC enhances its effectiveness, credibility and accountability)

Indicators:	Target	Actual
IFRC enhances its effectiveness, credibility and accountability	Yes	Yes
<b>Output S4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders</b>		
Indicators:	Target	Actual
Percentage of financial reporting respecting the IFRC procedures	100%	100%

<b>Output S4.1.4: Staff security is prioritised in all IFRC activities</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
Staff security is prioritised in all IFRC activities	Yes	Yes
<b>Narrative description of achievements</b>		
<p>The IFRC provided the necessary operational support for review, validation of budgets, bank transfers, and technical assistance to National Societies on procedures for justification of expenditures, including the review and validation of invoices – ensuring that the National Societies is complying to standard financial IFRC procedures. MRCS has been supported for many years by the IFRC and is accustomed to these financial procedures.</p> <p>All procurement of relief items was conducted in accordance with the operation's requirements and aligned to IFRC's Logistics standards, process and procedures.</p> <p>IFRC has a security focal point who provided constant technical advice, specifically for travel of staff in the field. This operation was implemented in accordance with the IFRC Security Framework and Security Guideline.</p>		
<b>Challenges</b>		
<ul style="list-style-type: none"> <li>Delays in the timeliness of certain activities such as cash-based interventions and procurement of items affected the progress of the fund utilization rate.</li> </ul>		
<b>Lessons Learned/Good Practices</b>		
<ul style="list-style-type: none"> <li>For future operations, it is recommended to increase the deployment of HR not only for the implementation of activities but also to follow-up support services including finance, logistics including transport and procurement.</li> </ul>		

## **D. THE BUDGET**

DREF allocation approved for CHF 297,116 and 98% utilized. However, there is a small un-spent balance of CHF 6,166.83 remaining on DREF, as per procedure the un-spent balance amount will be returned to the DREF pot. Detailed expenditure is outlined in the [attached](#) final financial report.

## Contact information

### Reference documents

Click here for:

- [Previous Appeals and updates](#)
- [Emergency Plan of Action \(EPoA\)](#)

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

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

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#### **For planning, monitoring, evaluation and reporting (PMER) enquiries:**

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## How we work

All IFRC assistance seeks to adhere to the [Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations](#) (NGO's) in Disaster Relief and the [Humanitarian Charter and Minimum Standards in 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.

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



**Save lives,**  
protect livelihoods,  
and strengthen recovery  
from disaster and crises.



Enable **healthy**  
and **safe** living.



Promote **social inclusion**  
and a culture of  
**non-violence** and **peace**.

# DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/08-2019/1	Operation	MDRMM011
Budget Timeframe	2018/08-2018/12	Budget	APPROVED

Prepared on 08/Mar/2019

All figures are in Swiss Francs (CHF)

## MDRMM011 - Myanmar - Monsoon Floods

Operating Timeframe: 09 Aug 2018 to 09 Dec 2018

### I. Summary

Opening Balance	0
<b>Funds &amp; Other Income</b>	<b>297,116</b>
DREF Allocations	297,116
<b>Expenditure</b>	<b>-290,949</b>
Closing Balance	<b>6,167</b>

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

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter			0
AOF3 - Livelihoods and basic needs	208,342	225,308	-16,965
AOF4 - Health	2,430		2,430
AOF5 - Water, sanitation and hygiene	38,059	35,234	2,826
AOF6 - Inclusion, gender and protection			0
AOF7 - Migration			0
<b>Area of focus Total</b>	<b>248,831</b>	<b>260,541</b>	<b>-11,710</b>
SFI1 - Strengthen National Society capacities	20,675	4,973	15,701
SFI2 - Ensure effective international disaster management	25,480	21,044	4,436
SFI3 - Influence others as leading strategic partners	2,130	4,391	-2,261
SFI4 - Ensure a strong IFRC			0
<b>Strategy for implementation Total</b>	<b>48,285</b>	<b>30,408</b>	<b>17,877</b>
<b>Grand Total</b>	<b>297,116</b>	<b>290,949</b>	<b>6,167</b>

# DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/08-2019/1	Operation	MDRMM011
Budget Timeframe	2018/08-2018/12	Budget	APPROVED

Prepared on 08/Mar/2019

All figures are in Swiss Francs (CHF)

## MDRMM011 - Myanmar - Monsoon Floods

Operating Timeframe: 09 Aug 2018 to 09 Dec 2018

### III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
<b>Relief items, Construction, Supplies</b>	<b>214,447</b>	<b>212,466</b>	<b>1,981</b>
Water, Sanitation & Hygiene	14,600	13,284	1,316
Other Supplies & Services	18,240	17,575	665
Cash Disbursement	181,607	181,607	0
<b>Logistics, Transport &amp; Storage</b>	<b>4,400</b>	<b>7,749</b>	<b>-3,349</b>
Storage		21	-21
Transport & Vehicles Costs	4,400	7,728	-3,328
<b>Personnel</b>	<b>32,050</b>	<b>31,522</b>	<b>528</b>
International Staff	14,525	14,783	-258
National Staff		269	-269
National Society Staff	9,180	13,758	-4,578
Volunteers	8,345	2,712	5,633
<b>Workshops &amp; Training</b>	<b>11,881</b>	<b>13,654</b>	<b>-1,773</b>
Workshops & Training	11,881	13,654	-1,773
<b>General Expenditure</b>	<b>16,204</b>	<b>7,800</b>	<b>8,404</b>
Travel	9,400	4,702	4,698
Information & Public Relations	3,950	721	3,229
Office Costs	1,567	1,533	33
Communications	1,222	629	593
Financial Charges	65	214	-149
<b>Indirect Costs</b>	<b>18,134</b>	<b>17,757</b>	<b>376</b>
Programme & Services Support Recover	18,134	17,757	376
<b>Grand Total</b>	<b>297,116</b>	<b>290,949</b>	<b>6,167</b>