FINAL REPORT

Democratic Republic of Congo, Rwanda | Emergency Appeal

Emergency appeal №: MDRNYIRA21
First launched on: 01/06/2021

Glide №:
VO-2021-000059-COD

Final report issued on: 10/07/2023

Timeframe covered by final report:
From 23/05/2021 to 31/07/2022

Number of people targeted: 83,330 people

Number of people assisted: 143,406 people

Funding coverage (CHF): 2,391,286 (59.8%)
CHF 1,202,213 million through the IFRC Emergency Appeal
CHF 1,189,073 million Federation-wide

DREF amount initially allocated:
CHF 750,000

Following the seismic activities of Nyiragongo volcano, Rwanda Red Cross teams adapted their response to support vulnerable people © RRC

A. SITUATION ANALYSIS

Description of the crisis

The Nyiragongo volcano, located in Goma, eastern Democratic Republic of Congo, suddenly erupted on 22 May 2021, after nearly nineteen (19) years of lull. It last erupted on 17 February 2002.

Around 288,404 people were affected by the disaster in Nyiragongo territory, including 32 deaths. The earthquakes that followed the volcanic eruption caused cracks in buildings, roads, and other infrastructure, adding to the stress of an already traumatized population. Given the imminent danger to the population, 10 districts considered to be at high risk of eruption or seismic activity and home to around 400,000 people were ordered to evacuate on Thursday 27 May. Following this, the provincial authorities approved the gradual return of the inhabitants to Goma. This resulted in the return of displaced people to Goma from 8 June 2021.

The joint humanitarian response efforts carried out until 31 July 2022 by the National societies of DRC Red Cross and Rwanda Red Cross supported around 143,406 people through the different sectors (shelter, livelihoods and basic needs, health, water, sanitation and hygiene, protection, gender, and inclusion).

Nyiragongo volcano in eruption© DRC RC

The Disaster and Red Cross Red Crescent response to date

22 May 2021: Mount Nyiragongo erupts, affecting 288,404 people and leading to displacement of about 30,000 people within North Kivu and South Kivu provinces of DRC and into Rubavu district in Rwanda.

1. **23 May 2021: DRC Government activates contingency plan and set up a crisis cell, comprising local authorities, the UN and the RCRC Movement.**

2. **23 May 2021: IFRC allocated CHF 359,213 from DREF Fund to support emergency actions by DRC RC for 12,500 people in North Kivu**

27 May 2021: Government request evacuation of ten neighborhoods of Eastern Goma (400,000 to 500,000 people).

3. **30 May 2021: IFRC issues an Emergency Appeal for 11.6m Swiss francs to support 80,000 people in DRC and Rwanda. Second DREF allocation: CHF 90,787 for DRC and CHF 300,000 for Rwanda.**

7 June 2021: Local Authorities allow the displaced residents of Goma to return from their areas of temporary relocation in DRC and Rwanda

16 August 2021: IFRC Revised Emergency Appeal #1 for 4 million Swiss francs to support 80,000 people in DRC and Rwanda

23 November 2021: IFRC revised EPoA to support 80,000 people in DRC and Rwanda

17 February 2022: Emergency shelters built by DRC RC in Goma completely provided to 516 affected families and distribution of essential household items.

19 March 2022: International conference on volcanos in Goma with the theme "Monitoring and management of volcanic risks in the Virunga region: solutions and perspectives". North Kivu civil society launched an appeal to strengthen the monitoring system of Nyiragongo and Nyamulagira volcanos.

20 June 2022: IFRC operation update 5 and NCE (No Cost Extension) of Two (2) months in the calendar (Operation new end: 31 July 2022)

31 July 2022: The Nyiragongo volcano continues to be active and the Nyamulagira volcano is erupting. They deserve special attention, especially at Nyiragongo where significant degassing is observed every hour. The alert level remains YELLOW : OVG recommends Vigilance, (OCHA)

Summary of response

Overview of Host National Society
Democratic Republic of Congo Red Cross (DRC RC)

From the first moments of the disaster, the DRC Red Cross mobilized its volunteers and staff (409) through the local branch in North Kivu to contribute to the humanitarian response in different pillars of the operation (shelter, livelihoods and basic needs, health, water, sanitation and hygiene, protection, gender, and inclusion). Their main achievements during the operation are summarized below:

- Two rapid response teams (RRTs) were activated to provide first aid services, transport patients in need of further healthcare and support in conducting burials of the people found dead during the crises.
- A total of 4,613 people reached by first aid services. As the earthquake and the volcano destroyed the water infrastructure, with the support of IFRC and ICRC, the DRC RC was able to supply water to the affected households in temporary relocation sites (Goma, Nyiragongo, Mugunga).
- Construction of 4 blocks of latrines with 16 doors had been carried out at IDP site in Mujoga, as well as rehabilitation of 20 pit latrines and the harvesting of 10 water facilities: water harvesting facilities and establishing a friendly environment for females at a primary school in Mugara:

- Overall, 516 families affected by the disaster were supported with shelter emergency solutions built in Kibati and Bujare sites in Goma by 23 DRC Red Cross trained volunteers.
- Water harvesting system (impluvium) were installed in these 516 shelters.
- North Kivu branch received materials for the warehouse construction.
- A total of 1,575 households received essential household items (blankets, loincloths, mattresses, kitchen items, buckets, jerry cans, MHM kits, etc.).
- 4,725 mosquito nets procured and distributed to emergency shelter beneficiaries.
- 5,078 children received food (Masoso Porridge) during 1 month at a rate of three times a week.
- Psychological first aid was provided to people affected by Nyiragongo volcano explosion with 59679 people reached through 3,253 individual and group therapy sessions.
- Health and hygiene promotion activities conducted through door-to-door and through mass awareness activities reaching 124,296 people (24,859 households).
- Overall, 58,513 feedbacks data points were collected. The experience of the CEA teams gained through the Ebola operation was instrumental in getting the team engaged with the community's sharing information on safety, hygiene promotion and key health messages needed at this time.
- As part of ensuring the protection of the vulnerable groups, information dissemination through education talks were organized for women and girls on sexual and reproductive health and gender-based violence (GBV) and psychological first aid (PFA). This enabled the referral of active cases to the right institution for support and treatment as needed.
- In the framework of Protection, Gender and Inclusion, the sectoral support teams have sensitized 8,598 people to measures aimed at addressing gender and diversity vulnerabilities, including people living with disabilities. In addition, 84 survivors of sexual gender-based violence (SGBV) were referred to specialized health centres.

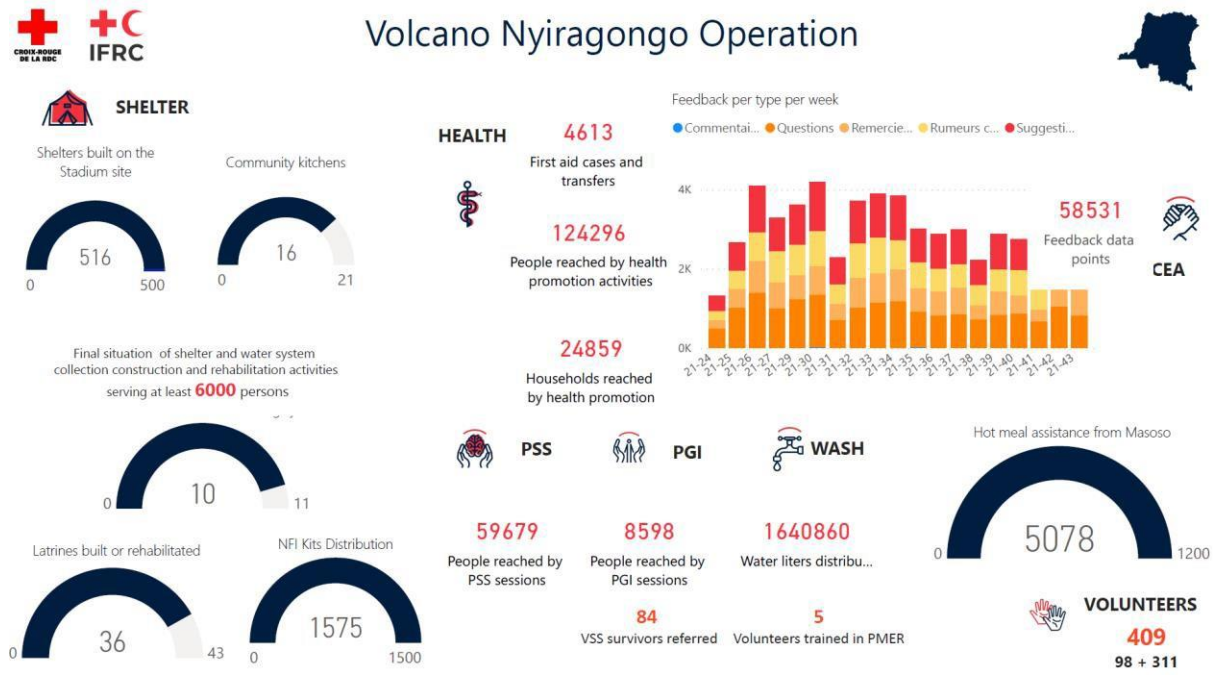


Figure 1: Snapshot of movement achievement in DRC

Psychosocial support offered to a woman who was affected by the Nyiragongo/Goma volcano eruption and who visited the Red Cross clinic in the Mujoga region© DRC RC

Rwanda Red Cross (RRC)

From the start of the disaster, the Rwanda Red Cross mobilized its volunteers and staff (60) in Rugerero, Gisenyi, Rubavu and Nyamyumba. The humanitarian response was done essentially in Rubavu district in different pillars of the operation (shelter, livelihoods and basic needs, health, water, sanitation and hygiene, protection, gender, and inclusion).

Rwanda Red Cross in collaboration with the local authorities received and installed the displaced people in the camps where they benefited from Food and Non-Food Items, while at the same time giving First Aid, Psychosocial support, and Ambulance services to the neediest.

In all this, the prevention of Covid- 19 was done to avoid its spreading. Many tracing contacts and other RLF activities done for families and especially children separated from their families.

Since some families on Rubavu District on the Rwandan side were heavily impacted by Volcanic eruption and earthquakes, many vulnerable people had lost their shelters and belongings, the Rwandan Red Cross with IFRC and PNS supported in the construction or rehabilitation of shelters (houses) as well as supporting school materials and small income generating activities for women cooperatives who were economically impacted during volcanic eruption and period.

Their main achievements during the operation are summarized below:

- A total 19,110 people were reached with community-based disease prevention and health promotion programming (including Covid-19)
- 100 households were supported to repair/reconstruct the damaged houses (target: 274).
- 2,226 people received a cash for work to support rebuilding/Rehabilitation of houses.
- 2,090 people were sensitized on prevention of gender-based violence and provision of Menstrual Health Management (MHM) kits to 800 women and girls.
- 163 people received first aid services, 68 people were referred in time with ambulance services and 13,558 people received psychosocial support services.

- Masks were distributed to 10,000 displaced people with an increase in COVID-19 prevention messages increased in view of the increase in COVID-19 cases in Rubavu and in the country as part of reduction of further infections in a community that is already under distress.
- 300 families reached with cash based rental support by the government in the target area.

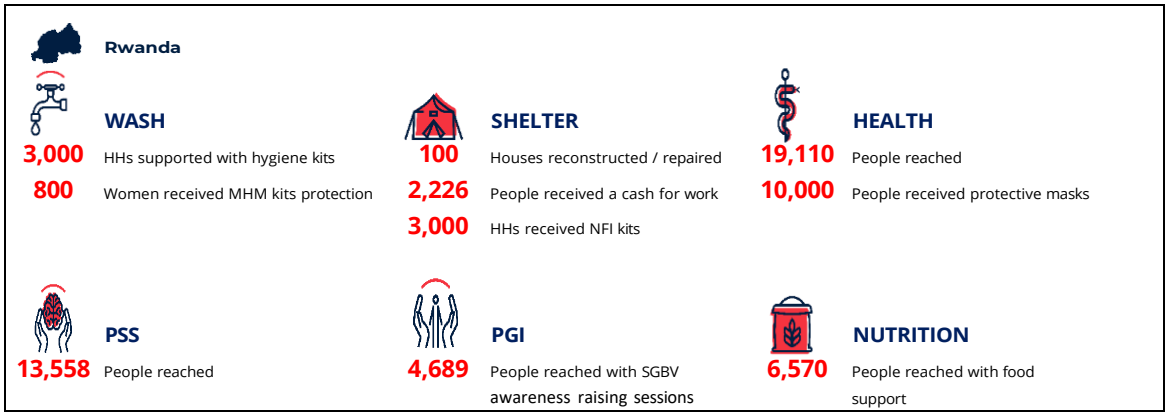


Figure 2: Snapshot of movement achievement in Rwanda

Rwanda Red Cross teams are adapting their response to restore family links and supporting people with special needs in the transit centers © RRC

Overview of Red Cross Red Crescent Movement in country

Democratic Republic of Congo

- In the humanitarian response, there was a contribution from the different components of the Red Cross and Red Crescent movement in the country. The operation was carried out with the support of the International Federation of Red Cross and Red Crescent Societies (IFRC) and other members of the Red Cross and Red Crescent Movement (ICRC, Netherlands Red Cross, American Red Cross, Japanese Red Cross, Norwegian Red Cross, Monaco Red Cross, Swiss Red Cross, Swedish Red Cross, Canadian Red Cross, and Turkish Red Cross). The financial support of the European Union Commission (EU-DG ECHO) and the Spanish government is noteworthy.

- The IFRC team set up support to the National Society to respond to the disaster, launched the DREF and Emergency Appeal and then coordinated surge deployments. An assessment cell was deployed to support comprehensive assessment, data collection and mapping of beneficiaries and their needs, which helped shape the operational strategy and enabled the scale-up of response efforts in the areas of WASH, Shelter, Health and PGI (PSEA). The IFRC team contributed to the coordination of the operation and provided regular technical support to the DRCRC in the implementation and in the operational and strategic updates.
- In addition to the financial support, the Netherlands Red Cross has also deployed a Wash Coordinator on the field to contribute to the humanitarian response.
- DRC's RC team requested and obtained 816 shelter tool kits and 3,278 tarpaulins from French Red Cross (FRC), for the construction of the shelters. French Red Cross (FRC) donated PPEs to DRC RC (FFP2 masks, surgical masks, surgical gloves, rain boots, goggles, raincoats) and WASH items (Hydroalcoholic gel, soap, detergent, spray) in addition to its financial contribution to the operation
- ICRC responded to the water needs of the population in Goma and 4.2 million liters of water were distributed benefiting. They supported Ndosho hospital and provided food and essential goods assistance. ICRC has been consistently involved in tracing and reunification of separated families. There were 2,060 requests received from parents looking for their missing children, 710 unaccompanied children were reunited, and 192 children were referred to the Division of Social Affairs (DIVAS).

DRC National President and Secretary General attend volcanic eruption response coordination meeting in Goma© RDC RC

A coordination meeting of the CRCR movement© RDC RC

Rwanda

- During the operation, the Rwanda RC was supported by the IFRC Delegation in Kinshasa and by IFRC East Africa Country Cluster Delegation in Kenya (Nairobi) with an in-country operations manager, logistics coordinator and communications officer. Overall, 2226 people have received cash for rent support, 3,000 households have received household items, 10,000 people have received protective masks, and 6,570 people have received food support.
- Besides funding and other support provided through the IFRC Emergency Appeal, RRC was further supported by the ICRC's Kigali office, and in-country partner National Societies: Belgian Red Cross, Spanish Red Cross, Japanese Red Cross, and Austrian Red Cross. Crisis modifier funds from Belgium Red Cross Flanders has contributed to food distribution as well as in-kind support of household items to 1,000 HHs (blankets, mats, buckets, mosquito nets) while the ICRC funds have supported 1,200 HHs with food. Belgium Red Cross Francophone contributed to support rehabilitation and construction of 50 houses (295 people) which is already completed and supported 4 cooperatives made up 178 members in the economic recovery.
- The activities of Belgian Red Cross / Flanders were mainly based on supporting the National Society to intervene to the affected populations, particularly about:
  - First Aid Services
  - Ambulance services
  - Provision of Food and Non-food items
  - WASH activities, PSS and health education with Covid-19 control.
- The Belgian Red Cross/Francophone intervened in support of the affected population in the following.

- Financial support for the construction / rehabilitation of 50 houses destroyed or damaged by the earthquakes.
- Financial support for 4 women cooperatives (178 members) of affected families to restart their income-generating activities (6 million RwF of supports).

- ICRC support in this operation consisted of activities relating to RFL activities by providing permanent mobile phones, all family members separated from their families were able to reunite (meet). RRC had recorded many cases of children being lost without knowing the mobile numbers of their parents and other people who could be contacted. With the support of the ICRC, the well-trained specialized volunteers were able to reunite with their families thanks to the activities of the RFL program. ICRC provided communication kits, then many and various messages were passes (given) to avoid Covid19 pandemic spreading, so, everything went well without being contaminated.

Overview of non-RCRC actors in country

Democratic Republic of Congo

- Government, Division of Social Affairs (DIVAS), Civil Protection/Defense, UN Agencies (UNHCR, UNICEF, IOM, UNFPA), Oxfam GB, local NGOs, TEAR FUND (in Wash area), HEKS/EPER, HELP CHILD (latrines and toilets construction), BDR-Int (toilets construction), NPCYP (blankets and mattresses distribution) and ADRA were involved in the humanitarian response. Coordination mechanisms have been set up (sectoral bodies or governmental bodies). A crisis unit has been set up by the Ministry of Humanitarian Affairs.
- Local authorities were involved in resettling those whose homes were devastated by the volcano while also overseeing the distribution of government support. The central government through the Ministry of Defense has built shelters to house the disaster affected people with a capacity of 1000 households.
- Caritas distributed food to those affected by the volcano in the immediate aftermath of the explosion.
- Oxfam GB and HEKS Swiss are providing WASH services and support to the sites where the temporary shelters are being built.
- Division of Social Affairs (DIVAS) – involved in broadcasting protection messages on media and has deployed social workers to support in identification and unification of unaccompanied children.
- Senior representatives of the DRC RC, ICRC and IFRC in North Kivu met with the military governor to highlight the Movement's response to the volcanic eruption. This was an excellent opportunity to position the National Societies vis-à-vis the government and to highlight their capacities for future emergency response.

Rwanda

- The Government of Rwanda coordinated the operation and evacuation of the families in the risky places that were affected by earthquakes. The police and military trucks helped in the response logistics.
- Rubavu district authorities ensured full coordination of all activities from the beginning to the end. It made land sites available to set up camps. In addition, in each activity requiring technical skills, the district deployed its technicians to facilitate the execution.
- Some NGOs and INGOs such as CARITAS have supported the provision of food to fleeing Congolese and iron sheets to host community families. Other Faith-based organizations have been supporting in provision of food, clothes, medicines, etc. at the refugee reception centres before the refugees voluntarily repatriated and the centres closed.

Operational risk assessment

Staff and volunteers of the DRC RC and RRCS faced the below risks in implementing this operation:

- Insecurity due to various militias in the area, as well as the looting of homes, shops, etc.
- Risks of being infected with COVID-19.
- Exposure to EVD which is a recurring outbreak in Eastern DRC.
- Price of foods fluctuation due to COVID-19 and worsening of looming food insecurity in North and South Kivu.

The risk mitigation measures that were put in place include:

- Movement of staff and volunteers were coordinate based on security clearance.

- All volunteers have been insured for the duration of the operation.
- All operation field teams provided with safety gears, safe water and food packages and encouraged to avoid using unsafe latrines.
- Volunteers have been trained on epidemic control to strengthen community surveillance and hygiene promotion.
- Volunteers received orientation including awareness on safe hygiene measures to prevent EVD and COVID-19 spread.
- Regular safety and security briefings have been conducted.
- With regards to security, authorities have extended the state of siege implemented in Ituri and North Kivu provinces. The military administration is in charge and replacing civilian administration in both provinces as part of the martial law, under the state of siege, civil courts were substituted by military courts, and governors and provincial assemblies were suspended; military governors and police vice-governors took over responsibilities. The state of siege allows for increased deployment of security personnel, monitoring and censorship of communications, restrictions on movement and additional powers to conduct searches, establish checkpoints, arrest, and imprison those suspected of having intentions to harm national security.

B. OPERATIONAL STRATEGY

Strategy

In DRC, this Emergency Appeal aimed to support the community affected by the volcanic eruption with emergency shelter for those 500 households whose homes were destroyed, provide health and hygiene promotion for the displaced and host families (an estimated 20,000 households) while also supporting to improve sanitation facilities in the areas where the population is displaced in Nyiragongo Territory.
In Rwanda, it aimed to contribute to cover the affected population's immediate needs through the provision of essential food and non-food items, health services, supply clean water and sanitation solutions, provide emergency and temporary shelter with materials and rental support, hygiene promotion assistance and disaster risk reduction activities, targeting a total number of 13,330 people (2,666 households) in Rubavu district.

Operational Support

Human Resources

Ensuring appropriate human resources presence and management remained a priority for the operation. Significant progress has been made in establishing a stable and responsive HR management system. Strengthening the HR capacity of DRC RC and the RRC was a priority for the operation. Key positions were identified as crucial to the operation, as was the response capacity of the NSs. These were the coordinators, IT, IM, Head of Disaster Response Program, Head of Disaster Preparedness, head of health, WASH, finance manager, PMER, field staff/Focal point (shelter, livelihoods and basic needs, health, water, sanitation and hygiene, protection, gender and inclusion).

- **Counterpart Structure**: Implementation of the operation has been based on the counterpart system where all key positions were assigned counterparts within the IFRC, ICRC, and DRC RC structures for coordination and capacity-building. IFRC worked closely with the DRC RC counterparts to ensure timely implementation of the planned activities, proper monitoring and reporting of the achievements made in the operation.

Logistics and Supply Chain

Logistics and supply chain provided support service function for sourcing of material and services needed in the operation locally and additional material imported. The logistics team ensured all necessary customs clearance and transportation services are provided. The team provided also of ad hoc fleet services for all program and support service function to implement the disaster response plan. Provision of warehousing - and transportation, storage and security of items purchased were overseen by the logistics department.

Communication
The communications team showcased the response being offered the RCRC movement through social media platforms, especially in the beginning of the humanitarian response. Lack of funding did not allow for the organization of a communication training to build the capacity of volunteers in photography, videography, writing and social media.

Planning, Monitoring, Evaluation and Reporting
PMER departments in Rwanda and DRC, oversaw all operational implementation, monitoring and evaluation and reporting achievements of the operation. The responsibility for day-to-day monitoring of the operation was done with RRC and DRC RC to ensure appropriate accountability, transparency, and financial management of the operation. The PMER team developed an M&E plan to ensure regular and timely monitoring of all activities in the operation, an indicator tracking table (ITT) was developed together with the NSs and used for close monitoring. A total of 25 volunteers (5 in DRC and 20 in Rwanda) were trained on the PMER. A lesson learnt exercise was carried out at the end of the operation as well as a final evaluation, which facilitated reflection on lessons learned from the operation. Federation wide reporting was adopted for this operation.
In all this process, the DRC and Rwanda teams have received regular technical support from the PMER team of the Kinshasa Delegation and the regional office.

Information Management (IM)
IM coordinated with sector leads in IFRC and NSs with a view towards improving IM processes within the National Society focusing on improving and standardizing the methods of data collection and management for each pillar. IM also supported the field activities through map and other visualization products (dashboard) to support decision making such as, camp site planning maps to ensure the transitional sites follow a set of agreed upon minimum standards.
The NS had been supported to adapt their feedback mechanism to the volcano response as well as to strengthen their analytical capacity to provide detailed analysis and interpretation of the data on key themes such as community perceptions on the response support received by the affected communities, other aspects of the broader humanitarian response activities. Another key part of the IM strategy was focused on the progressive transfer of the RedRose platform management to the National Society. This platform has been widely used in Eastern DRC to improve the speed and transparency of the volunteer payment process. The data management aspects have been transferred following a set of milestones that guided the process and ensured safeguards are put in place accordingly.

Community Engagement and Accountability
Work continued to strengthen established wide range of RCCE strategies and activities which included working with key local stakeholders and use of available and effective traditional channels of interactive community engagement activities and working with key influencers in the communities. There were radio programmes that were sensitized the community on COVID-19 prevention measures and safe zones from the volcanic red line where those affected by the volcanic eruption could move to.
Capacity building through knowledge and skills transfer of DRC RC and RRC on community feedback management systems, including quality assurance, analyses, documentation, and use of data to inform decision making were did through regular interaction.

Support to infrastructure
As part of capacity strengthening, IFRC supported DRC RC in eastern of the country with the material for the construction in the future of a warehouse in Mugunga.

Security
The Regional Security Unit provided technical security support by conducting security analyses to enable the team to implement risk management measures considering the latest developments, monitored the security environment and ensured that any internal/external security-related incidents or emergencies were immediately and adequately managed and reported.

C. DETAILED OPERATIONAL REPORT

	Shelter, Housing and Settlements	**People Reached:**	**Female > 18:** 5,868	**Female < 18:** 7,437
		24191 (4841 HHs)	**Male > 18:** 4,144	**Male < 18:** 6,742

Objective:	*Communities in disaster and crisis affected areas restore and strengthen their safety, wellbeing and longer-term recovery through shelter and settlement solutions*		
Key indicators:	**Indicator**	**Actual**	**Target**
	# of affected families supported with shelter solutions (emergency shelter)	516	500
	# of households receiving essential household items	4575	5,000
	# of affected families supported with shelter solutions (rental support)	300	300
	# of households supported to repair damaged houses	100	274
	# of households supported with Cash for work	2226	855
	# of DRC RC staff, volunteers and affected household members trained in safe shelter design and building techniques	123 (120 volunteers and 3 supervisors)	120

Narrative description of achievements

Democratic Republic of Congo

- Coordination with the Shelter Cluster was done. Several response options planned were carried out including NFI support to displaced families and host families (French Red Cross contribution), as well as in-kind support to families receiving rental support, construction of choose temporary shelters in areas set aside by the government.
- Training of 123 volunteers in the design and construction of safer shelters was carried out as planned. This helped with the construction.
- The vast majority of IDPs have returned to their homes in Goma.
- 516 temporary shelters have been built on government allocated (**197** shelters in Kibati, 1 behind the Kibati stadium, **70** in Kibati, 2 in front of the Kibati stadium, **126** in Kibati, 3 diagonally across from the Kibati stadium and **123** in Bujare in the Buvira groupement.
- In the long term, they will need assistance with shelter construction and support for livelihood recovery and access to basic services.

A total of 516 affected families were provided with accommodation solutions (emergency shelters). NFI were also distributed to 1,575 households. The items were mainly blankets, loincloths, mattresses, mosquito nets, kitchen items, buckets, and jerry cans.

People using the allocated shelter ©DRC RC

Beneficiaries who received essential household items and Menstrual Health Management (MHM) kits, © DRC RC

Rwanda

- The four camps established in Rwanda for Congolese refugees have all been closed. However, 265 Congolese refugees received NFIs (non-food items) from the RRC. There was also the distribution of NFIs to 3,000 households using mobilized resources and national preparedness stocks.
- 100 households were supported to repair and construct their damaged houses (target: 274). These houses were completed, and beneficiaries are living inside their shelters, also latrines of 100 households were supported to be rehabilitated. Completely damaged houses have been 100% supported while for others there was a variable contribution depending on the level of damage. The assessment for the second phase houses was completed, however the expected financial contribution to support them rehabilitate the essential damages was not possible and given other expressed needs for the Branch committee to rehabilitate its offices which were badly damaged by the volcanic eruption.
- The constructed houses are located on 4 sites: Rugerero with 30 houses, Gisenyi with 10 houses, Rubavu with 20 houses and Nyamyumba with 40 houses.
- Overall, 2,226 people received a cash for work to support construction/Rehabilitation of houses. These are masons and helpers. The beneficiary families of the houses are among the recipients of this cash.
- The strategy that had been adopted was to select the same corridor sites, provide cash to the beneficiaries who availed construction materials to avoid delays in a costly transportation of construction materials to each house. RRC provided supervisors/volunteers and technicians to make this happen.

Challenges

- In Rwanda, there was a lack of funds to support all the 274 households to repair/construct damaged houses (only 100 houses). Only 60% of the funds initially planned were available for Rwanda Red Cross.
- In Rwanda, the number of sites and distance between one house to another was a big challenge in terms of supervision, and transportation of materials not forgetting the geographical area, which is too steep and sliding, especially in the rainy season.

Lessons learned.

The 16 community kitchens built for the beneficiaries were not used in the DRC, as it is not part of the beneficiaries' habit to cook together. These kitchens were transformed into temporary shelters, but in reality, this was a factor in the inefficiency of the operation. It is therefore important to always involve the beneficiaries at every stage of the implementation of operations to avoid inefficient use of emergency funds.

Livelihoods and basic needs

Female > 18: 5,747	Female < 18: 2,869
Male > 18: 2,026	Male < 18: 1,186

Objective: *Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods*

Key indicators:	Indicator	Actual	Target
	# of people reached with food assistance for basic needs	11,828	11000
	# of households reached with support to meet their basic needs	2,000	2,000

Narrative description of achievements

Democratic Republic of Congo:

- The main livelihoods and basic needs activity in DRC was the distribution of food to children. Thus 5,078 children benefited from Masoso porridge in 3 sites occupied by people affected for a period of a month at a rate of three times a week.

Rwanda:

- A total of **6,750 people** (4,917 women and 1,833 men) received food (4,250 in the camp and 2,500 in the host community). Based on the analysis and assessment, both in-kind and cash transfer modalities should be used to support households affected by the volcanic eruption. Food aid in kind has been provided to Congolese refugees in Rwanda, but there was a lack of funds to make the multi-purpose cash transfer to cover the different needs of all households whose homes were destroyed or damaged.
- 2,226 people who were able to benefit from cash for work were able to access basic needs including food stuff.

Rwanda Red Cross teams supported people in the transit centers © RRC.

Challenges

- There was a lack of funds to support households affected by the volcanic eruption in cash transfer (Rwanda)
- The providing of masoso porridge for the children has been temporarily stopped early. Funds were not funded to continue this assistance this activity. A strategy of DRC RC on food security (Zero Hunger) should be implemented to find more sustainable solutions.
- The impact of volcanic eruption came during rainy season where some vulnerable families were heavily impacted by hydro- metrological hazards like, floods, landslides, and windstorms.

Lessons learned.

- The provision of masoso porridge to children was stopped due to lack of funds while the need was still there in the community. The same was true for the water distribution, which was stopped because it was too expensive, even though the need was still there. So, in an operation like this it is important to have a good strategy for raising funds to cover all the basic needs of the people affected.

Health & Care

(Mental Health and psychosocial support / Community Health / Medical Services)

Female > 18: 34,783	Female < 18: 45,440
Male > 18: 24,568	Male < 18: 38,615

Objective:	*Strengthening holistic individual and community health of the population impacted through community level interventions and health system strengthening*		
Key indicators:	**Indicator**	**Actual**	**Target**
	# of people supported with ambulance services	147 (67 Rwanda & 80 DRC)	67
	# of volunteers trained and implementing CBS	50	50
	# of people reached by first aid services	4,776	1,500
	# of people reached with community-based disease prevention and health promotion programming	143,406	100,000
	# of data points collected and analyzed from comments shared by the community during CEA activities and systematically added to the Red Cross Community Feedback Database	58,531	50,000
	# of mosquito nets procured and distributed	4,725	4,700
	# of people in affected communities reached with PSS activities	73,237	25,830
	# of volunteers involved in the operation reached with PSS activities	110	110

Narrative description of achievements

First aid and PSS for internally displaced people due to the eruption of the Nyiragongo/Goma volcano© RDC RC

Democratic Republic of Congo

- There were 50 volunteers in Goma who carried out health activities, including first aid at drinking water distribution points. Also 7 DRC RC volunteers provided first aid services on a permanent basis in two locations in Goma/Nyiragongo. Each first aid post provided services to an average of 30-55 people per day, with most services related to wound care with referrals to a government field hospital and to pre-existing health centres where patients could go.
- 2 Rapid Response teams did 33 burials and 180 patient transfers. Five first aid teams were deployed to provide first aid services to the affected population. In total, the teams rescued and cared for 3,252 people, including **560 people** in first aid (246 men, 269 women, 15 boys and 30 girls) and 2,692 people being cared for (705 men, 441 women, 844 boys and 702 girls.
- A total of 143,406 people benefited from community-based disease prevention and health promotion activities. This included awareness raising in the outlying areas of the area of operation. In these areas, awareness messages against the consumption of a substance such as salt emerging from lava were delivered.
- Mosquito nets were distributed to 4,725 beneficiaries, although this activity was carried out with a delay, as the validation of the lists with the local authorities took longer than expected.
- Psychosocial support (PSS) was also provided to people traumatized by the disaster. Individual and group session sites (3253) were organized for a total of **59,679 people** affected. Including at total of 14 group sessions and 409 individual PSS sessions provided to volunteers on self-help, stress management, peer support. Volunteers involved in the burials also received PSS debriefing.

Rwanda:

- An ambulance unit ensured the referral of refugees to health centres with an average of two referrals per day. Overall, 103 health promotion sessions were held in the camps and host communities on Covid-19. There was also the provision of first aid services to injured people and 163 people received first aid. Reusable masks have been distributed to 3,000 households (15,000 people), both to Congolese refugees and to the affected host community.
- The RRC provided PSS support to refugees in the camp and to affected families in Rubavu. During the month of April and May marking the commemoration of genocide against the Tutsi, more PSS activities were carried out to support affected people during the commemoration. Overall, **13,558** people were reached with PSS activities.

Challenges

- Floods caused material damage in the Rugari grouping. This was due to heavy rains in the area and has increased the risk of water-borne diseases (cholera). Community-based surveillance has been set up by the teams in collaboration with the MoH.

- The number of DRC refugees in Rwanda was very big at the covid-19 response.
- At the beginning, there were almost enough ambulances but when Red Cross ambulance arrived, the others went back to their ordinary work, so that of RRC was not enough.

Lessons learned.

- During the intervention in Rwanda, the displaced were always installed in the same risk zone. It would be better to have a (safe zone) prepared previously to accommodate the affected communities in this context.

Satisfaction of PSS beneficiaries© RDC RC

Water, Sanitation and Hygiene

Female > 18: 34,509	Female < 18: 45,081
Male > 18: 24,374	Male < 18: 38,311

Objective:	*Ensure safe drinking water, proper sanitation, and adequate hygiene awareness of the communities during relief and recovery phases of the Emergency Operation, through community and organizational interventions*		
Key indicators:	**Indicator**	**Actual**	**Target**
	# of households reached with key messages to promote personal and community hygiene	28,770	20,000

	# of People reached with hygiene promotion and risk reduction messages	142,275	80,000
	# of households per day provided with safe water	19,977	20,000
	# of households provided with a set of essential hygiene items	3,000	2,666
	# of people served with sanitation facilities (latrines)	6,000	6,000
	# of women who have received protection (menstrual health management - MHM) kits	2,240	800

Narrative description of achievements

Democratic Republic of Congo:

- By the end of the operation, there were 50 volunteers in Goma who carry out WASH activities in the communities, including water distribution.
- Four (4) displacement sites in Goma have received support for drinking water (Sawasawa, Ave Maria, Kanyaruchinya and Mujoga). These water points were mainly used for households living in precarious conditions, including in informal collective sites (e.g. community buildings and open-air sites) whose homes were destroyed by the lava flows. Of the 14 sites receiving support through the WASH cluster, five (Mugunga, Bujovu, Majengo, Munigi, and Buhene) were supported solely by the Red Cross.
- DRC Red Cross has installed 5 water distribution systems in 5 sites with a total capacity of 100m3 for the distribution of potable water to the displaced population. Over the reporting period approximately 4.2 million litres of water were supplied (including ICRC support). A total of 19,977 households per day were provided with safe water. There are 10 water collection systems that have been rehabilitated in schools housing disaster victims (EP Mboga: 3, AFDI: 2, Kanyaruchinya: 2, Mujoga: 1 and Bujare: 2) and 20,700 households were sensitized on improving the treatment and safe use of rainwater.
- Water harvesting system (impluvium) has been installed in 516 shelters constructed.
- Water trucking to four displacement sites (including collective shelters and host communities bordering the lava flow) has been secured. Emergency rehabilitation of some school latrines and rainwater harvesting systems in schools was carried out. Awareness-raising messages on hygiene rules for the prevention of epidemics (cholera) were disseminated. At the end of the awareness-raising sessions, feedback from the community was useful to inform them about the operations. The number of households reached by the door-to-door visits was 24,859 reaching **124,296 people.** Mass outreach and kiosks reached 6,116 people.
- The operation permitted the construction of 4 blocks of latrines with 16 doors have been completed at the temporary IDP site in Mujoga, as well as rehabilitation of 20 pit latrines, and 10 water harvesting facilities, benefitting to **6,000 people**. In addition, RDC RC trained 44 teachers and managers, parents committees and disaster representatives in 2 schools to ensure proper hygiene promotion in schools. The trained persons oversaw the school brigades for hygiene promotion in schools.
- DRC RC provided **MHM kits to 1440** women and girls.

Rwanda:

- At this level, 103 hygiene promotion sessions were carried out in the camps and among displaced people in Rubavu. The RRC also distributed **hygiene kits to 3,000 households** using mobilized resources and national strategic stocks.
- The government has restored the damaged water lines in Gisenyi town and residents can now access water for their domestic use.
- Overall, 3,911 households were reached with key messages to promote personal and community hygiene. These are messages given by volunteers to reinforce hygiene among beneficiaries.

- A total of **17,979 people** were reached with hygiene promotion and risk reduction messages. These messages were given by volunteers to reinforce disaster risk reduction among beneficiaries. Apart from the volcano, the area is known for high winds and heavy rains which often cause damage. To this effect, the volunteers sensitized the communities in protecting their houses.
- RRC also provided **MHM kits to 800** women and girls.
- 2,226 people who were able to benefit from cash for work were able to access basic needs including soaps, face mask, sanitizer, closes, etc.
- 100 supported households were to rehabilitee their latrines.

Challenges

- The challenge of inadequate access to water and sanitation facilities occurred a risk of increase in transmission of water borne disease. Rainwater harvesting systems (impluvium) were installed in the shelter settlement in RDC.
- Geographical status in Rwanda: The host environment was not good because it was difficult to reach everyone.

Lessons learned.

- The challenge of inadequate access to water and sanitation was a risk of increasing the transmission of water-borne diseases. The solution of installing a rainwater harvesting system in the shelters (impluvium) was necessary. But this was implemented with considerable delay due to some administrative and logistical constraints at the DRCRC and IFRC. In such situations it would be necessary to make exceptions to meet the pressing need of the disaster affected people in the face of the emergency.

Protection, Gender, and Inclusion

Female > 18: 6,700	Female < 18: 1,100
Male > 18: 4,630	Male < 18: 857

Objective:	*Communities identify the needs of the most at risk and particularly disadvantaged and marginalized groups, due to inequality, discrimination and other non-respect of their human rights and address their distinct needs*		
Key indicators:	**Indicator**	**Actual**	**Target**
	# of staff and volunteers trained in PSEA	50	50
	# of DRC RC and Rwanda RC staff and volunteers providing direct services who are briefed and trained on IFRC code of conduct.	276	276
	# of community members involved in PSEA activities	64	64
	# of people reached by psychosocial support specifically for survivors of sexual and/or gender-based violence	13,287	25,830

Narrative description of achievements

Democratic Republic of Congo:

- Educational talks held with women and girls on sexual and gender-based violence:
- 20 educational talks for 240 girls.
- 36 discussion groups for 446 women.
- Active listening (psychosocial care) for 196 women; 5 women and 3 girls who were victims of sexual violence were referred to the CCLK health centre. A 3-year-old child victim of sexual violence was referred to the Heal Africa hospital.
- A total of 1,714 requests were received from parents looking for their missing children, 182 unaccompanied children were reunited, and 134 children were referred to the Division of Social Affairs (DIVAS). Additionally,, 188 women were counselled following the stress of the Nyiragongo volcanic eruption.
- Specific psychosocial support was provided to **8,598 people** affected, by PGI messages and activities, including 84 survivors of sexual and gender-based violence who were referred to specialized health centres. These beneficiaries were sensitized on measures to address gender and diversity vulnerabilities, including people living with disabilities. They benefited from listening sessions, counselling, and referral of cases of violence.
- A total of 409 DRC volunteers and leaders were sensitized to messages on gender and diversity and sexual and gender-based violence.
- The DRC conducted 40 discussion sessions with identified groups (446 women), monitored unaccompanied children to prevent abuse, and organized 14 briefing sessions and 323 educational talk sessions.

Rwanda:

- There were 193 people who received telephone calls in the search for missing relatives.
- Separate meetings with women and men to raise awareness about sexual and gender-based violence were held. The RRC also advocated for adequate lighting in the transit camps.
- Specific psychosocial support was provided to **4,689 people** reached by PGI messages and activities. These are people who have benefited from the awareness-raising activities carried out by the volunteers on the prevention of gender-based violence. In addition, specific cases were referred to the appropriate services and advocacy was done for their care.

Volunteers participating in the commemoration events to provide PSS© RRC.

Rwanda Red Cross teams supported people in the transit centers © RRC.

Challenges

- Some difficulties were noticed in Rwanda like sign languages for people with disabilities.
- In Rwanda Provision of assistive devices (wheelchairs, clutches) for people with disabilities also should help. Future intervention should consider including such tools in the intervention kits.

- It is important to regular check and test the existing equipment so that they are operation in time of need (alert materials / equipment, alarms), Indeed, it was observed that the alarms at Rwanda side are not working.

Lessons learned.

- Having developed reputational risk mitigation measures in advance prevented the NS from being tainted by irregularities. For example, briefing volunteers on the code of conduct, PSEA, PGI, security, financial and logistical procedures have helped to avoid problems with the organization's reputation. This should be promoted in future operations.

Community Engagement and Accountability

Objective:	*The IFRC enhances its effectiveness, credibility, and accountability*		
	Indicator	**Actual**	**Target**
Key indicators:	# of data points collected and analyzed from comments shared by the community during CEA activities and systematically added to the Red Cross Community Feedback Database	58,531	50,000
	% of complaints and feedback received are responded to by the NS	80%	80%

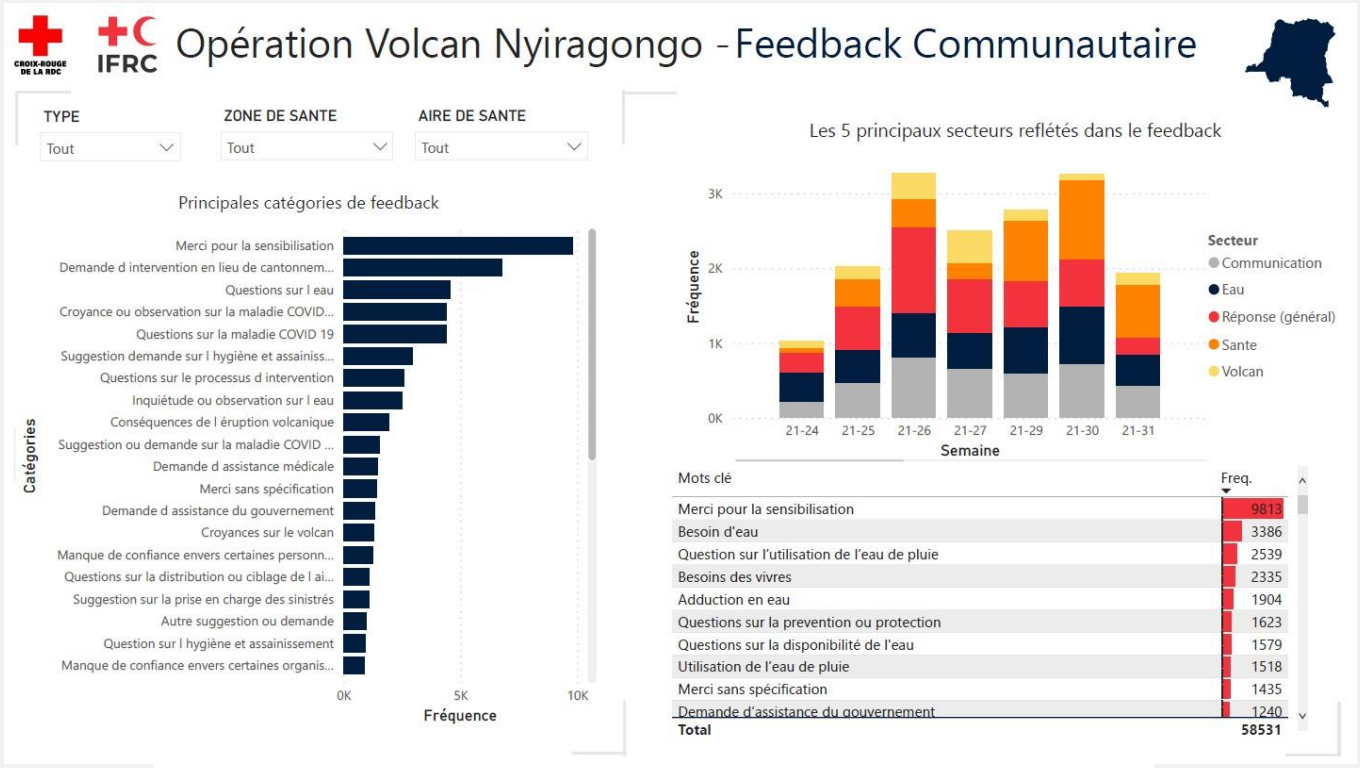
Narrative description of achievements

- A total of **124,296 people** were reached by CEA activities and 58,531community feedbacks were collected. The main trends were thanks to the Red Cross, requests for assistance with water and some questions about water and protection. Actions were implemented to strengthen the Risk Communication and Community Engagement strategies and activities. This included working with key local stakeholders and using available and effective traditional channels of interactive community engagement activities and then working with key influencers in the communities. Capacity building through the transfer of knowledge and skills to the RRC and DRC on systems for collecting and managing community feedback, including quality assurance, analysis, documentation, and use of data to inform decision making, was done on a regular basis.
- There are 50 CEA volunteers who were deployed with messages designed to raise awareness of the volcanic eruption.

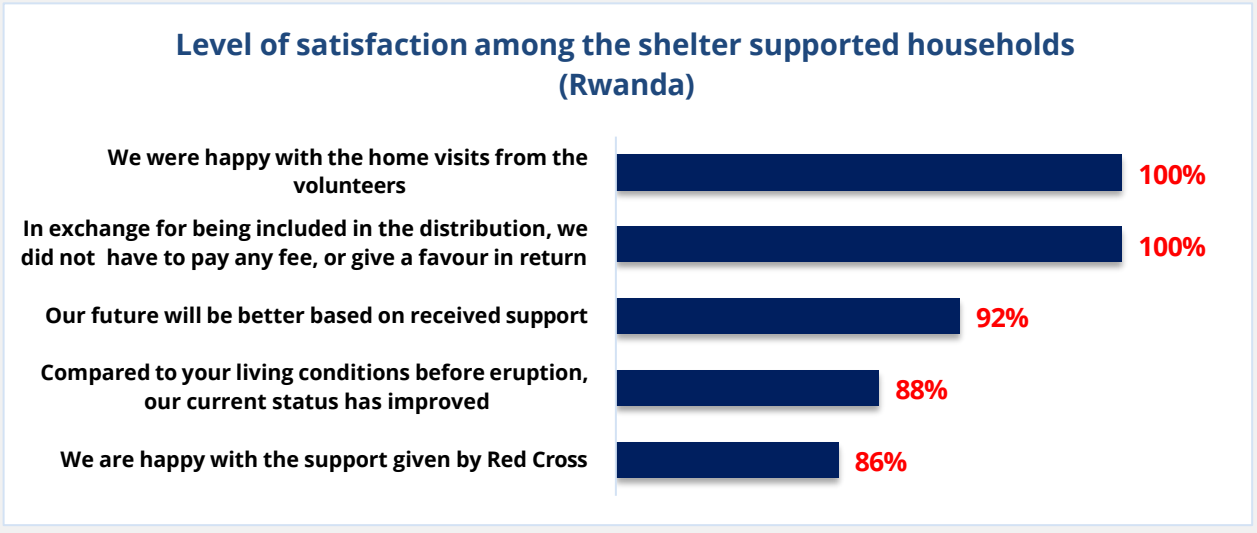
Challenges.

- No major challenges to report

Lessons learned.



Aperçu des feedbacks communautaires en RDC



- The visited families are happy and safe due to the good and strong houses they have now. Some of them have contributed to the finishing materials such as the metallic doors and windows, electrical installation, etc while the others still need to be supported with internal doors, construction of latrines, installation of kitchen gardens and so on.

Households supported by the construction of damaged houses ©RRC.

Enabling approaches

National Society Strengthening

Objective:	*The objectives of National Societies in terms of capacity building and organizational development are facilitated so that National Societies have legal bases, ethical and financial, systems and structures, skills and capacity to plan and implement activities*		
Key indicators:	**Indicator**	**Actual**	**Target**
	# of warehouses constructed	0	1
	# of Trainers of trainers (ToTs) trained	20	20
	% of volunteers insured	100%	100%
	# of volunteers engaged in the response in Rwanda and DRC	276	276

	# of unqualified audits	1	1
	# of volunteers and staff trained in assessment, data collection, distribution, M&E, PGI and CEA	50	50

Narrative description of achievements

- The operation allowed National Societies to progressively fill in some self-assessed gaps. A mission by the Director of Organizational Development of the DRC RC was carried out in this regard. National Societies were supported in improving their leadership development (through coaching, training, support to planning activities). Support was provided to staff and volunteers involved in the operation, including psychosocial support and personal protective equipment, and training in the different pillars. Material and equipment support was also provided during the operation (vehicle, motorbike, generators, IT tools, internet, etc.).
- Also 80 tons of assorted relief items were received from the International Humanitarian Centre (Dubai) in Kigali. These items have been divided between the RC DRC and the RRC for replenishment of used stocks and for distribution to households affected by the volcanic eruption.

Challenges

- The construction of the fence of the warehouse of the local branch of Goma was not possible due of lack of fund and a delay in logistical and administrative procedures. The material has been purchased and delivered to the Red Cross for the construction of the fence.

Lessons learned.

- The operation was unable to raise sufficient funds for the construction of a warehouse for the local branch of the North Kivu Red Cross. Discussions led to a revision of the action to provide the local branch with materials to build a fence on the warehouse space. The purchase was delayed due to lengthy discussions between the NS and IFRC regarding logistical and financial procedures (purchase amounts, tender review, supplier selection, etc.). This challenge was finally solved during the 2-month extension of the operation, however the NS (Siege/Local Branch) expressed dissatisfaction with the process. During the lessons learned workshop it was recommended by the NS that for future operations the IFRC should seek more financial resources to meet its commitments and involve the NS more in procurement.

Coordination and Partnerships

Objective:	*Effective and coordinated international disaster response is ensured*		
Key indicators:	**Indicator**	**Actual**	**Target**
	# of surge staff deployed	11	17
	Singed SOP on procurement procedures	1	1
	Singed SOP on inventory and WH management	1	1
	Shelter strategy developed	1	1
	Existence of M&E system to support data collection, analysis and use in programming	Yes	Yes

# of DRC RC and Rwanda RC staff and volunteers trained in PMER/IM	25	25

Narrative description of achievements

- In terms of human resource support, out of 17 planned, 11 support staff/Surge were deployed. The following support positions were filled - HeOps (1), Logistics Coordinators for Goma and Kigali (2), Logistics Officer (1), Field Coordinator (1), Shelter Coordinator (1), Assessment Coordinator (1), WASH Coordinator (1), Humanitarian Information Analysis Officer (1), Remote SIMS Coordinator (1), Primary Data Collection Officer (1).
- Two surge rotations were carried out with in the operation.
- Data collection tools for assessments were developed and these were well conducted. The report of the Assessment Cell has been used in planning for the Appeal.
- The DRC, IFRC and ICRC Nyiragongo operation met every 48 hours in Goma and Kinshasa to guide the operation and follow up on critical issues. This strategic-level meeting was important in the joint approach to context analysis, planning and tasking and ensured that the most appropriate actor oversaw priority activities.
- It should also be noted that the ICRC, the DRC RC and the IFRC have shared premises to improve Movement coordination and cooperation. The SG of the DRC RC has requested a Movement coordination officer in agreement with the IFRC and the ICRC. As a result, a compensation matrix between the DRC RC, the IFRC and the ICRC has been finalised to ensure that all three components have key focal points to work together throughout the emergency operation. This also supported the capacity building of the NS.
- Coordination at the operational level was also took place between the DRC RC, IFRC and ICRC with four principles at the core: 1) co-location; 2) common operational picture; 3) joint planning; and 4) joint tasking. These four " elements ", in addition to the enabling environment for managing the SMCC and the presence of the right people in the right place at the right time, were essential for strong coordination and cooperation in this response.
- The IFRC Head of Delegation travelled to Goma for a 5-day mission at the end of June 2021 to highlight, internally for the IFRC, lessons learned and recommendations for the operational SMCC of the Mount Nyiragongo response.
- The operation benefited from strong coordination with the DRC RC and the ICRC. In a tripartite meeting, the DRC RC, IFRC and ICRC agreed, for example, to produce a joint Movement video highlighting cooperation on the Nyiragongo operation. The communication officers of the three components worked jointly on the production of the video. A risk analysis was carried out with the IFRC and ICRC to finalize the long-term planning arrangements for work and life in Goma under the L3 agreement.
- Coordination is a key element of the operation. In addition, the following points were made:
- In July 2021, Leaders of the DRC RC, ICRC and IFRC in North Kivu met with the military governor to highlight the Movement's response to the volcanic eruption. This was an excellent opportunity to position the National Societies vis-à-vis the government and to highlight their capacities for future emergency response.
- The IFRC was involved in shelter, health, and WASH cluster coordination, as well as inter-cluster coordination.
- The IFRC team mapped the external coordination architecture for the Nyiragongo operation and shared it with all components of the Movement.
- The DRC RC, IFRC, and ICRC attended the CRIO (Réunion du Comité Régional Inter-organisation) meetings in Goma together. This meeting functioned as the representation of the HCT in North Kivu.
- DRC National Society, supported by IFRC, worked directly with the sectoral clusters established in Goma. There has been significant engagement with the WASH, shelter and CCCM clusters in order to ensure that the NS's response is widely understood and coordinated with other actors working in the same sectors and with the same target populations.
- For health coordination, the health cluster was primarily focused on clinical services.
- The DRC RC branch was also involved in coordinating the response with the DRC authorities.

- The Rwanda RC organized weekly coordination meetings of the movement's partners in the country to share progress and mobilize resources. The PNSs in the country include the Belgian-French, Belgian-Flanders, Spanish, Austrian and Japanese RCs. The IFRC and ICRC participated in meetings.
- The RRC worked with MINEMA, a government agency mandated to coordinate emergencies in the country. Through close collaboration, the RRC was able to contact the Ministry of Health to expedite the clearance of goods held at customs, which allowed some items to be released for the humanitarian response.

Challenges

- A post distribution monitoring survey was not carried out in the DRC due to insecurity at the time the activity was planned, however feedback collected regularly during the operation showed community satisfaction with the DRC's interventions.

Lessons learned.

- A coordinated response with the participation of all actors of the Red Cross movement reaches and responds effectively to the needs of communities. The example of tripartite coordination at the central level in Kinshasa and at the operational level in Goma should be replicated in other emergency operations. This showed a well-coordinated response from the moment the volcano erupted with the technical and financial support of the movement's components (IFRC, ICRC, DRCRC, CRF).

Secretariat Services

Objective:	*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*		
Key indicators:	**Indicator**	**Actual**	**Target**
	Existence of regular production of visibility actions (Photo, Media, etc)	Yes	Yes
	Existence of Resource mobilization strategy	Yes	Yes
	# of new partnerships developed during the life of the Appeal	1	1
	# of audits of financial statements conducted in compliance with international financial reporting standards	1	1
	% of staff having completed training on prevention of fraud and corruption	100%	100%
	% of IFRC staff participating in security briefings	100%	100%

Narrative description of achievements

- In terms of fraud and corruption risk, there has been continuous sharing of information on IFRC policy and zero tolerance of fraud and corruption among IFRC staff, NS staff and volunteers. There was also the use of the Red Rose system to manage volunteer attendance. This has mitigated the risk of potential cases of ghost volunteers

for per diem payments. Electronic data collection (using biometric/GPS data) was carried out each time a volunteer reports for work and this was used to generate some payments automatically. Capacity building training of 20 people on Red Rose system for the management of volunteers had been done (Executives of General Secretariat, staff of the IFRC delegation office based in Kinshasa, leaders of the CRRDC).

- Another measure took to limit cash exposure was the use of mobile money to pay volunteers and suppliers. Once verified, payments were made via Orange Money, which means that less cash were handled, and more secure payments were made.
- IFRC staff received timely support and information to manage the threat of insecurity with the support of the Regional Security Unit and the International Committee of the Red Cross (ICRC), which has a significant presence and security arrangements in place to mitigate security risks and respond, when necessary, in response to the risk of earthquakes, volcanic eruptions and toxic gas, arrangements were made to relocate teams to safer areas. Security briefing has been given to all staff currently working in the operation. Regular updates were shared in various forums to ensure safety of the staff.
- The operation provided: 150 bibs, 60 kepis, 70 gilets, 81 polo shirts, 2 banners for the distribution of NFI kits and 20 DRC Red Cross stickers.
- A PRD consultant was hired to identify potential sources of funding for this programme and to oversee the development and submission of proposals.
- Awareness-raising campaigns was carried out to illustrate humanitarian assistance and the importance of preventing diseases/epidemics. See links below:
- Press release to accompany EA https://twitter.com/IFRCAfrica/status/1400374679051833346
- Tweets highlighting the effects of the eruption continue to be shared daily. Other Tweets on media stories and press interviews are also available in this link.

Relief Web

- https://reliefweb.int/report/democratic-republic-congo/drc-volcano-eruption-red-cross-steps-its-response-amid-fears-multi

Three videos were shared

- https://twitter.com/IFRCAfrica/status/1402679068294889473
- https://twitter.com/IFRCAfrica/status/1402213485858152450
- https://twitter.com/IFRCAfrica/status/1397808791152902146

ICRC - https://twitter.com/ICRC/status/1403249399258652674

Communication gathered audiovisual material for the wash, the shelters, the volunteers and the story of a beneficiary. Coordination with the NS and ICRC and gathering material for a video on the whole operation, with the participation of the three parts of the movement.

Photos are available here: https://shared.ifrc.org/c/194

Production of tweets published on the IFRC Africa account:

- https://twitter.com/IFRCAfrica/status/1413489961609973760
- https://twitter.com/IFRCAfrica/status/1414849763980218370
- https://twitter.com/IFRCAfrica/status/1414954647048032265
- https://twitter.com/IFRCAfrica/status/1415240168869666816
- https://twitter.com/IFRCAfrica/status/1415629205480644616
- https://mobile.twitter.com/ifrcafrica/status/1428000574486810629
- https://mobile.twitter.com/ifrcafrica/status/1417758964952051716

Production of tweets published on the Rwanda RC account:

- https://twitter.com/RubavuDistrict/status/1467438126511570947
- https://twitter.com/David_A_Fisher/status/1459527796657733635
- https://twitter.com/Rwandaredcross/status/1440762779548340227

- https://twitter.com/JulianTHarris/status/1425201228561141760
- https://twitter.com/KaramagaApolli1/status/1406286146108366859
- https://twitter.com/CruzRojaEsp/status/1401837643797864451
- https://twitter.com/KaramagaApolli1/status/1398284528435830790
- https://twitter.com/Rwandaredcross/status/1396291123161796609
- https://twitter.com/Rwandaredcross/status/1398549047909228545?s=20&t=EvRWST4WLsNl8q4Uj-NUig
- https://twitter.com/kigalitoday/status/1396235747313717254
- https://www.igihe.com/amakuru/u-rwanda/article/rubavu-croix-rouge-yagobotse-imiryango-yashegeshwe-n-imitingito
- https://igihe.com/amakuru/u-rwanda/article/rubavu-abaturage-barashima-uruhare-croix-rouge-rwanda-yagize-mu-kubayagira
- https://kiny.taarifa.rw/croix-rouge-yashimiwe-umusanzu-itanga-mu-guhindura-ubuzima-bwabaturage/
- https://www.gasabo.net/2021/11/13/4103/

Challenges

- The security situation in Nord Kivu remains very worrying with heightened violence and kidnapping of humanitarian staff.

Lessons learned.

- Involvement of the Military in the transportation of the refugees facilitated all the intervention in Rwanda.
- OVG (needs to be actively alert) follow up with respective gov't institution (advocacy). The volcanic observation should be done regularly and in collaboration and cooperation between the sides of the two countries so that the results or the state of the volcano is timely communicated to the concerned especially the intervention teams.
- The district level authorities should deploy the sector technicians from where the activities or projects in favor of the beneficiaries have been set up to ensure their sustainability (Rwanda)
- In Rwanda, it was noted that during this intervention, all stakeholders, relevant ministries, and District authorities were effectively involved at the district level. Even though everything went well, however it would also require the involvement of high-level authorities.
- Rwanda Red cross provide should share the SOPs with other stakeholders. There should be a sharing of messages before volcanic eruption, this should allow people to be ready in case of the eruption (communication).
- Existing contingency plan in Rwanda should help in the operation guiding and pre-briefing of the volcanic eruption should be helpful in the organization of the operation. There is a need to do capacity assessment of the volunteers (Preparedness for effective response. The Rwanda Red Cross volunteer teams receive more simulations to be prepared for effective response especially in Volcanic areas.
- The popularization of the volcanic eruption contingency plan among the community, humanitarian actors and institutions allow the response actors to be able to use it at the time of the disaster to be more effective in the humanitarian response. A volcanic eruption contingency plan did indeed exist, but it was not known by many actors on the field.

D. FINANCIAL REPORT

A detailed financial report is shown below. The overall amount allocated for this operation remained unchanged (4 million CHF) as indicated in the Revised Emergency Appeal for a 14-months implementation period (from 23 May 2021 to 31 July 2022). The budget coverage by end of the operation was 2,391,286 (59.8%) of the Appeal coverage.
The total expenditure reported in this operation is CHF 2,388,178 with a closing balance of CHF 3,109 i.e., a budget implementation rate of 99.9%.
The variances of +/-10% in the implementation of the budget are mainly due to the constant readjustment of activities in response to changing operational needs, and due to the lack of funds to cover the budget of 11,000,000 revised to 4,000,000 CHF.

Selected Parameters			
Reporting Timeframe	2021/05-2023/08	Operation	MDRNYIRA21
Budget Timeframe	2021-2023	Budget	APPROVED

Emergency Appeal
FINAL FINANCIAL REPORT

Prepared on 28 Nov 2023

All figures are in Swiss Francs (CHF)

MDRNYIRA21 - DR Congo & Rwanda - Mt Nyiragongo Eruption

Operating Timeframe: 23 May 2021 to 31 Jul 2022; appeal launch date: 31 May 2021

I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
-	1,442,000
AOF1 - Disaster risk reduction	0
AOF2 – Shelter	1,040,000
AOF3 - Livelihoods and basic needs	0
AOF4 – Health	309,000
AOF5 - Water, sanitation, and hygiene	0
AOF6 - Protection, Gender & Inclusion	52,000
AOF7 - Migration	0
SFI1 - Strengthen National Societies	0
SFI2 - Effective international disaster management	1,086,000
SFI3 - Influence others as leading strategic partners	0
SFI4 - Ensure a strong IFRC	71,000
Total Funding Requirements	**4,000,000**
Donor Response* as per 28 Nov 2023	**2,259,223**
Appeal Coverage	**56.48%**

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
-	0	0	0
AOF1 - Disaster risk reduction	12,699	146,216	-133,517
AOF2 - Shelter	378,805	534,418	-155,612
AOF3 - Livelihoods and basic needs	0	0	0
AOF4 - Health	128,723	163,247	-34,524
AOF5 - Water, sanitation and hygiene	187,067	134,382	52,686
AOF6 - Protection, Gender & Inclusion	36,262	36,426	-164
AOF7 - Migration	353,178	408,912	-55,734
SFI1 - Strenghten National Societies	411,377	295,823	115,554
SFI2 - Effective international disaster management	758,318	659,036	99,282
SFI3 - Influence others as leading strategic partners	0	1,711	-1,711
SFI4 - Ensure a strong IFRC	20,588	8,323	12,266
Grand Total	**2,287,018**	**2,388,493**	**-101,476**

III. Operating Movement & Closing Balance per 2023/08

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	2,391,286
Expenditure	-2,388,223
Closing Balance	**3,063**
Deferred Income	0
Funds Available	3,063

IV. DREF Loan

* not included in Donor Response	Loan:	750,000	Reimbursed:	617,937	**Outstanding:**	**132,063**

Emergency Appeal
FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2021/05-2023/08	Operation	MDRNYIRA21
Budget Timeframe	2021-2023	Budget	APPROVED

Prepared on 28 Nov 2023

All figures are in Swiss Francs (CHF)

MDRNYIRA21 - DR Congo & Rwanda - Mt Nyiragongo Eruption

Operating Timeframe: 23 May 2021 to 31 Jul 2022; appeal launch date: 31 May 2021

V. Contributions by Donor and Other Income

Opening Balance						
					0	

Income Type	Cash	In Kind Goods	In Kind Personnel	Other Income	TOTAL	*Deferred Income*
American Red Cross	461,387				**461,387**	
DREF Response Pillar				132,063	**132,063**	
European Commission - DG ECHO	175,565				**175,565**	
French Red Cross (from French Government*)	158,888				**158,888**	
Japanese Red Cross Society	41,427				**41,427**	
Norwegian Red Cross	106,348				**106,348**	
Red Cross of Monaco	32,178				**32,178**	
Spanish Government	328,673				**328,673**	
Swedish Red Cross	157,731				**157,731**	
Swiss Red Cross	380,000				**380,000**	
The Canadian Red Cross Society (from Canadian Gov	28,313				**28,313**	
The Netherlands Red Cross (from Netherlands Govern	378,712				**378,712**	
Turkish Red Crescent Society	10,000				**10,000**	
Total Contributions and Other Income	**2,259,223**	**0**	**0**	**132,063**	**2,391,286**	***0***
Total Income and Deferred Income					**2,391,286**	*0*

Contact information

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

In the DRC RC Red Cross

- **DRC Red Cross Secretary General** : Gloria LOMBO POLO, email: sgcrrdc@croixrouge-rdc.org or gloria.lombo@croixrouge-rdc.org phone: +243 856435031
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In the Rwanda Red Cross

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In the IFRC

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For Performance and Accountability support (planning, monitoring, evaluation, and reporting enquiries): IFRC Africa Regional Office: Beatrice Atieno OKEYO, PMER Coordinator, email: beatrice.okeyo@ifrc.org Phone: +254 721 486953

Reference documents

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Click here for:

- Previous Appeals and updates
- Emergency Plan of Action (EPoA)

How we work

All IFRC assistance seeks to adhere the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief, the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere**) in delivering assistance to the most vulnerable, to **Principles of Humanitarian Action** and **IFRC policies and procedures**. 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.