

Emergency appeal №: MDRMM016 First launched on: 10/05/2021 Revised Emergency Appeal launched: 01/04/2022 Revised Operational Strategy published: 06/07/2022	Glide №: OT-2021-000042-MMR
Final report issued on: 30/12/2024	Timeframe covered by final report: From 12/03/2021 to 31/03/2023
Number of people targeted: 202,000	Number of people assisted: 107,026
Funding coverage (CHF): CHF 2,621,599 through the IFRC Emergency Appeal	DREF amount initially allocated: CHF 181,395



Myanmar Red Cross Society (MRCS) distributed food and Non-Food Items to affected populations in Kayah State, October 2022 (Photo Credit: MRCS)

A. SITUATION ANALYSIS

Description of the crisis

Since 1 February 2021, Myanmar has been experiencing a political crisis, which has led to widespread civil unrest and a humanitarian emergency that affects people in numerous regions in the country. The escalation of violence and security incidents since February 2021 has generated a significant rise in the number of internally displaced people (IDP) in the country. Recent and more historic humanitarian needs of IDPs continue to be the requirements for access to food, healthcare services, housing items and appropriate clothing in certain areas to mitigate the diverse climate conditions as people move between regions.

Despite the still mounting humanitarian needs, the ability to provide principled humanitarian assistance has been severely impeded due to multiple factors such as movement restrictions (including the need for authorizations and roadblocks), security concerns, limitations on electricity and internet access, as well as banking challenges. In February 2023, the State Administration Council (SAC) issued a six-month extension of the then two-year state of emergency with martial law established in 47 townships in Myanmar¹.

Armed conflicts and clashes remain present, and are escalating, in states and regions across the country. This has led to more than 1.4 million internally displaced people (IDP) since February 2021, out of the total 1.85 million IDPs (UNHCR, [Myanmar Operational Data Portal](#), 26 June 2023). Many of these people remain in informal settlements across the country. In April 2023, OCHA estimated that 60,000 civilian properties, including houses, places of faith (churches and monasteries), and schools have been burnt or destroyed².

The economic situation remains fragile due to transportation challenges (roadblocks and insecure transit in some locations), increased demands as populations move between geographic areas, currency devaluation and rampant inflation. The prices of the basic food basket and household items, fuel, and transportation have increased. At the end of 2022, almost half the population in the country was estimated to be living in poverty due to the pre-existing impacts of the COVID-19 pandemic and the political crisis leading to loss of livelihood and employment³. The UN Humanitarian Response Plan, published in January 2023, estimated 17.6 million people (a third of the population) to be in need of humanitarian assistance.

Summary of response

The Myanmar Red Cross Society (MRCS) has been responding to humanitarian needs since the beginning of the political unrest. MRCS initial actions included the provision of ambulance and first aid services. MRCS requested the use of the Disaster Response Emergency Fund (DREF) to support its initial emergency response plan. With the CHF 181,395 DREF, granted on 12 March 2021, and bilateral contributions from Movement and corporate partners, the MRCS was able to launch its response actions.

As the political crisis situation in the country evolved and its impact escalated, IFRC launched an Emergency Appeal in May 2021 to expand the support and allow MRCS to continue providing humanitarian assistance to affected people. The initial 12-month plan focused on sustained provision of live-saving activities such as emergency first aid along with ambulance referral services, distribution of essential household items, and provision of basic health care through mobile health clinics. In April 2021, the Emergency Appeal was revised and extended for an additional year to end on 31 March 2023. The revised operational plan incorporated additional interventions for psychosocial support, cash assistance to reduce the socioeconomic impact of the crisis and capacity building of the MRCS to strengthen its

¹ [UNHCR: Myanmar Emergency Update \(as of 6 March 2023\)](#)

² [UN OCHA: Myanmar Humanitarian Update No. 28 | 6 April 2023](#)

³ [Myanmar Humanitarian needs Overview 2023, January 2023 by UN OCHA](#)

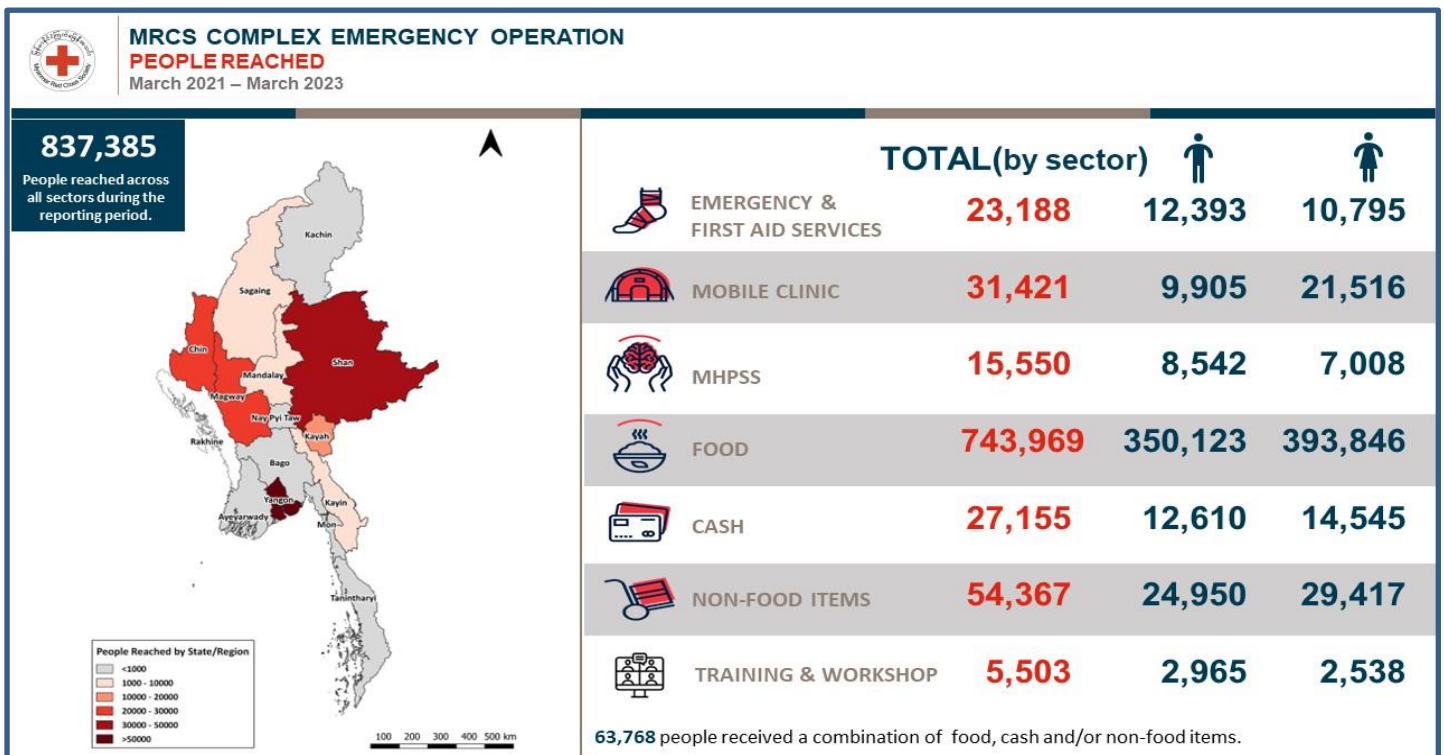
response. This operation also aimed to support MRCS to maintain operational relevance and responsiveness for the provision of humanitarian assistance, including preparedness, to the affected population.

MRCS obtained access to deliver crucial humanitarian assistance to populations in hard-to-reach areas, such as certain townships in Chin, Kayah and Southern Shan states, and Sagaing and Magway regions. The overall MRCS Complex Emergency response reached **837,385 people** with livelihood support, multi-purpose cash grants, first aid and clinical services, household items and capacity building (trainings and workshops). In addition to this Emergency Appeal, MRCS also received bilateral contributions from IFRC member national societies, as well as the International Committee of the Red Cross (ICRC), World Food Programme (WFP) and other domestic partners (e.g., Myanmar Post and Telecommunications- MPT and private donors).

MRCS provided emergency and first aid services to 23,188 people from eight different states and regions (Chin, Kayah, Kayin, Yangon, Southern Shan, Magway, Sagaing, and Mandalay). MRCS mobile clinic services reached 31,421 people with basic health care in Chin, Southern Shan, Magway and Yangon with the support of this IFRC Emergency Appeal, Danish Red Cross (DRC) and Swedish Red Cross (SRC). With the support from WFP, ICRC, this IFRC Emergency Appeal and the Thai Red Cross Society (TRCS), MRCS reached at least 743,969 people with food relief distributions: five times in Chin and Kayah States, four times in Magway and Southern Shan, and one time each in Kayin, Sagaing and Mandalay regions.

The MRCS deployed Red Cross Volunteers (RCVs) and national headquarters (NHQ) staff five times for deployments to Chin State. This included 18 RCVs (12 from Magway, 5 from Sagaing and 1 from Yangon) and the Rakhine Operations team from NHQ and Rakhine State. These teams distributed food, non-food items (NFIs) and provided mobile clinic services, including first aid.

The following infographic details the overall number of people that MRCS reached by key actions from March 2021 to March 2023. MRCS actions were supported by this IFRC Emergency Appeal, participating National Societies (bilateral), ICRC, domestic partners and some UN system agencies.

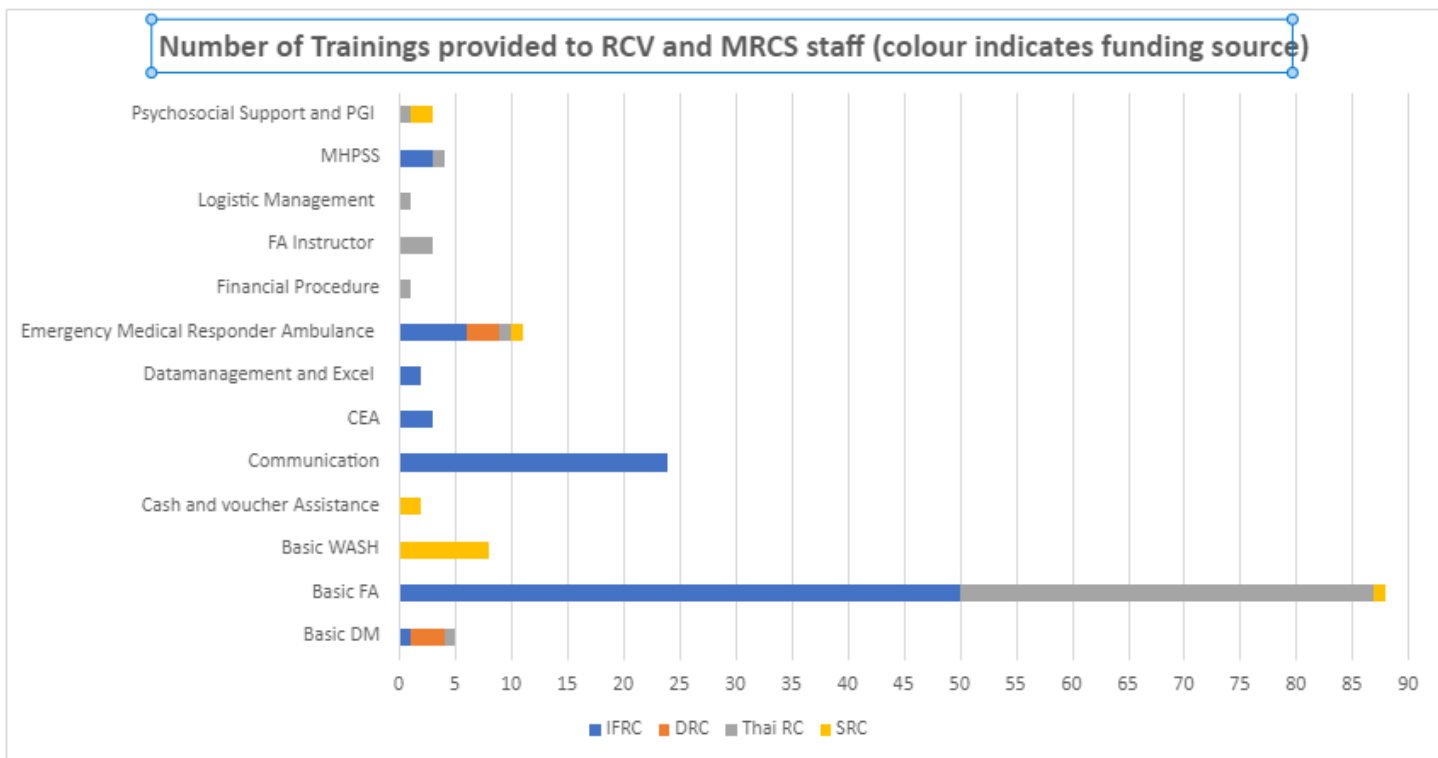


During the operation, the National Society conducted seven cash distributions in Chin, Yangon, Southern Shan and Kayah State, reaching 6,121 households (HHs) (27,155 people). Among those, 2,000 HHs (10,260 people) in the Yangon region were supported by the SRC and the other 4,121 HHs (16,895 people) in Chin, Southern Shan and Kayah states were supported by this IFRC Emergency Appeal. Nearly all cash assistance was complemented with the distribution of food items and essential household items to IDPs. MRCS food distribution reached 186,726 households (743,969 people). MRCS distributed essential household items, such as shelter kits, hygiene kits, dignity kits, raincoats, blankets, and mosquito nets to IDPs in Southern Shan, Chin, Kayin and Kayah States, and Sagaing and Magway Regions, reaching 13,064 households (54,367 people).

Since the end of 2021, MRCS has dispatched and prepositioned a total of 90,653 household items to its warehouses in states and regions around the country. These prepositioned items include family kits, shelter toolkits, kitchen sets, tarpaulin, hygiene parcels, hygiene kits, individual hygiene kits, and dignity kits. The increase in prepositioned stock was made possible through contributions of the following MRCS partners: IFRC, British Red Cross (BRC), DRC, The Republic of Korea National Red Cross (KNRC), Norwegian Red Cross (NorCross), SRC, and TRCS. Please refer to the tables below.

Recognizing the importance of preparedness and building capacity, a total of 91 trainings covering topics such as Psychosocial Support (PSS), Protection, Gender and Inclusion (PGI), Safety and Security Management, Basic Disaster Management, Basic WASH, and Cash and Voucher Assistance (CVA) training, among others, were provided to 5,503 Red Cross Volunteers and MRCS staff during this operation.

In total, 5,503 people received different capacity building trainings, 494 MRCS staff and volunteers participated in PMER standard indicators workshops, two lesson learnt workshops for this operation, and a Community Engagement and Accountability (CEA) assessment for the MRCS. The draft of the MRCS’s standard indicators and the draft CEA plan were produced during this operation. The process to finalize the documents will continue after March 2023.



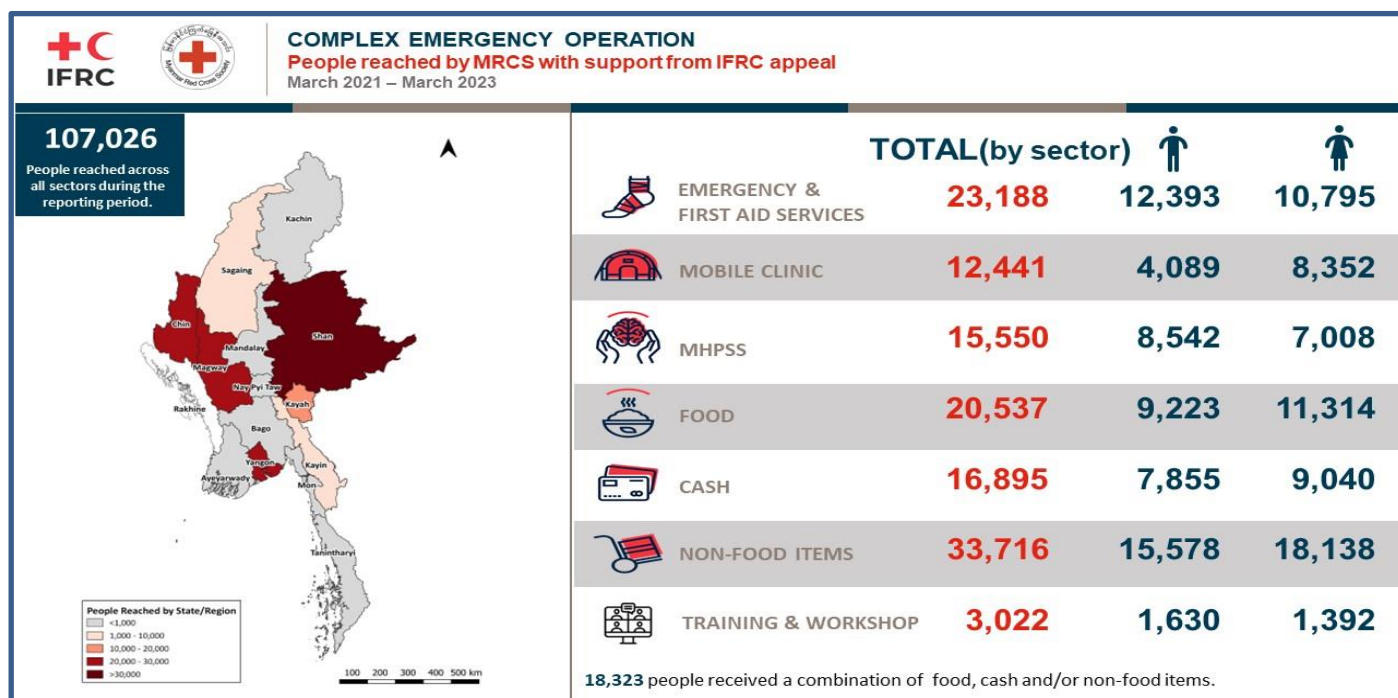
MRCs continues to strengthen its digitalization and improvement of evidence-based decision-making by expanding the capacity of its Information Management and Technology (IMT) unit; the IFRC regional Information Management technical staff provided support in this endeavour. MRCs engaged in peer learning with other National Societies, such as the Nepal Red Cross Society, that was conducted thanks to American Red Cross support. The MRCs IMT team has strengthened the development of the ongoing operations dashboard, as well as the Disaster Management department dashboard and infographics for this operation. An online volunteer registration system was produced for better management and monitoring system and training for volunteers and staff related to information management was conducted to increase MRCs's overall IMT capacity.

Through the two years of this IFRC Emergency Appeal operation, MRCs reached a total of **107,026 people** through the provision of emergency first aid services, basic health care services (including ambulance and mobile clinics), food, essential household items, cash distributions and psychosocial support, mainly in Magway, Yangon Regions, Chin, Southern Shan and Kayah States.

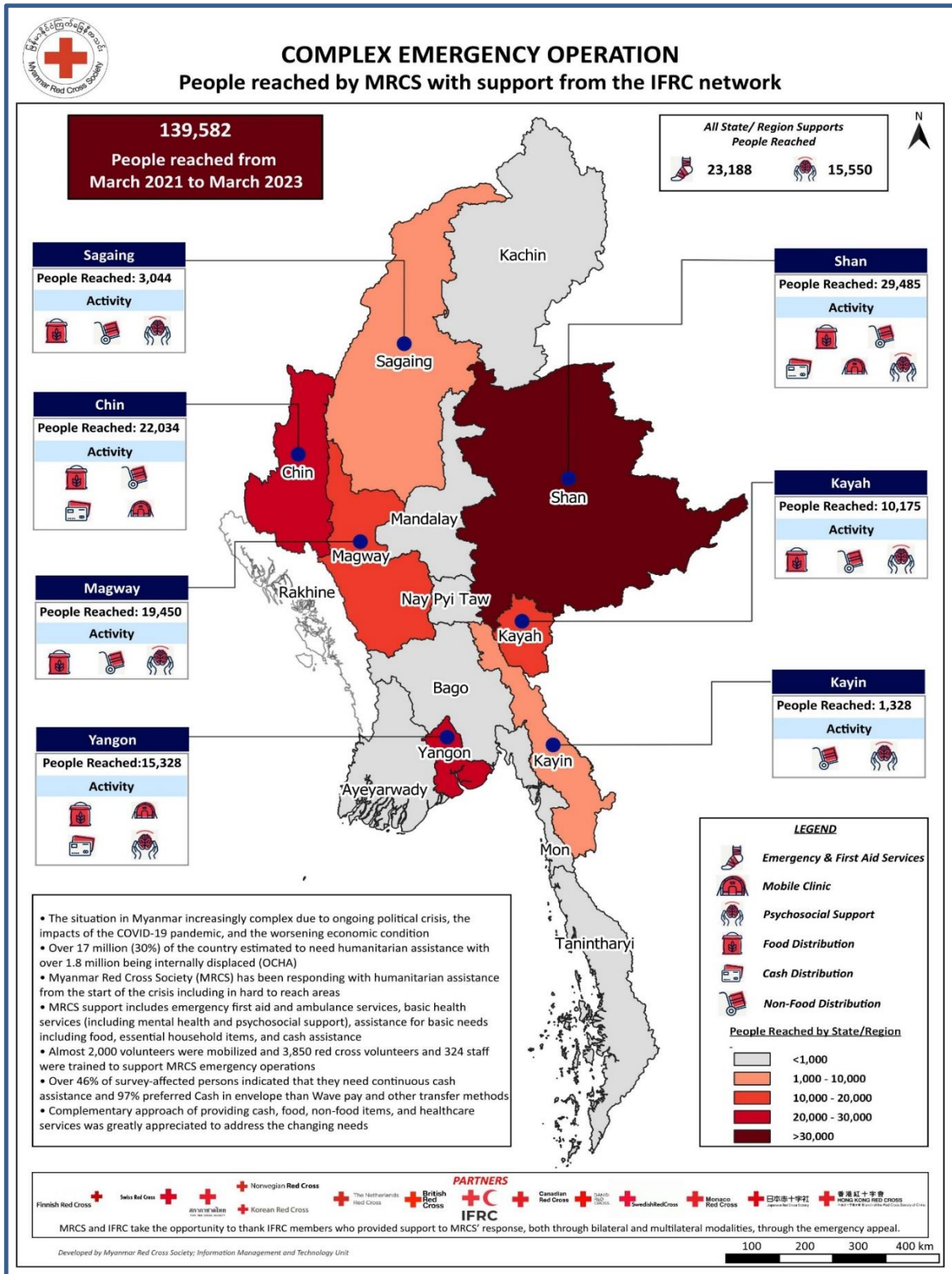
With the support of this IFRC Emergency Appeal, MRCs successfully provided emergency and first aid services to a total of 23,188 individuals from eight different states and regions (Chin, Kayah, Kayin, Yangon, Southern Shan, Magway, Sagaing, and Mandalay). MRCs extended its mobile clinic services to 12,441 people delivering basic health care in Chin, Southern Shan, Magway and Yangon. MRCs distributed food relief to 20,537 people. This included five distributions in Chin and Kayah States, four times in Magway and Southern Shan, and once each in Kayin, Sagaing and Mandalay regions.

Additionally, in collaboration with the IFRC, the National Society organized seven cash distributions in Chin, Southern Shan and Kayah states, which reached 4,121 households (HHs) composed of 16,895 people. The provision of cash assistance was often completed with the distribution of food and essential household items to IDPs. Furthermore, MRCs distributed essential household items, such as shelter kits, hygiene kits, dignity kits, raincoats, blankets, and mosquito nets to IDPs in Southern Shan, Chin, Kayin and Kayah States, and Sagaing and Magway regions, reaching 13,064 households (54,367 people).

The following infographic indicates the number of people reached in each sector.



Access to healthcare remained a challenge throughout the time period of this operation. In 2021, the then-existing COVID-19 restrictions and subsequent waves of COVID-19 increased the demands on the health system. Some MRCS distributions included COVID-19 personal protective equipment (PPE). Throughout the operation, 28,623 people from the targeted areas in Chin, Magway, Sagaing, Kayah, Kayin and southern Shan states received PPE for COVID-19 such as masks and hand sanitizer. The following infographic highlights the MRCS response to the complex emergency with support from the IFRC network (i.e. including support through the IFRC emergency appeal, as well as bilateral contributions from National Society members).



Operational risk assessment

Potential Risks	Impact and Mitigation Actions
<p>Operational risks:</p> <ol style="list-style-type: none"> 1. Restricted access to crisis-affected vulnerable people 2. Ongoing tensions restricted personnel movement 3. Limited transport and supply chain restrictions. Road transportation and road blockage adversely affected local market capacity and prices. Scarcity of essential supplies including food items and escalated costs affected local procurement. Delays with the importation of internationally procured goods. 	<p>Impact: The MRCS, as with many humanitarian actors, faced challenges to access and reach the populations in situations of vulnerability and with humanitarian needs.</p> <p>Due to the sensitive and rapidly changing situation on the ground, MRCS did not always receive timely authorisations to reach certain populations. The efficient and effective distribution of food, medicines and other types of humanitarian assistance to affected people remained a challenge in this operation. Added to this context, some affected communities were frequently on the move to safer areas, which made it more difficult for MRCS to reach these populations with principled humanitarian assistance.</p> <p>MRCS aligned all its humanitarian response actions to the Fundamental Principles.</p> <p>Mitigation Actions: The MRCS conducted regular advocacy meetings with its line ministry, the SAC Ministry of Health, as well as with relevant stakeholders in the field, to explain its principled humanitarian actions and its planned activities and those implemented to reach affected populations with humanitarian aid.</p>
<p>Disruption of financial systems limited banking services</p>	<p>Impact: Banking services remain restricted and delayed, partially due to the requirement to provide supplementary documentation for the reception of international fund transfers.</p> <p>Throughout this operation, international fund transfers took several months to be credited to MRCS bank accounts. This led to delays in MRCS's humanitarian activities and limited its response capacity. While other humanitarian organisations experienced similar delays, this situation contributed to not being able to reach all people in situations of vulnerability with humanitarian support.</p> <p>The Cash and Voucher Assistance (CVA) modality was increasingly difficult due to access challenges, which required approvals by local authorities.</p> <p>Mitigation Actions: MRCS regularly consulted with the SAC Ministry of Health and relevant banks to advocate for the crediting of international fund transfers to MRCS to continue the implementation of its principled humanitarian actions.</p> <p>The IFRC regularly provided updated information to donors regarding the financial system's challenges. IFRC and MRCS leadership and technical teams communicated frequently to identify potential troubleshooting actions, such as advocacy support and the</p>

	<p>identification of additional legally registered financial service providers to ensure cash flow to the MRCS.</p>
<p>Increase of clashes, violence and civil unrest events that may affect the safety and security of MRCS staff and volunteers and IFRC staff, as well as disrupt planned humanitarian activities.</p>	<p>Impacts: During this operation, the increase of actions by armed actors in states and regions, such as Sagaing, Magway, and Kayah regions, contributed to more instability and insecurity. MRCS staff and volunteers, with IFRC support, identified increased security risks that affected the National Society and the populations targeted for humanitarian aid.</p> <p>Mitigation Actions: MRCS strengthened its security framework to ensure appropriate monitoring of the safety and security of staff and volunteers in unstable and high-risk contexts. Activity plans were as dynamic as possible to adjust to the contextual changes on the ground.</p> <p>MRCS staff and volunteers experienced increased factors of stress during this emergency response operation due to their humanitarian activities as well as RCVs who were displaced and affected in other manners due to armed clashes in their places of origin. The MRCS, with support from the IFRC network, aimed to address the need for psychosocial support.</p>
<p>Increasingly politicised environment causing challenges to perceptions to the Fundamental Principles.</p>	<p>Impacts: The situation in certain states and regions remained complex with divided communities due to very deeply rooted tensions, perceptions and beliefs, as well as the spread of misinformation and erosion of trust. MRCS, like other humanitarian actors, sometimes faced this challenge when providing humanitarian support to communities in certain locations. This situation also had an impact on the safety and security of MRCS staff and volunteers.</p> <p>Mitigation Actions: MRCS and IFRC sought to address these issues with increased advocacy and communication about MRCS's humanitarian actions aligned with its auxiliary role and the Fundamental Principles.</p>

B. OPERATIONAL STRATEGY

This operation aimed to provide essential humanitarian support to 202,000 people in 17 states and regions in Myanmar that are affected by the complex emergency.

Since the launch of the Emergency Appeal on 11 May 2021, MRCS conducted assessments to identify the evolving needs as the operation progressed and expanded. These assessments provided vital information about the changing situation in the country. MRCS adjusted the geographical targeting and delivery mechanism as the populations affected by unrest and violence increased.

In February 2022, Operation Update 2 highlighted the need to revise the Emergency Appeal plan of action due to the rapidly changing operational context. The revised Emergency Appeal was published on 1 April 2022. This revision extended the timeframe by 12 months and changed the name of the emergency from "Civil Unrest" to "Complex Emergency." The revision of the Emergency Appeal was informed by information and insights gathered during the response, including two lesson-learned workshops organized by MRCS in November 2021 and March 2022.

The [Operational Strategy \(OS\)](#) was also revised to address several critical challenges. These challenges include market disruptions, limited access to essential services and social safety nets, and uneven MRCS capacities in various locations in the country, as well as the need to include COVID-19 prevention and disaster response actions within the operation. To address and aim to overcome these challenges, the revised OS focused on the provision and enhancement of emergency and primary healthcare services, relief assistance, and socio-economic support to affected populations in multiple regions and states.

MRCS's revised 24-month response plan focused on the provision of emergency first aid and medical assistance, basic healthcare support, strengthened disaster response capacities, and immediate relief aid and targeted livelihood assistance to address socio-economic vulnerabilities. The strategy also incorporated a renewed focus on Community Engagement and Accountability (CEA), including establishing community feedback mechanisms with the involvement of the community and building on MRCS's CEA policy to integrate this approach throughout the operation.

Some of the OS changes included:


- Replenishment and replacement of MRCS ambulance items (folding stretcher, emergency light, advance first aid kits, logos, flags, chairs, etc.) and striving towards the standardization of MRCS ambulances. This included the procurement of six new ambulances and spare parts for future ambulance maintenance.
- Replenishment and maintenance of existing MRCS first aid posts at the current level and scaling up the provision of first aid services through ambulances and clinics, including first aid trainings for communities.
- Provision of shelter and WASH support, especially in IDP sites, including distribution of tarpaulins and shelter toolkits, emergency latrines and/or improvement of existing latrines, water tanks and household water filters and distribution of clean water through water trucking.
- Expansion of the systematic inclusion of PGI components through both mainstreaming and specific activities, to support the dignity, access, participation and safety (DAPS) of all community members, particularly in IDP sites where protection issues were increasing.
- Provision of food items in southern Shan, Chin, Kayah and Kayin, and other affected states/regions where CVA was more challenging.
- Provision of multi-purpose cash grants (MPCGs) to meet immediate basic needs; and
- Support for affected individuals with in-kind assets or CVA for livelihoods restoration and strengthening of economic activities was not implemented due to challenges in sustaining such interventions in the field in light of the evolving country context.
- Expansion of support for enabling approaches for National Society Development (NSD), particularly RCVs' wellbeing, corporate infrastructure systems, disaster risk reduction (DRR), communication of the MRCS's mandate and auxiliary role, coordination, and partnerships.

Although the IFRC Emergency Appeal operation ended on 31 March 2023, the humanitarian needs in the country remain present. The three lesson-learned workshops (November 2021, March 2022 and March 2023), aimed to assess the MRCS response to the complex emergency, identify recommendations to enhance MRCS's priorities for its ongoing emergency response, and develop future plans based on the lessons learned. The 2022 workshop had 81 participants and the 2023 workshop had 104 participants. These included MRCS Executive Committee members, Deputy Secretary General, Directors and staff from NHQ departments, State and Region Chairpersons, Brigade Officers, and supporting officers. Partners from the IFRC, ICRC, and partner National Societies also participated. During the March 2023 lessons learned and planning workshop, MRCS started to identify complex emergency response activities that can be incorporated into its long-term planning.

The workshop yielded significant findings and recommendations. Some of these include: a review of prepositioned items and kits, localizing guidelines with translation to different languages, increased advocacy efforts with all stakeholders and enhanced dissemination of the MRCS's principled humanitarian action, auxiliary role and Fundamental Principles. Additionally, these events identified the need to strengthen RCV management (recruitment, retention and management) in the context of the decreasing number of RCVs. The MRCS also identified short-term

response priorities that include the use of cash assistance, distribution of relief items, provision of primary healthcare services, and improved volunteer management and capacity building. Aligned with other planning processes, such as the ongoing NSD mapping and the future 2024 Unified Plan, the MRCS prioritized medium-term actions in digitalization, localization, awareness-raising and sensitization to stakeholders in distinct levels and spaces and fostering more integrated MRCS actions.

C. DETAILED OPERATIONAL REPORT

 Livelihoods	People Targeted	30,000	
	People Reached	37,432	
Objective:	<i>The livelihoods of most affected households are restored and strengthened.</i>		
Key indicators:	Indicator	Actual	Target
	<i># of targeted households that have enough food, cash, or income to meet their survival threshold.</i>	6,483	6,000
	<i># of people supported with essential household items</i>	33,716	20,000

Distribution of Food Items

MRCS distributed food assistance for the affected population in eight states and regions. MRCS organized a total of 27 food distributions in Chin, Mandalay, Magway, Yangon, Kayah, Sagaing, Southern Shan and Kayin with contributions from different donors, such as IFRC, other National Society partners, ICRC and WFP. In these distributions in the eight states, MRCS reached 743,969 people (186,620 HHs). Of these, 687,021 people (173,616 HHs) were reached with WFP food items, 6,574 people (1,262 HHs) received food supported by ICRC, 30,332 people (6,619 HHs) through bilateral support of PNSs and domestic partners with MRCS funds, and 20,537 people (5,238 HHs) received food support through this IFRC Emergency Appeal.

MRCS distributed a standard food basket, which includes rice, cooking oil, salt, noodles, beans and canned food. Different donors provide slightly different food items with different methods. For example, WFP provided rice assistance based on the calculation of family size. ICRC provided the food for the household according to ICRC standard items. The food items distributed with support from the IFRC Emergency Appeal is detailed in the following table:

Table 1. Food Distribution supported from this IFRC Emergency Appeal (March 2021-March 2023)

#	Food Items	States/Regions	Times	HH	Male	Female	Total
1	rice, oil, noodle, canned food	Kayah	2	453	725	917	1,642
2.	rice, oil, salt, peas	Chin	2	597	1,121	1,364	2,485
3	rice	Southern Shan	3	2,038	3,316	4,324	7,640
4	rice, oil, salt, peas	Magway	2	1,348	2,682	3,044	5,726
5	rice, oil, salt, peas	Sagaing	2	802	1,379	1,665	3,044
Total			11	5,238	9,223	11,314	20,537

Distribution of Essential Household Items

Throughout the timeframe of this appeal, the MRCS procured and distributed essential household items to address basic needs of affected populations. With support from this IFRC emergency appeal, MRCS reached 33,716 people in Southern Shan, Chin, Kayin and Kayah States and Sagaing and Magway regions, with items such as shelter tool kits, tarpaulins, kitchen sets, warm clothes and blankets. Further details regarding these distributions are outlined in [Operations Update 4](#) for this emergency appeal. The distribution of hygiene items is outlined under the WASH sector below.

The table below provides an overview of essential household items distributed by MRCS with support from this IFRC Emergency Appeal, as well as the total number of items distributed by MRCS with support from all its partners during the reporting timeframe.

Table 2. Distribution of essential household items supported from this IFRC Emergency Appeal as well as the total number of items distributed by MRCS with support from all its partners (March 2021-March 2023)


Items	Units	MRCS total distribution	IFRC EA-supported distribution
Shelter Tool kits	kits	748	35
Tarpaulin Roll	Roll	185	93
Tarpaulin sheet	sheet	5,461	2,193
Kitchen set	Sets	1,513	613
Warm Clothes	Pcs	4,389	3,302
Blanket	Pcs	11,358	6,958

Challenges

- Difficulties in accessing some IDPs who were not located in camps or monasteries, sometimes staying in private homes or in less inhabited rural areas.
- In some conflict settings, access to carry out food distributions was more restricted due to the different actors in the area.

Lessons Learned

- MRCS recognized the importance of prior awareness-raising about its actions with local actors. MRCS successfully complemented different partners' support to reach populations in areas of difficult access, through a multi-sectoral approach.

	Multi-purpose Cash	People Targeted	20,000
		People Reached	16,895
Objective:	<i>Households are provided with unconditional/multipurpose cash grants to address their basic needs</i>		
Key indicators:	Indicator	Actual	Target
	<i># of people supported with multi-purpose cash grant</i>	16,895	20,000
Multipurpose Cash Grants			

MRCS provided multipurpose cash grants to IDPs in different states in regions. The amount of cash transfers varied based on the recommendations from the cash working group, local restrictions, and the availability of cash in hand when the bank services were not fully functioning.

In Southern Shan, MRCS chose locations to complement the areas in which ICRC provided cash in IDP camps. IFRC-MRCS-ICRC coordination avoided overlap.

Due to banking challenges, an extended process to establish a framework agreement with a financial service provider (FSP) and then obtain local authorizations for cash distributions, MRCS cash distributions took time and required sustained effort. Most of the cash distributions conducted in this operation employed the cash-in-envelope method. The last distribution was facilitated by an FSP in the Kayah region.

When MRCS conducted cash-in envelope distribution, the MRCS and IFRC focal points for security supported the implementation of different security measures, as well as training all team members to mitigate security risks.

MRCS aimed to have a standard amount for cash distributions (MMK 200,000 or CHF 84). However, restrictions in certain areas meant that distribution amounts were limited to MMK 25,000 or CHF 10.5 per household per week. In March and May 2022, a total of 1,818 households in Southern Shan received cash assistance of MMK 25,000. Later, in September 2022, a third distribution was conducted in Southern Shan, reaching 220 households. Each of these households received a total of MMK 50,000 or CHF 21.

Table 3. Multipurpose cash grants with the support of IFRC Emergency Appeal

#	Time/Duration	Amount per HH (in MMK)	State/Region	Township	HHs	Male	Female	Total
1	Oct-Nov 2021	200,000	Chin	Mindat	158	327	399	726
2	March 2022	200,000	Chin	Mindat	307	636	776	1,412
3	March 2022	25,000	Shan	Taungyi	1,222	2,059	2,763	4,822
4	May 2022	25,000	Shan	Taungyi	596	910	1,144	2,054
5	Aug-Sep 2022	50,000	Shan	Kalaw, Loilen, Rawk Sauk, Leikha	220	347	417	764
6	Nov-22	104,000	Kayah	Demoso and Loikaw	1,618	3,576	3,541	7,117
	Total				4,121	7,855	9,040	16,895

MRCS aimed to reach households with the highest levels of vulnerabilities. With the large numbers of people in need in Chin, MRCS conducted cash distributions two times in this state that targeted economically disadvantaged households that met one of the following criteria:

- Women-headed
- With members who are elderly
- With members with disabilities/ chronic illnesses
- With pregnant/ lactating women and/or children under 5 years of age
- Landless/casual laborers with no stable income
- Small-scale farmers (less than 3 acres of land)
- With 6 or more people
- Staying in an IDP camp
- With a family member who died or was injured due to mines, UXO and IEDs
- With a family member who died due to COVID-19 (or was then ill with COVID-19)

Due to external delays in access, MRCS conducted cash distributions in Kayah and Sagaing in April 2023, after the Emergency Appeal operation ended. Details on the locations and numbers reached are in the following table. These

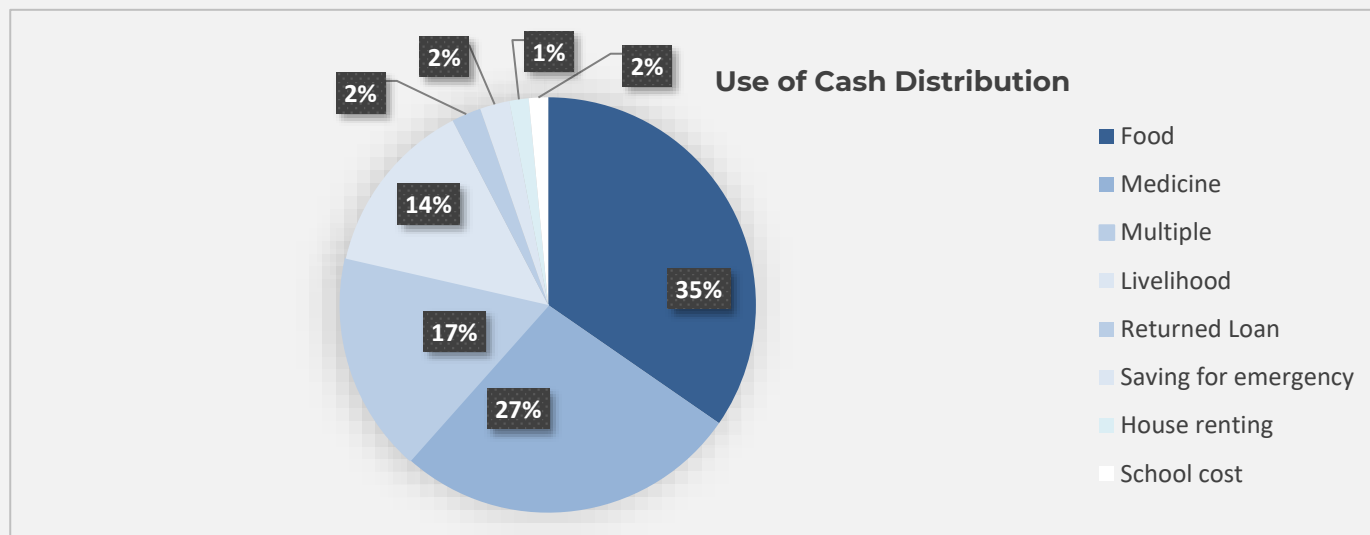
results are not included in the overall results of this Emergency Appeal since they occurred after the end of the reporting timeframe, though they were planned to occur prior to the end of the appeal operation.

Table 4. Multipurpose Cash Distribution (after the Emergency Appeal operation formally ended)

#	Date	Amount per household (in MMK)	State/Region	Township	# of HH	Male	Female	Total
1	April 2023	104,000	Kayah	Loikaw	945	1,669	1,982	3,651
2	April 2023	200,000	Sagaing	Sagaing	413	763	881	1,644
Total					1,358	2,432	2,863	5,295

As possible, MRCS conducted a follow-up to its cash distributions. Two post-distribution surveys were conducted for the cash distribution in Kayah and two monitoring visits to Southern Shan and Sagaing. Additionally, two post-distribution monitoring (PDM) exercises and two exit surveys for cash assistance distribution were conducted in Kayah State and Sagaing Region after this Emergency Appeal operation ended. Among 108 respondents, 78 respondents (72 per cent of the respondents) expressed their preference for receiving cash due to its portability, allowing them to easily carry and use as needed. They mentioned the use of the funds for various health-related expenses, food, and to meet other needs of their children and families. Respondents emphasized the importance of extending cash assistance to individuals who remain in their villages and face significant challenges. Community members proposed a continuous cash support system, with the amount provided being determined by the size of a recipient's family. The community conveyed their gratitude and offered prayers for the donors, expressing their wishes for continued health and prosperity.

The following graphic details the use of cash by the recipients, based on some of the PDMs conducted by the MRCS.




Challenges

- Obtaining access from authorities was an extended process which led to delays in activities.
- In some locations, restrictions mean that the value of planned cash distributions was reduced.
- Access to populations in harder-to-reach areas was extremely challenging.

Lessons Learned

- MRCS recognizes the need for more training for its volunteers and staff in cash, as well as humanitarian diplomacy, for cash distributions.

- MRCS achieved the establishment of a framework agreement with a financial service provider, which will ease future cash distributions.

 Health & Care <i>(Mental Health and psychosocial support / Community Health / Medical Services)</i>	People targeted	41,000	
	People reached	51,179	
Objective:	<i>Health risks of targeted communities are reduced, and communities' health and wellbeing are improved.</i>		
Key indicators:	Indicator	Actual	Target
	<i># of people reached with emergency First Aid services</i>	23,188	41,000 (in total for all health services)
	<i># of people referred to clinical support by ambulance services</i>	11,532	
	<i># of people reached with clinical health care through mobile health clinic deployment</i>	12,441	
	<i># of people trained by NS in first aid emergency services</i>	1,776	
	<i># of people reached by psychosocial support</i>	15,550	
	<i># of NS Staff and volunteer trained in MHPSS</i>	67	
	<i># of ambulances maintained, upgraded and/or procured</i>	174	

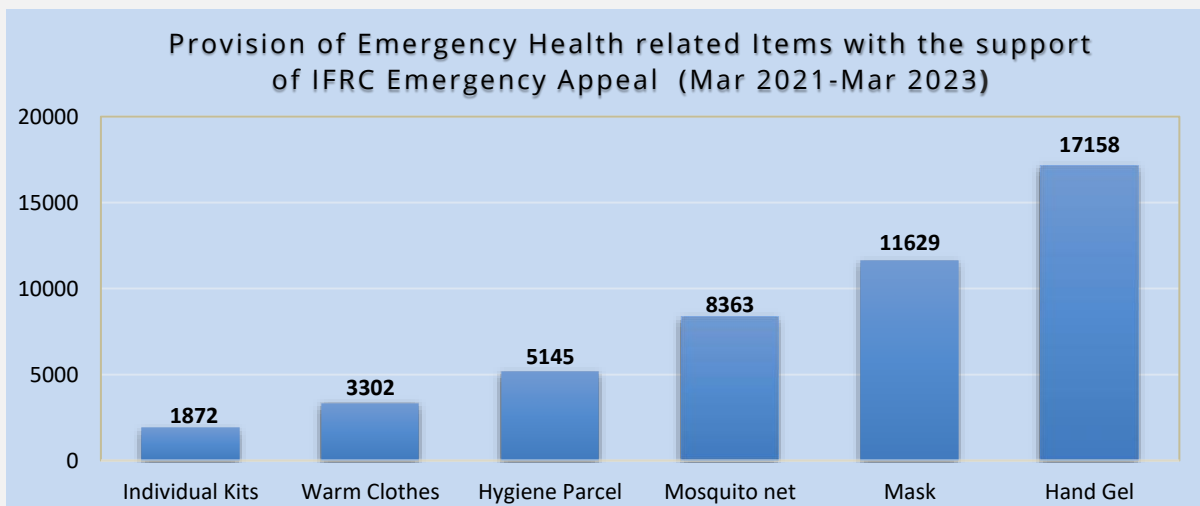
Mental Health and Psychosocial Support (MHPSS) Activities

MRCS conducted seven MHPSS trainings, with 72 staff and 120 volunteers receiving the awareness with the support of SRC, TRCS and IFRC emergency appeal. With the support of the IFRC emergency appeal, four MHPSS training were provided, reaching 47 staff and 20 volunteers. Meanwhile, two MHPSS training programs were organized with funds from the SRC (100 volunteers participated) and one training provided by TRCS for 25 staff. Moreover, with funds support from other partners, three joint training sessions on PGI and Psychosocial Support (PSS) were conducted for MRCS staff and volunteers. The MRCS conducted MHPSS activities alongside emergency first aid activities, clinical services, and distribution activities.

Since the initiation of this operation, MRCS reached a total of 15,550 people in various states and regions with MHPSS activities. These were done in complement to NFI distributions, particularly with IDPs. MRCS staff and volunteers also provided psychosocial support to community members during the provision of first aid and clinical services.

Community Health Interventions

When the civil unrest initially began, and throughout a large part of this operation, COVID-19 had an impact on the targeted communities. To mitigate the spread and minimize the effects of COVID-19, the MRCS included PPE in its health distributions (a total of 17 different health items were distributed during the operation). As will be explained in the next section on WASH, MRCS distributed 5,145 hygiene parcels and 1,872 individual hygiene kits. In addition to this, MRCS distributed the following PPE: 11,629 boxes of facial masks, and 17,185 bottles of hand gel. Due to the risk of vector-borne diseases, 8,363 mosquito nets were also distributed.



Medical Services and Capacity Building

From March 2021 to March 2023, MRCS reached 23,188 people with emergency First Aid through 174 ambulances and 12,441 people reached via mobile clinic services. MRCS deployed mobile clinics five times to Mindat, Chin states, and two times for IDPs in Southern Shan state and Magway region. With bilateral support from its partners, as well as from this appeal, MRCS mobile clinic services provided antenatal care, and postnatal services including the delivery of infant kits and birth spacing as part of reproductive health. Over 100 clean delivery kits were purchased under this appeal and distributed in Southern Shan, Magway and Chin in the first semester of 2022. MRCS deployed its mobile health clinic team from Rakhine state, which consisted of two doctors, three nurses, four volunteers and two drivers (11 people).

Additionally, MRCS conducted 88 Basic First Aid Training events with funds from this Emergency Appeal, the TRCS and SRC. Additional Trauma First Aid courses were provided to volunteers so they could share this knowledge and use it, as needed. This operation supported 40 advanced First Aid kits and 1,355 small First Aid kits, which were distributed to volunteers and used when they gave First Aid training to community members. The Trauma First Aid curriculum was supported by the ICRC. The Emergency Appeal also funded the printing of 5,000 First Aid manuals for volunteers.

Enhancing MRCS's Ambulance Fleet

In 2022, the MRCS obtained six new ambulances. The Korean Red Cross, through this Emergency Appeal, funded four ambulances. The NorCross funded the additional two ambulances through this appeal. MRCS and IFRC proceed to procure these ambulances through the IFRC Fleet hub in Dubai. The six ambulances reached Yangon in August 2022. All six ambulances were then handed over to the MRCS Executive Committee and after that, the ambulances were handed over to MRCS branches in Monywa, Sagaing and Southern Shan.

The running cost and maintenance cost of the ambulances will be covered by MRCS funds and domestic donations. Major maintenance will be shared by the projects supported by partners. For long-term sustainability, MRCS plans to include actions that support self-sustaining services, such as new income-generation models for its first aid and ambulance services.

Through this Emergency Appeal operation, MRCS increased the capacities of ambulances with a folding stretcher, signal light, emergency light, logos and flag for the crews' safety. First aid kits for the ambulances were replenished and/or expanded for increased capacities.

Challenges

- Due to the high demand for health services, MRCS identified the need for more health professionals, as well as medicines, for its mobile health units.

Lessons Learned

- The sensitive nature of health data, including personal data, requires MRCS's strengthening of its data protection measures. This was addressed partly during the operation and is included in planned digital transformation activities.



Water, Sanitation and Hygiene

People targeted 15,000

People Reached 24,354

Objective: *To reduce risk of water-borne disease and improve dignity through provision of WASH assistance to communities, especially, those in displacement sites, through community and organizational interventions*

Key indicators:	Indicator	Actual	Target
	<i># of people reached with emergency hygiene parcels, individual hygiene kits and hygiene promotion</i>	24,354	15,000
	<i># of people reached with provision of emergency latrines and/or improvement of existing latrines</i>	Deprioritized	
	<i># of household provided with water tanks and household water filters</i>	532	532

Distribution of WASH Items

Table 5. WASH and health items distribution

Items	Units	MRCS total distribution	IFRC EA-supported distribution
Masks	box	14,112	11,629
Hand Gel	bottle	26,441	17,158
Mosquito nets	piece	12,558	8,363
Infant Kits	kits	1,488	823
Water Filters (LifeStraw)	piece	562	532
Delivery Kits	kits	287	155
Hygiene Parcels	kits	6,165	5,145
Water tanks	piece	168	0
Jerry Cans	piece	1,903	0
Individual Hygiene Kits	kits	7,024	1,872
Small First Aid Kits	kits	1,355	1,355
Personal Sanitary Package	piece	2,128	2,128
Mosquito Net	piece	12,558	8,363

Throughout the operation period, a total of 24,354 people were reached with WASH-related assistance. These included the distribution of water filters, water tanks, family hygiene parcels and individual hygiene kits. Some

households received multiple NFIs related to WASH and health, and Table 5 above lists the quantities of each item distributed.

Distribution of Water Tanks and Household Water Filters

Through this appeal, MRCS provided 532 displaced households (2,394 people) with family water filters in Kanpetlet, Chin state and Kama, Magway region. In addition, MRCS received support from the SRC for the purchase and distribution of 25 water tanks, 55 family water filter (LifeStraw) in Magway and Sagaing. Meanwhile, the ICRC supported for the 60 family water filters that MRCS distributed in Chin state.

Distribution of Hygiene Parcels, Hygiene Kits and Hygiene Promotion

A total of 5,145 households were provided with hygiene parcels intended for one week of use by a family. Furthermore, 1,872 males residing in various camps located in Southern Shan, Magway, Kayin, and Kayah states received hygiene kits tailored specifically for men. Hygiene kits for women, commonly referred to as dignity kits, are further detailed in the PGI section below.

Emergency hygiene kits, hygiene parcels, dignity kits and family kits were distributed in Kayah, Southern Shan, Kayin and Magway Regions.

Emergency Latrine Installation


The MRCS deprioritized the installation of emergency latrines due to some displaced people in different states and regions being able to locate shelter in religious buildings or with relatives/ friends.

Challenges

- WASH management in IDP camp sites was a challenge due to access issues.
- MRCS deprioritized latrine construction since in some areas the demand was lower than expected. However, more development of supporting community-level latrines might be useful in the future.

Lessons Learned

- MRCS needs to have more prepositioned WASH items (water treatment and hygiene items) in its local branches.
- Capacity building in WASH needs to be further rolled out with branch-level volunteers.

	Protection, Gender and Inclusion	People targeted	3,000
		People Reached	8,754
Objective:	<i>Targeted communities, including members in all their diversity and in particular those most vulnerable, are supported with information and services enhancing dignity, access, participating and protection.</i>		
Key indicators:	Indicator	Actual	Target
	<i># of people reached with a dignity kit</i>	8,754	3,000

PGI Integration and Capacity Building

In this operation, MRCS aimed to integrate PGI in each technical sector to ensure access, inclusion and safety for diverse groups. The selection of the target population extensively used criteria that considered gender, physical conditions, socio-economic aspects. WASH and health activities aimed to address the differential needs of people due to gender and age.

The MRCS has an established dignity kit that contains 11 items such as underwear, sanitary napkins, t-shirt, female longyi, bra, nail clipper, sandal, comb, shampoo, laundry soap, and the bag. From July 2021 to November 2022, through this emergency appeal, MRCS distributed 8,754 dignity kits to women in IDP camps in Magway region and Southern Shan, and Chin, Kayah and Kayin states.

Additionally, through this Emergency Appeal, MRCS distributed 3,302 packs of warm clothes to children and adults who had moved with few belongings and/or were displaced into colder climates. Other partners supported an additional 1,087 packs of clothes.

With the aim to strengthen MRCS volunteers' capacities in PGI, national headquarter staff held combined PGI-PSS trainings with 120 volunteers. See the health section above for additional details on MHPSS actions.

Challenges

- More protection activities were needed throughout the operation, particularly in locations where IDPs were living.

Lessons Learned

- MRCS recognized the need to have more state and regional leaders, as well as branch volunteers, trained in PGI.
- MRCS, with partner support, plans to incorporate more PGI staff at national headquarters.

Enabling approaches



National Society Strengthening

Objective:	<i>To develop the organizational and operational capacity of MRCS and ensure that necessary legal, ethical and financial foundations, systems and structures are established and sustained</i>		
Key indicators:	Indicator	Actual	Target
	<i>% of active RCVs (targeted for response) with sufficient insurance coverage</i>	100%	100%
	<i>% of active RCVs (targeted for response) equipped with sufficient protective items and equipment</i>	100%	100%
	<i>% of targeted pre-positioned items in priority locations</i>	Deprioritized	

<i># of RCVs staff trained in core Disaster Management areas</i>	38	440
<i>Mechanism for effective response preparedness identified and implemented</i>	Yes	Yes
<i># of staff / RCVs skilled in core communication area</i>	460	400
<i># of activities/ forum reached with messaging on MRCS role and mandate to key stakeholders</i>	5	5
<i># of key messages/statements to profile/safeguard MRCS response</i>	24	As required
<i># of staff/RCVs skilled in IM and data management</i>	55	60
<i># of PMER workshop conducted</i>	2	1
<i># of PMER training conducted</i>	2	As required
<i># of warehouses renovated</i>	1	As required
<i># of activity reports produced that inform IFRC and NS reflections and practices from this response</i>	2	1
<i># of organizational development trainings for branch leaders</i>	2	60

Volunteers' Safety and Wellbeing

This IFRC Emergency Appeal operation enabled MRCS to benefit from IFRC volunteer insurance policies for up to 3,000 volunteers. During the reporting period, the MRCS submitted four claims for reimbursement for costs incurred by volunteers as a result of accidents while on duty. Those volunteers were from Magway region and Eastern Shan, Kayah, and Rakhine states. Volunteers were equipped with PPE such as face masks and hand sanitizers during distribution activities. This appeal also enabled the MRCS to purchase hibernation kits for staff and RCV in challenging operating areas such as Chin State.

Lessons Learned

- In lessons learned events, staff and volunteers indicated the need for MHPSS for themselves, as well as for the affected populations they were attending.
- MRCS identified the need to support state/ region leadership, staff and volunteers on humanitarian diplomacy to contribute to their safety in the field, particularly the understanding of the institutional mission, auxiliary role and Fundamental Principles.
- MRCS planning includes components to strengthen the framework for care of volunteers and staff (MHPSS, supplementary insurance if needed, public outreach/ humanitarian diplomacy).

Information Management (IM)

Funds from this operation enabled communication between the different MRCS levels (headquarters, S/R committees, branches). This included funds for internet, device maintenance support, video-conferencing facilities in the headquarters, power back up for dynamic NAV for finance, among others. The Information Management and Technology Unit (IMT) led and implemented these activities.

This operation supported MRCS to spur the process to digitalize volunteer online registration. Among the 10 targeted MRCS modules planned, the Volunteers and Members module is the second module that was initiated with the financial support of this Emergency Appeal and American Red Cross. With the coordination of the American Red Cross, MRCS received technical support from Nepal RC, Canadian RC and IFRC Asia Pacific Regional Office information management unit. A total of 16 states/regions out of the 17 in the MRCS network started online volunteer registration for existing and new volunteers. At the time this operation ended, more than 3,000 volunteers had been approved in the online registration process with approvals from state and regional supporting officers for other pending.

MRCS's Information Management and Technology (IMT) unit provided support to three states/ regions (Tanintharyi in the region of the same name, Hpa-An in Kayin state, Mawlamyine in Mon state) for quantitative and qualitative information management with Excel. Volunteers, Project Assistants and Supporting Officers also participated in this training. Participants learned about qualitative data collection, teaching data collection, emergency reporting with qualitative data, and data management and branches in the targeted states and regions.

Another area that requires attention is the digital transformation process. While two out of the ten modules have been initiated, there is still a need to develop the remaining eight modules. This comprehensive digital transformation will enable MRCS to streamline its processes, enhance efficiency, and leverage technology effectively in its operations.

Additionally, MRCS faces limitations in terms of IT equipment. The organization needs to acquire adequate IT equipment to facilitate the implementation of the digital systems and enable volunteers from different states and regions to actively participate. This will ensure that MRCS can leverage technology and connectivity to enhance its response capabilities and collaboration across the country.

Addressing these challenges and areas for improvement will be crucial for MRCS's future progress. By expanding information management training to cover all states and regions, completing the development of the digital transformation modules, and providing sufficient IT equipment, MRCS can enhance its capacity and effectiveness in delivering humanitarian assistance and strengthening its overall operations.

Challenges

- IM trainings only reached 3 of the 17 states/regions due to resource challenges.
- Two of the 10 modules for digital transformation were initiated; eight additional modules remain to be developed.
- MRCS branches have limited IT equipment to implement IM system changes/upgrades.

Lessons Learned

- Through this operation's piloting, MRCS has identified future partner support for some aspects of the digital transformation plan.

MRCS Planning, Monitoring, Evaluation and Reporting (PMER) Improvement

The MRCS PMER unit with the PMER staff from this operation facilitated two PMER trainings that reached 87 volunteers from different states/ regions. The PMER workshop in 2022 had the participation of 36 Supporting Officers and Project Assistants from states/ regions. Trainings focused on the PMER system, reporting flow, report quality, project cycle, indicators and related results. This training enabled volunteers to improve the data and information quality in reports.

The MRCS PMER unit led a workshop for standard indicators for the MRCS. While these remain to be finalized, partner NSs and IFRC Country Delegation (CD) continue to support this process.

Challenges

- Data management and reporting remained challenges throughout the operation. The MRCS PMER continues to establish standard planning and reporting tools (templates, database), which will contribute to data reliability.

Lessons Learned

- MRCS recognizes the need to strengthen the national headquarters' PMER unit as the technical lead in the area.

Strengthening Community-Based Disaster Risk Reduction (DRR), Response and Preparedness Capacity

To strengthen the preparedness capacities of the MRCS, this operation supported comprehensive training on basic disaster management. These trainings reached 123 volunteers from Kayah, Southern Shan, Magway, Sagaing, Mandalay and Chin states. The costs of the trainings were made possible with funds from this Emergency Appeal, TRCS and DRC.

In addition, this operation replenished prepositioned items that were used in the response. As the operation ended, supplies that had been procured were strategically prepositioned to replenish the MRCS warehouses.

Lessons Learned

- MRCS recognizes the need to have an increased amount of prepositioned items throughout its warehouse network.

Development of Shared Identities and Communication (Internal and External) Enhancement

MRCS organized ten communication trainings (nine online and one face-to-face) for volunteers from different states and regions (Yangon, Mon, Northern Shan, Sagaing and Mandalay). These trainings focused on basic article/news writing and guidelines on the use of social media.

Additionally, a two-day Red Cross dissemination workshop was conducted in Mandalay for state/ region supervisory committees, branches and volunteers from Mandalay, Sagaing and Southern Shan in February 2023. This Red Cross dissemination workshop was also conducted for headquarters staff, especially for the new staff, to be able to follow Red Cross rules and regulations, Fundamental Principles and guidelines on emblem usage.

After this training, the MRCS supervisory committee members were more knowledgeable about the policies and how to apply the rules and regulations, as well as the guidelines for the use of social media. Following this workshop, the quality of the photos increased, and the protection of the affected people's privacy and dignity was more considered.

MRCS produced six types of communication products such as cartoon posters, video clips, billboard, music and boosted Facebook posts to convey the key messages to the communities, particularly its domestic audience in the country. There were 65 cartoon posters related to MRCS activities (e.g., blood donation, fundraising, humanitarian principles, etc.). These posters were distributed to the branches for wider reach in the communities. These are found to be more appealing among the general population with catchy illustrations. Two animated video clips were

produced related to fundraising and social media guideline for volunteers. Profile videos of MRCS and its units video clips were produced for advocacy and raising awareness to donors. This operation supported the process for the design and putting up 53 billboards in all states/ regions with messages of RC activities, contact persons/teams, RC messages and available services.

This resulted in boosted engagement from the communities where MRCS received increased requests for Red Cross services. MRCS produced 47 printed 8x8-foot red cross emblems, of which 30 were distributed to all states and regions especially where there are Red Cross warehouses. The guidance to use this emblem was shared to all the branches, especially related to their visibility when conflicts (including air strikes) occur in these areas.

Similarly, the MRCS boosted Facebook posts with an average of 20 posts boosted monthly to reach more people with the key messages related emergency, public donation and MRCS events. As a result, after this operation ended, when Cyclone Mocha occurred in mid-May 2023, MRCS found increased public donations due to better knowledge of the MRCS and its humanitarian action.

With the lead of MRCS communication team, a Social Media Response Team was formed within state/ region MRCS branches to respond to issues on social media, (community feedback and rumours). This was useful when the civil unrest began, and the confirmation of information posted on social media.

As this operation ended, MRCS senior management was finalizing its website development and revision.

Some of the published communication products supported from this Emergency Appeal operation are listed in the following table:

Table 6. List of published communication products

#	Particular	Links
1	Heat Stroke First Aid video with MRCS background music	https://www.facebook.com/info.mrcs/videos/1604678146582933
2	Ambulance Services video with MRCS background music	https://www.facebook.com/info.mrcs/videos/1006530746652215
3	Volunteers' humanitarian activity video with MRCS background music	https://www.facebook.com/info.mrcs/videos/636054494274411
4	Whiteboard Animation for Donation	https://www.facebook.com/info.mrcs/videos/6911501142207604
5	Whiteboard Animation for Myanmar Red Cross Society Profile	https://www.facebook.com/info.mrcs/videos/837116954029039
6	Volunteers Poster	https://m.facebook.com/story.php?story_fbid=pfbid023IfYooPunj1UzPy1MSPEBdnYy8zaiY5qGjBD6WYvfWoQ7914qhtSxVvMXPHdEfymI&id=100050618313560&mibextid=Nif5oz
7	7 fundamental principles	https://m.facebook.com/story.php?story_fbid=pfbid0YyJCUVP8G6scqTjoAUtus6xpFyY7SSqB4mKdanS12yoAZN2a7uAzSVtqjj4G4nhI&id=100050618313560&mibextid=Nif5oz
8	First Aid Poster	https://m.facebook.com/story.php?story_fbid=pfbid0yUMa4YJQ7L18AhAHoMswGvzx87oBF1BeU5LBDit2LSGvCJpoBBwwjafBHh1fbrXZI&id=100050618313560&mibextid=Nif5oz
9	Donation Poster for Disaster	https://m.facebook.com/story.php?story_fbid=pfbid02rGrt6gzmGFBjqrkKu8HUM6uPfU8ukTjWiu28SaZPx8xSsgyb1tgBYeGu2ibr3vrWI&id=100050618313560&mibextid=Nif5oz



Data Management and Excel Training for volunteers in Dawai, Tanintharyi region, March 2023 (Photo: MRCS)

Additionally, Table 7 below provides details on the capacity building trainings organized during this Emergency Appeal operation.

Table 7. Capacity building trainings for MRCS staff and volunteers (with Emergency Appeal funds)

#	Training Title	Times	State/Region	Staff	Volunteers	Community
1	Ambulance Crew	6	Yangon, Mandalay, Ayarwaddy, Naypyitaw, Bago, Mon, Tanintharyi		159	
2	CEA	3	All States and Regions	36	85	
3	Communication	10	Yangon, Mandalay, Magway and Northern Shan		210	
4	Dissemination Workshop for volunteers	2	Mandalay, Yangon	26	38	
5	First Aid Instructor	2	Mandalay and Magway		60	
6	Information Management and Data management	3	Mon, Kayin, Tanintharyi		76	
7	MHPSS/PSS	4	All States and Regions	47	20	
8	Migration and Displacement	1	All States and Regions	10	14	
9	Organizational Development for Branch leaders	6	All States and Regions		150	
10	Basic Disaster Management Training	1	Southern Shan	38	-	
11	Safety and Security Management Training	2	All States and Region	11	50	
12	Basic First Aid	50	Yangon, Mandalay, Magway, Tanintharyi			1,557
Total		89		168	862	1,557

Lessons Learned

- MRCS identified the need for more awareness-raising activities for its acceptance, particularly its auxiliary role.
- MRCS recognizes the need to build volunteers' capacities in operational communication (spokesperson training, gatekeeper communication, etc.)
- Based on the findings from the lessons learned exercises during this operation, as well as other internal assessment processes, MRCS will continue its actions to have some key IFRC Learning Platform courses translated into the Myanmar language. Additional funds will be required for the translation and programming so these can be used in the same format as those that currently exist on the IFRC Learning Platform.



Coordination and Partnerships

Objective:	<i>To strengthen coordination and partnership within the Movement and with relevant external actors to maximize response capabilities, including assistance to prepare the consolidated MRCS Emergency Plan of Action that facilitates coordinated partner support.</i>		
Key indicators:	Indicator	Actual	Target
	<i>The operation demonstrates evidence of effective and coordinated international disaster response</i>	Yes	Yes

Membership Coordination

The IFRC and the MRCS co-facilitated a membership coordination initiative to operationalize the IFRC's Agenda for Renewal with a country coordination mechanism to roll out the New Way of Working (NWoW). This operation complemented and built on NWoW coordination. MRCS remained at the centre of IFRC network support with an aim to better align and pool resources and capacities in line with MRCS priorities and enable longer-term planning for this complex emergency and future emergency situations. IFRC, through its Operations Manager, as well as stable IFRC CD staff, assisted MRCS to coordinate resources and foster complementarity of support from its IFRC network partners in particular.

Movement Cooperation

MRCS convenes monthly Movement Coordination meetings for information sharing and strategizing. These meetings regularly contained updates on this operation. Additionally, during this operation, the MRCS, IFRC and ICRC continued tripartite coordination mechanisms (leadership-level meetings, security cell and communications). These distinct spaces enabled all Movement actors to collectively analyse risks and humanitarian trends and support shared messaging about perception issues, as well as operational interventions and challenges.

Engagement with External Partners

MRCS, with IFRC support and action, engages with external humanitarian actors. IFRC and ICRC participate as standing invitees in meetings of Humanitarian Country Team (HCT) convened by UN Office for the Coordination of

Humanitarian Affairs (OCHA), while the MRCS is a national member of the HCT. This space is particularly useful for country and state/region coordination for evolving situations that increase humanitarian needs. MRCS and IFRC also actively engage in the humanitarian clusters and technical working groups, with MRCS being the co-chair of the Cash Working Group as well as the co-chair of the Emergency Response and Preparedness Working Group.



Secretariat Services

Objective:	<i>To strengthen Secretariat services for continued support to MRCS.</i>		
Key indicators:	Indicator	Actual	Target
	<i># of surge deployments</i>	2	1
	<i>Compliance achieved with fleet management and logistics processes to IFRC policies</i>	Yes	Yes

Human Resources

This operation used the rapid response mechanism for two remote surge deployments. These deployments included a person for Cash and Voucher Assistance (CVA)/ Operations Management and the other for PMER. The Australian Red Cross generously provided staff on loan to support the PMER surge deployment. Furthermore, IFRC supported MRCS by facilitating local recruitment.

Additionally, the IFRC Operations Manager provided broader support to MRCS, including assistance in revising the overall NS response, facilitating lesson learned workshops and ensuring ongoing coordination and information sharing within the IFRC network.

PMER and IM

This IFRC PMER senior officer, funded for several months through this operation, worked closely with the MRCS PMER staff to support monitoring (with use of tools such as the Indicator Tracking Table, internal dashboard, data collection and analysis, among others) and reporting process that connected with IM-led digital transformation. Additional support was given to the MRCS PMER staff for their internal reporting to senior management.

Due to time constraints and the mid-May 2023 landfall of Cyclone Mocha, it was not possible to conduct and finalize the final evaluation during this operation. However, the final evaluation, generously supported by The Netherlands Red Cross via the 2023 Unified Plan, was launched at the end of 2023 and carried out throughout the first semester of 2024, outside the timeframe of the appeal. The summary evaluation report will outline the key findings, present the analysis of the operation's outcomes and provide recommendations for enhancing similar emergency response efforts in the future.

The IFRC Asia Pacific regional IM team provided technical support to MRCS IMT for IM-related issues, such as the use of Kobo and the software for creating dashboards.

Support Services

The IFRC CD in Myanmar, with coordinated technical support from the IFRC Asia Pacific Regional Office, was pivotal in ensuring that this operation complied with IFRC standards and procedures.

Finance

The IFRC finance team provided support and guidance to the MRCS for budgeting, fund transfers and reception of international fund transfers, financial monitoring and validation of financial reporting. Additional financial support alongside logistics was provided in the tender process for a financial service provider. For this operation, the working modality with MRCS was under the Capacity Review and Risk Assessment model.

Logistics

The regional logistics unit was fundamental in international procurement, including items that MRCS required for replenishment of its prepositioned stock. The IFRC Global Fleet and Logistics Hub in Dubai worked closely with IFRC staff in Myanmar and the region for the ambulances procured for the MRCS within this operation.

Administration and Human Resources

The IFRC CD human resources and administration staff collaborated with the MRCS in the process to identify needed human resources for this operation, as well as supporting the rapid response system when surge delegates were deployed. IFRC CD staff (PMER and communications) were partially funded through this operation.

IFRC administration supported this operation with travel authorization requests, off-site events and local procurement processes.

Security

During the entire operation, IFRC security framework was applicable for IFRC staff, visitors and consultants, and MRCS security framework was applicable for MRCS staff and volunteers. Due to the complex operational environment, the IFRC CD focal point provided sustained technical support to the MRCS's security coordinator. This included the strengthening of the security framework, information sharing and safe working environments for staff and volunteers. This also entailed supporting the operational teams before, during and after their field missions. As perception issues and potential reputational risks at times emerged, the IFRC security focal point also supported collective efforts to strengthen MRCS's acceptance by different stakeholders.

Regional security support was useful for recommendations and guidance based on global security standards. The MRCS also maintained tripartite security coordination with the IFRC and ICRC.

Communications

The IFRC communications senior officer, partially funded through this Emergency Appeal, worked closely with the MRCS communications team, supporting MRCS' public profiling and stakeholder relations to promote respect and understanding of MRCS' role, as well as highlight its operational achievements. This includes ongoing dissemination of key messages to members of the IFRC network and external stakeholders, as well as producing a number of communications products such as Exposure stories, audio-visual materials, visibility and positioning of MRCS and social media profile management. The detailed communication outputs are detailed in the National Society Strengthening section above.



Community Engagement and Accountability

Objective:

Targeted communities are consulted and are able to share their views about assistance received or planned, and programmes and operations are planned and adapted accordingly.

Indicator

Actual

Target

Key indicators:	<i># of trainings conducted on community engagement and accountability</i>	3	Undefined
	<i># of volunteers trained for CEA</i>	85	Undefined
	<i>Translation of CEA guideline</i>	100%	100%

Enhancing MRCS's CEA Efforts

The MRCS CEA coordinator, with technical support from the IFRC CEA regional manager and IFRC PMER senior officer, facilitated three CEA trainings: 1 for HQ staff, 1 online with volunteers from 15 states/ regions (85 people), 1 with MRCS leadership and senior management (36 people). Volunteers learned the basic concepts of CEA and CEA minimum standards for emergency operations.

With funds from this Emergency Appeal, the IFRC CD PMER Senior officer participated in a global CEA workshop in the Philippines. As the MRCS CEA coordinator also attended the global training, MRCS could strengthen its better community engagement and accountability, particularly with feedback systems during this operation.

IFRC support CEA actions with the four field missions by the PMER senior officer with MRCS PMER and CEA staff to Southern Shan, Sagaing and Kayah for post distribution monitoring (surveys) and focus group discussion (FGD) with displaced people, volunteers and camp management leaders from these states and regions.

Table 8. Community Prioritization for the Services and Feedback Channel

Priority	Feedback channel	Services
1st	Face-to-Face	Cash
2nd	Phone Line	Food
3rd	Branch CEA Focal Person	Clinical

The findings from the FGD with community members on their priorities were shared with MRCS senior management. Table 5 indicates the prioritization identified by community members in Southern Shan, Kayah and Sagaing in FGDs and informal discussions with the MRCS and IFRC. Overall, they expressed that cash was the best form of humanitarian support since it enabled them to carry it and used based on their specific needs. They indicated that they sometimes received food from private donors or other humanitarian aid, so cash enabled them to buy medicines or other items available in markets. Several people interviewed indicated that medicine for diabetic elderly family members was difficult to obtain. Community members preferred face-to-face feedback mechanisms for their safety, and this does not require expenditures or electricity.

The MRCS conducted a CEA Assessment in 2022 with 35 people (department directors, Deputy Secretary General, and some governing board members). Based on the assessment results, MRCS produced organizational level CEA draft plan. The plan indicated activities such as the start of CEA training for volunteers and staff, translation of the CEA guidelines into the Myanmar language. This translation, funded by this operation, is now used in the briefing package for newly recruited volunteers.

Challenges

- The COVID-19 pandemic restrictions prohibited in-person training events for almost half of this operation. While these trainings were useful, MRCS identified that some training topics were less apt for online training. Due to internet and power cuts, many participants were not able to participate in the complete trainings even if they dedicated time and planned to do so.

- Overall, this operation was severely impacted by delays due to banking system challenges. International fund transfers could take anywhere from six to eight months to be credited to MRCS' accounts. While MRCS, the IFRC and partner National Societies continually identified manners to address this challenge, this operation experienced delays in planned actions.

Lessons Learned

- This operation made clear that MRCS will benefit from creating a standard reporting tools (format, template, database) and established reporting flow.



MRCS dissemination session explaining the feedback channel (Photo: MRCS)

D. FINANCIAL REPORT

In summary:

Detail	Amount (in CHF)
Funding Requirement	4,500,000
Donor Response	2,621,599
Appeal Coverage (%)	58.26%
Expenditure	2,087,627.73
Expenditure (%)	79.63%
Funds proposed to be used for the 2023, 2024 and subsequent Unified Plans for Myanmar	540,470.80

The final financial report is available at the end of this report for more details.

The publication of this report has been delayed due to the validation of expenditures incurred in several states and regions in Myanmar.

The remaining funds have been used to carry out additional activities as outlined in the 2023 report, including cash distributions in Sagaing region and Kayah state, which had been planned to take place during the appeal timeframe but could not be completed due to external factors.

Furthermore, the remaining funds will continue to be used under the Myanmar Unified Plan in order to support the MRCS in responding to the ongoing complex emergency in country, focusing on disaster response and capacity-strengthening of the MRCS, in coordination with the IFRC network and ICRC.

Contact information

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

At the Myanmar Red Cross Society

- Dr. Nyo Nyo Wint, Deputy Secretary General, Secretary General a.i., email: nyonyowint@redcross.org.mm

At the IFRC Myanmar Delegation

- Nadia Khoury, Head of Country Delegation, email: nadia.khoury@ifrc.org

At the IFRC Asia Pacific Regional Office, Kuala Lumpur

- Alexander Matheou, Regional Director, email: alexander.matheou@ifrc.org
- Joy Singhal, Head of HDCC Unit; email: joy.singhal@ifrc.org
- Felipe Del Cid, Manager, Thematic Lead, Evolving Crisis and Disasters; email: felipe.delcid@ifrc.org
- Anne-Sophie Pétri, Coordinator, Large Scale Disaster and Crises; email: anne-sophie.petri@ifrc.org
- Farah Nur Wahyuni Zainuddin, Operations Coordinator; email: opscoord.southeastasia@ifrc.org
- Afrhill Rances, Asia Pacific Communications Manager, email: afrhill.rances@ifrc.org

At IFRC Geneva

- Christina Duschl, Senior Officer, operations coordination; email: christina.duschl@ifrc.org

For IFRC Resource Mobilization and Pledges support

- Maz Afiqah Mohammad Khairul Azmi, Partnership in Emergencies, email: partnershipsEA.AP@ifrc.org

For planning, monitoring, evaluation and reporting (PMER) enquiries

- Mursidi Unir, PMER Coordinator in Emergencies; email: mursidi.unir@ifrc.org

Reference documents



Click here for:

- [Previous Appeals and updates](#)
- [Link to IFRC Emergency landing page](#)

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.

Emergency Appeal

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2021/3-2024/10	Operation	MDRMM016
Budget Timeframe	2021-2023	Budget	APPROVED

Prepared on 20 Dec 2024

All figures are in Swiss Francs (CHF)

MDRMM016 - Myanmar - Complex Emergency

Operating Timeframe: 12 Mar 2021 to 31 Mar 2023; appeal launch date: 10 May 2021

I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	0
AOF2 - Shelter	0
AOF3 - Livelihoods and basic needs	1,603,000
AOF4 - Health	1,045,000
AOF5 - Water, sanitation and hygiene	108,000
AOF6 - Protection, Gender & Inclusion	60,000
AOF7 - Migration	0
SFI1 - Strengthen National Societies	1,291,000
SFI2 - Effective international disaster management	371,000
SFI3 - Influence others as leading strategic partners	0
SFI4 - Ensure a strong IFRC	22,000
Total Funding Requirements	4,500,000
Donor Response* as per 20 Dec 2024	2,621,599
Appeal Coverage	58.26%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	0	0	0
AOF2 - Shelter	0	20,103	-20,103
AOF3 - Livelihoods and basic needs	231,661	252,376	-20,715
AOF4 - Health	802,270	1,044,921	-242,650
AOF5 - Water, sanitation and hygiene	5,554	70,920	-65,366
AOF6 - Protection, Gender & Inclusion	0	35,036	-35,036
AOF7 - Migration	0	0	0
SFI1 - Strengthen National Societies	764,998	370,488	394,510
SFI2 - Effective international disaster management	326,294	250,572	75,722
SFI3 - Influence others as leading strategic partners	76,746	35,886	40,860
SFI4 - Ensure a strong IFRC	6,809	7,328	-519
Grand Total	2,214,331	2,087,628	126,704

III. Operating Movement & Closing Balance per 2024/10

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	2,628,099
Expenditure	-2,087,628
Closing Balance	540,471
Deferred Income	0
Funds Available	540,471

IV. DREF Loan

* not included in Donor Response	Loan :	181,395	Reimbursed :	181,395	Outstanding :	0
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Emergency Appeal

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2021/3-2024/10	Operation	MDRMM016
Budget Timeframe	2021-2023	Budget	APPROVED

Prepared on 20 Dec 2024

All figures are in Swiss Francs (CHF)

MDRMM016 - Myanmar - Complex Emergency

Operating Timeframe: 12 Mar 2021 to 31 Mar 2023; appeal launch date: 10 May 2021

V. Contributions by Donor and Other Income

Opening Balance							0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income	
British Red Cross	205,811	118,698			324,509		
European Commission - DG ECHO	143,519				143,519		
Finnish Red Cross	105,904				105,904		
Hong Kong branch, Red Cross Society of China	23,030				23,030		
Japanese Red Cross Society	82,854				82,854		
Norwegian Red Cross	208,579				208,579		
On Line donations	1,025				1,025		
Red Cross of Monaco	21,731				21,731		
Swedish Red Cross	88,556				88,556		
Swiss Red Cross	135,000				135,000		
The Canadian Red Cross Society	17,886				17,886		
The Canadian Red Cross Society (from Canadian Gov	153,818				153,818		
The Netherlands Red Cross (from Netherlands Govern	214,535				214,535		
The Netherlands Red Cross (from Netherlands - Privat	223,560				223,560		
The Republic of Korea National Red Cross	878,213				878,213		
The Republic of Korea National Red Cross (from Repu	5,380				5,380		
Total Contributions and Other Income	2,509,400	118,698	0	0	2,628,099	0	
Total Income and Deferred Income					2,628,099	0	