



DREF Operation-Final Report

Republic of Congo | Population Movement from DRC

DREF / n° MDRCG019	GLIDE n° CE-2022-000317-COG
Operation start date: 27 September 2022	Operation timeframe: 4 months. End date of the operation: 31 January 2023
Funding requirements (CHF): CHF 134,088	
N° of people reached: 6450 people (1030 households, include host communities) N° of people affected: 5650 people displaced from Kwamouth registered in Ngabé and Ignié	
Red Cross Red Crescent Movement partners currently actively involved in the operation: International Federation of Red Cross and Red Crescent Societies (IFRC), and International Committee of the Red Cross (ICRC), International Committee of the Red Cross (ICRC), French Red Cross (FRC)	
Other partner organizations actively involved in the operation: Departmental political and administrative authorities, Ministry of Humanitarian Action, Ministry of Transport, United Nations agencies (WFP, UNHCR)	

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, Germany, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez, International Foundation, Fortive Corporation and other corporate and private donors. DG ECHO contributed to replenishing the DREF for this operation. On behalf of the Congolese Red Cross (CRC), the IFRC would like to extend gratitude to all for their generous contributions.

A. SITUATION ANALYSIS

Description of the disaster

On September 2022, community violence perpetrated in the territory of Kwamouth (Mai-Ndombe) in the west of Democratic Republic of Congo became more violent with increased displacement of population from DRC to the border of Republic of Congo. The district of Ngabé is a locality located in the North Pool department in the Republic of Congo. It borders the Democratic Republic of Congo (DRC). This locality has begun to record a movement of the Kwamouth population from the DRC.

At the beginning of these population movements, members of 340 households (1700 people) from the DRC who were homeless were welcomed by the political and administrative authorities of N'gabé. These people who had left their country and were seeking protection from communal violence were registered by UNHCR. Many of these people have returned to sites in Ngabé Centre and in villages (Sédeck, Mossandjoko2, Tambola Pété). The assessment missions revealed the essential needs of these asylum seekers and the host communities in terms of shelter, food and livelihoods, health and water/sanitation, protection, etc,

Through its role as an auxiliary to the public authorities, the Congolese Red Cross (CRC) has contributed to the humanitarian assistance of these people through an emergency action plan ([EPoA](#)) which was launched on 28 September 2022. By the end of this operation on 31 January 2023, CRC activities had reached at least 6,450 people, or 1,030 households.

In march 2023, these conflicts in Kwamouth territory, has resulted in at least 300 deaths in cycles of attacks and reprisals Human Rights Watch (HRW) since June 2022. By January 2023, a total of 5650 people from Kwamouth was registered and identified in the district of Ngabé and its 9 villages but also in the urban commune of Ignié (Source: Circonscription des Affaires Sociales de Ignié in the Department of Pool) initially not hosting displaced population.

Summary of current response

Overview of Host National Society

The initial CRC team consisted of 10 volunteers who were deployed at the beginning of the humanitarian response to implement emergency relief activities (assistance to displaced persons, registration of new arrivals, psychosocial support, assistance with burials).

- They were able to provide first aid and evacuate 78 injured people to the Integrated Health Centre and the Ngabé-Centre Base Hospital.
- The team of 10 volunteers also contributed to the burial of the injured under the assistance of the host community. Through the DREF, it was made possible to have 50 volunteers active to cover this crisis.
- With basic knowledge of Restoring Family Links (RFL), this first team helped re-establish telephone contact between asylum seekers and their relatives in Kwamouth.

The launch of the CRC's emergency action plan ([EPoA](#)) enabled the mobilization of a total of 50 volunteers for the humanitarian response. They were trained in various areas: CEA (Communication and Community Engagement), Cash Transfer, Water, Hygiene and Sanitation, Psychosocial Support).

Overall, their activities led to the following main results:

- 340 heads of households received cash assistance to serve as a multi-usage flexible assistance, enhancing the resilience and dignity. A post-distribution follow-up survey was carried out and found that 96% of these heads of household stated that the cash assistance was sufficient to cover the basic needs in their families, being total of 1,700 people assisted.
- A total of 1030, or 6450 local people and asylum seekers were reached by the awareness raising activities on good health practices. A total of 2750 Information, Education and Communication (IEC) materials printed and used for health-related messages dissemination/awareness. They were used as visual support, distributed, stuck and posted for public areas.
- 1,700 people were reached by the WASH activities. The capacities of 20 volunteers trained in drinking water management (conservation and treatment), hygiene promotion and sanitation have been improved. This enabled them to contribute to integrated water resources management, promote community hygiene and maintain a healthy environment during the rainy season.
- The WASH activities, especially access to safe water were also supported by other partners in the actions conducted by the Congo RC.
- Overall, 20050 aquatabs were distributed to 356 households by volunteers with the participation of partners. 15300 of which were provided by the Dref and 4750 by the ICRC. The Ngabe local council also supported the distribution process.
- A mechanism for collecting and managing community feedback was put in place in the operation. A total of 4650 feedbacks were recorded and analyzed to guide the activities. These were mainly 44% suggestions/requests, 35% encouragement/thank you, 19% questions and 2% rumours/beliefs. For volunteers' relevance awareness system, these feedbacks helped organized weekly the key messages to promote.
- All volunteers involved in the implementation had hygiene kits, protection kits and communication materials.

Overview of Red Cross Red Crescent Movement in country

The International Federation of Red Cross and Red Crescent Societies (IFRC) ensured permanent coordination of the operation in the field with the presence of international support staff (Surge). The surge followed all stages of the DREF implementation, notably in the execution of the direct cash transfer to 340 heads of households. The CRC also received technical support from staff (PMER, Health, Logistics, Finance) of the IFRC secretariat based in Kinshasa. Actions to re-establish family links were facilitated by the ICRC, which had installed two telephone booths to maintain contact with families remaining in the DRC. The ICRC's contribution also continued with the distribution of 4,750 aquatabs and 390 jerry cans to affected households.

Overview of non-RCRC actors in country

The coordination of activities was organized by the political and administrative authorities and the agents of the Ministry of Humanitarian Action at local level. In each of the target localities, the administrative and traditional authorities and the deconcentrated government services were consulted and associated with the project. Coordination with the Ministry of Social Affairs and Humanitarian Action was particularly useful in contextualizing the targeting criteria and finalizing the lists of people who were to receive cash transfer assistance. Meetings were held with the sub-prefect, the mayor, traditional chiefs, and the head of the Social Action district. Through the Ministry of Health and the Ministry of Humanitarian Action, food (oil, rice, sardines, dirty fish, salt) and non-food items (soap, sponge, mosquito nets, sheets, school kits, spikes, sheet metal, waterproofing, iron) were also distributed to 340 households. Details of other actors' activities can be found in the [EPoA](#) and in [Ops Update 1](#).

Needs analysis and scenario planning.

Need analysis.

A needs assessment was carried out in the 9 localities targeted by the operation. The sectors concerned were WASH, health, protection, shelter, food security and livelihoods. CEA aspects were also included. It mobilized a team of 17 volunteers and 06 CRC staff including the CVA surge staff deployed by the IFRC. This needs analysis enabled the implementation team to understand the following.

- Most of the asylum seekers did not have reliable identity documents to facilitate cash transfer.
- The largest market is that of Ngabé-Centre, the others being markets that do not allow cash withdrawals for many of these asylum seekers.

These observations enabled the Red Cross team to set up a mechanism for the success of a direct cash transfer in the nine villages selected. The changes were mainly related to:

- Some themes not identified when the DREF was drafted, such as nutrition and protection. These themes were added to the awareness messages and some related IEC materials were produced.
- The production of tokens to enable identification of beneficiaries because of the analysis,

The activities implemented by the Red Cross in the framework of this operation are based on the following sectors:

- ✓ Livelihoods and basic needs
- ✓ Health
- ✓ Water, sanitation, and hygiene
- ✓ Capacity building of National Societies

The detailed results of the needs analysis are available in [Ops Update 1](#).



Registration of Unaccompanied Children ("ENA") at the immigration site during the needs assessment @CRC

Following the update made in December, the recorded displacement was across the border villages of Pool-Nord, notably the majority in the district of N'gabé, include Ngabé Centre and other surrounding villages as Ngabila; Mossandjoko2; Sédeck; Tambola Pété; Mosandjoko1; Bokaba1; Talangai and Mboka Lefini. Few of them also take refuge in the urban commune of Ignié. In total, by January 2023, a total of 5650 people fled from Kwamouth conflict. The DREF operation adapted the intervention to these 9 surrounding villages part of Ngabe districts, taking advantage of saving in some budget lines and support from other partners as mentioned above.

Scenario planning

The most likely scenario planned by the CRC has been realized. Inter-community violence continues in Kwamouth, leading to an increase in the number of victims and victims on the ground. New displacements of people from Kwamouth have been observed towards the nearby locality of N'gabé. The Dref operation ended on 31 January 2023, however the CRC continues to monitor the situation and has planned activities with the support of the ICRC.

Operation Risk Assessment

There were concerns about the protection and safety of beneficiaries that were noted. Ultimately, with the evolution of assaults in Kwamouth, nearly 27% of respondents said they had often been assaulted on the way to the market with the involvement of men in uniform from Kwamouth. The big market is at 20 kilometres away for some. The risk of assault was high, especially for young girls and the elderly. The mitigation measure, sensitization had been emphasized to prevent children (girls/boys) from going to the market alone. For the elderly, volunteers or members of their families made themselves available to accompany them.

Similarly, at the beginning of the operation, risks were classified into two categories, namely general risks and a second category of risks specific to the CVA approach.

- ✓ In terms of first category risks, health risks (water-borne diseases such as cholera, malaria, yellow fever), asylum seekers from Kwamouth are no longer grouped together at the embarkation pier. After control and registration by the immigration services of Ngabé, they were housed in the same premises of the immigration, but now they have mostly housing (prefabricated) thanks to the support of UNHCR. They are fully integrated into the host population, and this has contributed to the reduction of oro-fecal diseases. They no longer defecated in the river, in this context. It was feared that there would be an increase in vector-borne diseases such as malaria or yellow fever, but also an outbreak of water-borne diseases such as diarrhoea and cholera.
- ✓ In terms of 2nd category risks on the CVA, it should be noted that when market systems are precarious (lack of integrated markets, limited quantity of goods or services), an influx of liquidity can lead to price inflation, price distortion or shortages of essential items. However, it was observed that the period of cash transfer assistance coincided with the Christmas and New Year period when traders stocked up on items and the market functioned well. A data collection tool was used to collect prices of key commodities in local markets on a weekly basis. This allowed the CRC team to regularly evaluate the market. In the end, the majority of the asylum-seeker population and the host population were satisfied with the direct cash transfer operation.

B. OPERATIONAL STRATEGY

Proposed strategy

Operational objective

The objective of the DREF operation was to provide humanitarian assistance to 340 households (1,700 people) affected by the movement of displaced populations from the locality of Kwamouth in the DRC in the Ngabé district of the Pool department in Congo-Brazzaville.

Detailed operational strategy

The main actions to be conducted under this operation was the Cash assistance. The objective of this multi-purpose transfer was to offer a high degree of convenience, dignity, and efficiency to those affected by the cash transfer to meet their various needs (NFI, WASH, IGA, etc.). It also aimed to support local markets and foster economic recovery, preparedness, and resilience of these communities.

A need analysis was conducted with evaluation of community preferences and feedback to build or confirm the response approach. Following a survey analysis, most respondents were in favour of the cash transfer modality. The market assessment as well as the feasibility analysis for the effective cash distribution through existing FSP was cancelled due to field reality. The CRC opted for a direct cash transfer to cover the most urgent needs of 340 households due to the following factors:

- Absence of withdrawal points of the existing FSP and even others service providers

- Accessibility issue of the affected localities to the main market in Ngabé-Centre, the clustering of the population of asylum seekers,
- Lack of reliable and functional payment systems,
- Challenge to get a reliable system for identifying beneficiaries and favorable security conditions, and the token system put in place. The majority of the vulnerable did not have valid identity papers. The CRC produced tokens/badges with the name, reference to facilitate their correct identification during distribution. These tokens were then destroyed after the assistance.

Awareness raising sessions were also planned by volunteers from the Ngabé Local Council on the four themes of: WASH, Psychosocial Support (PSS), CEA and Cash Transfer.

In addition to this, disinfection, and sanitation of public buildings (the Ngabé Town Hall, the Sub-Prefecture, the police, and the gendarmerie) was planned.

The strategy provided for the joint CRC/IFRC team to be sent to Ngabé immediately after the needs assessment for training volunteers in the areas of washing, CEA, PSS, and cash transfers, and then to identify the heads of vulnerable households. 340 vulnerable households were identified and 50 volunteers from the Ngabé Local CRC Council were trained in the areas mentioned above. The implementation of DREF activities was planned to take into account CEA (Community Engagement and Accountability). There was also the need to put in place a mechanism for collecting and managing feedback.

The locality of Ngabé does not have a community radio station, which should support and duplicate information within the community, and then allow to produce radio broadcasts and contribute to raising awareness among the population according to the key themes selected. The volunteers have been prepared to work with the different tools at their disposal, such as

- ✓ Question and answer forms.
- ✓ SOPs for the community feedback management mechanism.
- ✓ Data collection tools (Kobo and printed).

It was also planned to use posters with comments, perceptions and questions that could attract the attention of the communities.

More information on the strategy is available in the [EPoA](#) and in the Ops Update1.

C. DETAILED OPERATIONAL PLAN



Livelihoods and basic needs

People reached: 1700

Male: 495

Female: 1205

Outcome 1: Displaced populations in N'gabé district restore and strengthen their livelihoods.

Indicators:	Target	Actual
% of assisted households surveyed who state that cash assistance is sufficient to cover their basic needs	80%	96%

Output 1.1: The target population benefits from vocational training and/or productive assets to improve their livelihoods.

Indicators:	Target	Actual
# of households receiving cash grants	340	340
# of evaluations carried out	2	3
# of PDMs completed	1	1

Narrative description of achievements

- The preliminary need assessment led to the development of the [EPoA](#) and the operation's strategy.
- Following the allocation received from the DREF, NS was able to complement the data collected with a detailed need assessment and a market assessment for which the details results were broke-down in the [operation update 1](#). Based on these results, NS was able to refine the Cash approach and the identification of heads of vulnerable households to receive the cash transfer and the distribution of tokens.
- A total of 340 heads of households were identified and received cash transfer assistance as planned in the operation. Thus 1,700 people from these households were reached by the cash distribution. 72% are women and 28% are men.
- In parallel to the DREF funded assistance, 15 unaccompanied children were taken care of by RLF volunteers with the support of the ICRC.
- The capacity of the branch team identified as to be strengthened during the assessment led to couple of initial trainings of volunteers and branch staff,
- In Ngabé-Centre, where there was a concentration of displaced people, CRC volunteers helped distribute some donations (rice, oil, tins of food, spaghetti, salt, soap bars, etc.) offered to the victims by certain public officials or notables during the New Year celebrations.
- CRC team carried out an evaluation of the effectiveness of the intervention. This mission was an opportunity to carry out a post-distribution survey. Main results from the survey include:
 - ✓ Overall, 96% of the heads of households assisted and interviewed stated that the cash assistance they received was sufficient to cover their basic needs.
 - ✓ However, a minority wanted the amount of the cash transfer (50,000 francs) to be increased.
 - ✓ Overall, 67% of heads of household said they used the cash for food, 25% used it for small trade and 8% for other things (buying children's clothes, end-of-year parties,...).

Challenges

- During the operation, the Red Cross teams had difficult access to certain localities. In fact, it was difficult to navigate the Congo River to reach the villages of Sedeck, Tambola-Peté and Talangai for the monitoring and evaluation mission and to support the volunteers.
- The identification of displaced people was difficult because 85% of the target population lacked identity cards.

Lessons Learned

- It is important to make cash distribution tokens that include the photo of the people identified. This contributes to the quality of the tool and facilitates the verification of lists.
- Difficulties were encountered in registering beneficiaries, more than half of whom do not have valid identity cards. The conditions in place did not allow for cash transfer assistance with a financial service provider. The direct

cash transfer that was carried out was a success and could be a solution for future operations in the same contexts.



Health

People reached: 6450.

Male: 1878

Female: 4572

Outcome 1: Immediate health risks for displaced populations are reduced through improved access to medical treatment.

Indicators:	Target	Actual
# of households affected by health intervention	340	1030
# of emergency kits purchased and positioned in villages	10	10

Output 1.1: Target population reached by search and rescue activities

# of volunteers providing first aid	25	50
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Outcome 6: Psychosocial impacts of the emergency are mitigated.

Indicators:	Target	Actual
# of people receiving psychosocial support	340	340

Output 1.1: Psychosocial support provided to target population and CRC volunteers and employees

Indicators:	Target	Actual
# of supervisors and volunteers trained in PSS	28	10

Narrative description of achievements

The 50 volunteers were trained/recycled in first aid and the prevention of water-borne diseases, followed by the composition of balanced meals. Home visits were organized and in total the health promotion activities reached 6,450 indigenous people and asylum seekers from 1,030 households. Overall, the volunteers distributed 2,750 information materials, education, and communication (IEC) materials with health-related messages.

At the beginning of the operation Red Cross volunteers provided first aid to the injured. Then 10 emergency kits were purchased and positioned in villages.

There were also 78 people rescued and transported to health centres in Ignié and psychosocial care for abandoned elderly people. CRC volunteers trained in psychosocial support provided sensitization and psychosocial care to 340 heads of household in Ngabé Centre. A group of 10 volunteers were trained and deployed to search for cases of diarrheal diseases in the communities.

Challenges

No major challenges were reported.

Lessons Learned

The repositioning of first aid, protection, disinfection, and sanitation equipment from the start of the first field missions was necessary for the success of the interventions. It is therefore necessary to anticipate the procurement procedures to ensure the repositioning of the equipment in a relatively short time.



Water, sanitation, and hygiene

People reached: 1780.

Male: 518

Female :1262

Outcome 2.4: Hygiene promotion activities are provided to the entire affected population.

Indicators:	Target	Actual
# of people benefiting from WASH services	1,700	1,780

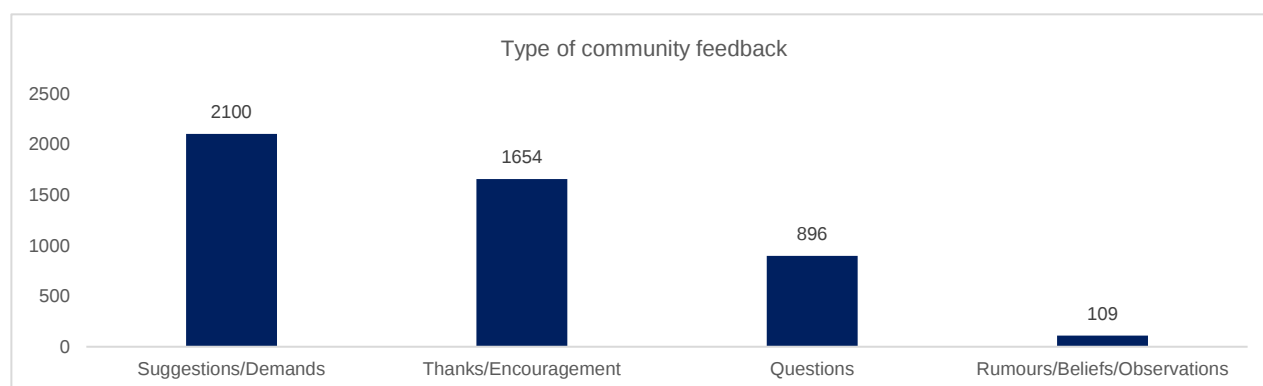
# of focus groups conducted with communities	45	30
# of households receiving water treatment and accessing safe water for 2 months	340 (1,700 people)	356
Narrative description of achievements		
During the two (2) months they lived in the transit site at the embarkation and disembarkation quay, the affected population from Kwamouth obtained their drinking water from the Congo River. In fact, almost 98% of these people used water from the river. However, this water was visibly soiled by faecal matter and animal corpses, and then by people who drowned during the crossing in barriers or pirogues. Interviews with heads of households revealed that many of them did not practice any water purification techniques. In addition, many household members defecated in water or in the open, especially in villages such as Talangai, Sedeck, Mossandjoko 2 and 1. The CRC volunteers trained and provided with image boxes have intensified the sensitization on environmental hygiene and good hygiene practices. This has reached about 1700 people of whom about 70% do not defecate in water or in the open. Good hygiene and sanitation practices have also begun to be observed with the gradual integration of the asylum seeker population into the host community. CRC volunteers from the Ngabé Local Committee have intensified awareness-raising on household waste management. It was noted during the evaluation mission at the end of the operation that many asylum seekers and the host population dry and burn their household waste. The volunteers also focused on key awareness-raising messages on hand washing, personal, environmental and food hygiene, the composition of a balanced meal (5 stars), the use and maintenance of latrines, the potabilization and proper conservation of water, the use of mosquito nets. They also sensitized the populations of asylum seekers and the host population and took the cases of disease observed in the community to the Integrated Health Centres and the Ngabé Base Hospital. A total of 356 households were trained in water treatment. At the same time, 20050 Aquatabs were distributed and households received demonstrations of use of water treatment demonstrations. 15300 provided by the Dref and 4750 provided by the ICRC. Overall, the volunteers helped to disinfect 125 household latrines. They also cleaned and disinfected 16 public spaces and cleaned 28 km of drains.		
Challenges		
- The field teams reported that there was an insufficient number of hygiene volunteers. - The quantities of aquatabs and jerry cans distributed were insufficient to meet the demand of the communities. The kits put together for distribution were not as many as expected at the beginning of this activity, but the latest missions of the coordination team have made it possible to fill the gap.		
Lessons Learned		
The creation of the volunteer management committee in the communities facilitated the implementation of awareness raising, disinfection and sanitation activities.		

Strengthen National Society		
Outcome S1. 1: Capacity building and organizational development objectives of the National Society are facilitated to ensure that National Societies have the legal, ethical, and financial foundations, systems and structures, skills and capacities necessary to plan and implement the following activities.		
Indicators:	Target	Actual
% of volunteers participating in the operation who understand their rights and responsibilities	100%	100%
Output S1.1.4: The National Society has effective and motivated volunteers who are protected.		
Indicators:	Target	Actual
# of insured volunteers	50	50
Output S1.1.6: National Societies have the necessary infrastructure and institutional systems.		
Indicators:	Target	Actual
# of articles published on the operation	03	2
# of broadcast channels used	04	2
Outcome S2.1.3: Improved compliance of National Societies with the Principles and Rules of Humanitarian Assistance		

Indicators:	Target	Actual
% of community feedback collected and analyzed	90%	100%
# of surge deployed	1	1
# of surge monitoring reports submitted to the NS before departure	3	2
Outcome S3.1.2: The IFRC produces high quality research and evaluations that inform advocacy, resource mobilization and programming.		
Indicators:	Target	Actual
# Number of LLW achieved	1	1
# Number of translations produced	2	2
Narrative description of achievements		
The operation strengthened the capacity of the CRC. It provided the basis for planning and implementing future DREF activities more effectively. The National Society was able to pilot a direct cash transfer intervention with limited external support. That is, it had the basic systems, structures, processes, and resources to implement CVA. ➤ A CVA surge was deployed to support the NS on this operation during 2 months. ➤ The 50 volunteers deployed to the operation were briefed on the code of conduct and the PSEA and then the PGI. They have a better understanding of their rights and duties. In 100% of volunteers participating in the operation understood their rights and responsibilities. It is important to note that during this operation the volunteers of the Ngabé CRC were quite available, flexible, and worked with a good team spirit. Coordination and community consultation were ensured: ➤ The local authorities (administrative and traditional) after the establishment of joint coordination also made an important contribution to the effectiveness of the operation. Representatives of the Ministry of Social Affairs and Humanitarian Action in Igné also played an important role in the selection of households that received cash assistance. They provided CRC with initial disaggregated data. The various activity reports produced and the sharing of the Ops Update1 report with the local political and administrative authorities not only provided input but also contributed to their involvement in the operation. This ensured greater sustainability and visibility of the actions taken and undertaken by the CRC before, during and after the operation. ➤ As part of the CEA (Community Involvement and Accountability) activities, the Congolese Red Cross has set up complaints management committees in the target localities for cash distribution. A committee representing asylum seekers, made up of five people including two women and three men, mandated by the whole community, was also set up in each of the target localities, headed by a village chief. These committees played an important role in the monitoring and sustainability of the activities implemented. ➤ Overall, 4759 community feedbacks were received and processed by the volunteers. This enabled the concerns of community members to be considered and interventions to be directed accordingly. No feedback of a sensitive nature was reported during the operation. The concerns shared by community members with volunteers were recorded on reporting registers made available to the committees. A range of communication materials had been developed including a system of developing and regularly updating posters and questionnaires against a background of responses to the information needs expressed by the community. The main channels for feedback were: ✓ The 10 volunteers trained in CEA who understood community engagement and accountability serving Ngabé-Centre and its 9 villages. They were leading the CEA activities. ✓ The five members of the asylum seekers' committee and the village chiefs managing complaints and accountability in villages such as: Sedeck; Tambola Peté; Mossandjoko 1 and 2; Ngobila; Bokaba1 Talangai and Mboka Lefini. But with the regrouping of the affected population, only the 5 members of the asylum seekers' committee, the chiefs of Sedeck, Mossandjoko 2 and Tambola-Peté remained operational. ✓ Complaints and accountability committees. They were set up in all localities and were composed of community representatives (community leaders) and administrative and traditional authorities. All the members of these committees were approved by the communities during the participatory community consultations held at the launch of the activities. ✓ Community meetings which take the form of focus groups; ✓ Home visits (VAD) conducted by 50 volunteers in the different localities. ✓ The CRC's telephone number, which has been communicated to village chiefs and the political and administrative authorities in Ngabé.		

Volunteers were responsible for collecting all the feedback data from the communities during the weekly activities. They had two working days per week. They were also responsible for answering questions asked by community members using the regularly updated question and answer sheet. The completed forms were transmitted on a weekly basis (every Friday) to the volunteer team leader, who in turn transmitted them to the supervisors, who would then pass them on to the coordination office in Brazzaville.

Analysis of community feedback at the end of the operation is as follows:



- A total of 4759 feedbacks in the “social” category was recorded at the end of this operation. This includes 44% suggestions/requests, 35% encouragement/thank you, 19% questions and 2% rumours/beliefs. In 100% of community feedback collected and analyzed were responded. Among the most significant feedback managed and addressed during the intervention, there were:

- a) *Suggestions from community members. Main ones being :*
 - Make identification tokens with photos in the form of badges.
 - Provide more jerry cans for storing water, as the 2 received are insufficient.
 - Provide more NFIs (clothes, mattresses and cooking utensils).
 - Provide essential medicines
 - Provide more communication aids (Note that the ICRC has provided the community with 2 phone boxes to call relatives staying in the DRC free of charge).
 - Provide cash assistance every 2 months
 - Build latrines
- b) In addition, a small number of asylum seekers expressed rumor were linked to insufficient knowledge of RCRC actions, leading to them avoiding to be photographed.
- c) The main question was "will the Red Cross come back or is it just a temporary intervention".

This is also integrated part of learnings and preferences addressed by NS as being take into account but beyond the scope of the emergency DREF intervention which needed to prioritize. Leaders help to pass the message.

- During the operation, the Congolese Red Cross involved the affected populations from Kwamouth, notably the five members of the asylum seekers' committee, the village chiefs on the identification of needs, on the communication of the lists of people targeted to receive cash assistance.

A lessons learnt workshop was organized to capitalize on the operation in order to improve future interventions and also to help strengthen the institutional and operational capacities of the Congolese Red Cross and make it a leading humanitarian partner in the country. The workshop enabled the Red Cross to:

- Conduct a pre-existing analysis of the context and risk of the displaced population, which was available and used to plan an effective intervention.
- Discuss lessons learned on: Challenges; Best practice and Recommendations.
- Determine to what extent the DREF operation was relevant, what results were achieved and how the implementation went; build the capacity of staff, volunteers and other stakeholders on CVA.

Challenges

- Communication on direct cash transfer was average at the beginning of the action, as some of the people concerned by this assistance did not have sufficient information on the operation. The network of volunteers that was set up took up the challenge and increased awareness of the importance and purpose of cash.

Lessons Learned

- For future operations, it is important for the Congolese Red Cross to improve awareness of the selection criteria for vulnerable people who should receive cash transfer assistance.
- It is important to disseminate the EPoA to the local branches and sub-branches of the NS as soon as possible as this is necessary for a good preparation of the response to the crisis/disaster.

- The creation of more income-generating activities by the NS/local branches could help mobilize additional funds to meet urgent needs.
- The involvement of all stakeholders/partners, community acceptance of the activities and the use of direct cash transfer are strong points of the operation. An important factor contributing to this was the establishment of CEA committees.
- The establishment of joint coordination from the beginning of the operation, followed by a platform with all stakeholders (government, local politico-administrative authorities, UNHCR, CARITAS) helped facilitate the implementation of the CRC response and information sharing. However, it is important to strengthen communication with the authorities and other stakeholders.
- During operations, it is important to consider former volunteers from local branches and to do dissemination sessions on the Red Cross movement during trainings and on the new Dref tools and then regularly strengthen the cooperation between the Red Cross and the government and humanitarian actors.

D. Financial Report

The total budget and allocation for this DREF operation was CHF 134,088 for a 4-month implementation period (from 27 September 2022 to 31 January 2023). The total expenditure reported in this operation is CHF 132,984 with a closing balance of CHF 1104, i.e. a budget implementation rate of 99,2%. The unspent balance will be returned to the DREF pot. Explanations for variances of 10% or more are provided below by category and budget group.

Description	Budget	Expenditure	Variance	Variance percentage	Variances explanation from 10%
Relief items, Construction, Supplies	69,544	63,587	5,957	9%	The DREF's activities should have been carried out only in central Ngabé, but it was necessary to include a number of small villages around Ngabé, such as Sadék, Ngabila and Mossandjoko. As there were several displaced persons in these sites, at the request of the local authorities, certain lines not used up in the DREF were used to cover the emergency needs of the displaced persons in the above-mentioned villages.
Logistics, Transport & Storage	1,556	3,310	-1,753	-113%	
Consultants & Professional Fees	794	0	794	100%	This line was not used because the report was not translated by a consultant, but with the support of the Kinshasa cluster Programme team.
Workshops & Training	4,566	9025	-4,459	-98%	The DREF's activities was planned to be carried out only in central Ngabé, but it ends up being more relevant and necessary to include a number of small villages around Ngabé, such as Sadék, Ngabila and Mossandjoko. As there were several displaced persons in these sites, at the request of the local authorities, certain lines not used up in the DREF were used to cover the emergency needs of the displaced persons in the above-mentioned villages.

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2022/09-2023/04	Operation	MDRCG019
Budget Timeframe	2022/09-2023/04	Budget	APPROVED

Prepared on 24/May/2023

All figures are in Swiss Francs (CHF)

MDRCG019 - Republic of Congo - Pop. Movement from DRC

Operating Timeframe: 23 Sep 2022 to 31 Jan 2023

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	69,544	63,587	5,957
Water, Sanitation & Hygiene	34,571	34,513	57
Medical & First Aid	2,795		2,795
Teaching Materials	2,541	3,407	-867
Cash Disbursement	29,638	25,666	3,972
Logistics, Transport & Storage	1,556	3,310	-1,753
Transport & Vehicles Costs	1,556	3,310	-1,753
Personnel	38,361	37,791	570
International Staff	19,826	17,967	1,859
National Society Staff	2,382	2,265	117
Volunteers	16,154	17,559	-1,405
Consultants & Professional Fees	794		794
Professional Fees	794		794
Workshops & Training	4,566	9,025	-4,459
Workshops & Training	4,566	9,025	-4,459
General Expenditure	11,082	11,154	-72
Travel	3,088	4,113	-1,026
Information & Public Relations	667	513	154
Communications	953	1,480	-527
Financial Charges	1,350	310	1,039
Other General Expenses	5,025	4,738	287
Indirect Costs	8,184	8,116	67
Programme & Services Support Recover	8,184	8,116	67
Grand Total	134,088	132,984	1,104

DREF Operation

FINAL FINANCIAL REPORT

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MDRCG019 - Republic of Congo - Pop. Movement from DRC

Operating Timeframe: 23 Sep 2022 to 31 Jan 2023

I. Summary

Opening Balance	0
Funds & Other Income	134,088
DREF Response Pillar	134,088
Expenditure	-132,984
Closing Balance	1,104

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items			0
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash	37,180	33,798	3,382
PO04 - Health	5,564	1,507	4,056
PO05 - Water, Sanitation & Hygiene	45,442	42,948	2,494
PO06 - Protection, Gender and Inclusion	423		423
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery		2,921	-2,921
PO10 - Community Engagement and Accountability	2,029	1,487	542
PO11 - Environmental Sustainability			0
Planned Operations Total	90,639	82,663	7,976
EA01 - Coordination and Partnerships	7,677	5,506	2,171
EA02 - Secretariat Services	21,114	18,399	2,715
EA03 - National Society Strengthening	14,658	26,416	-11,758
Enabling Approaches Total	43,449	50,321	-6,872
Grand Total	134,088	132,984	1,104

Contacts information

Reference documents

Click here for:

- Emergency Plan of Action (EPoA)

For further information, in particular on this operation, please contact In Congolese Red Cross Society

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How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

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Saving lives, changing minds.



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

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.