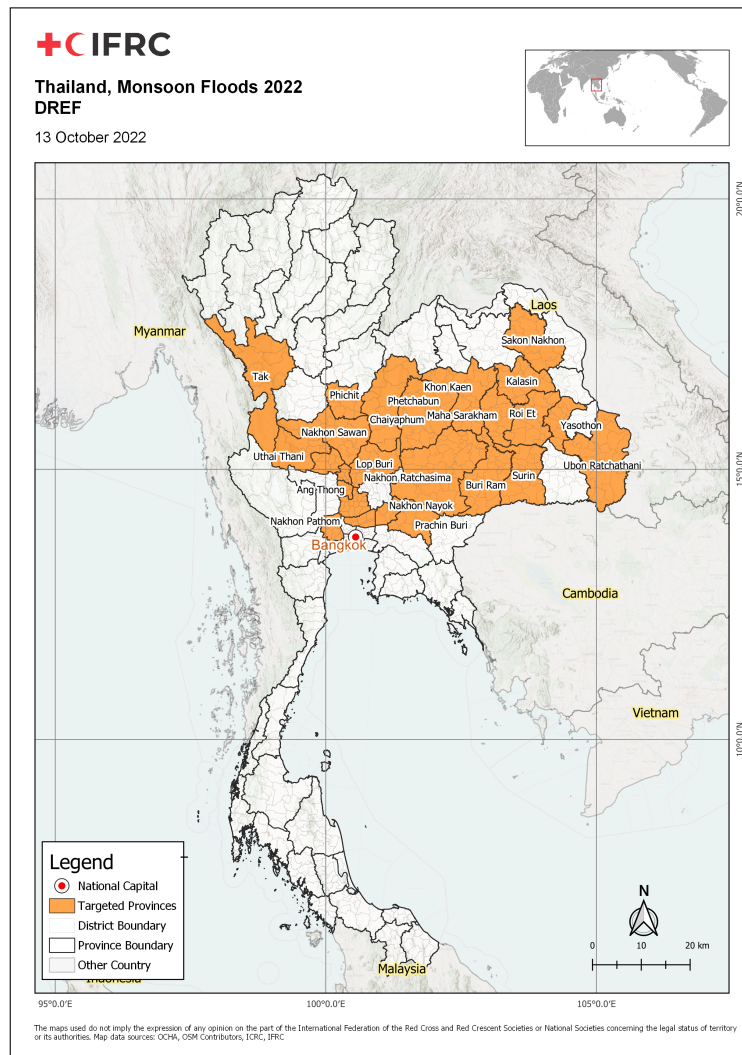




Thai Red Cross provided relief assistance to affected people (Photo: TRCS)

Appeal: MDRTH002	Total DREF Allocation CHF 670,868	Crisis Category: Orange	Hazard: Flood
Glide Number: FL-2022-000333-THA	People Affected: 485,906 people	People Targeted: 62,200 people	
Event Onset: Sudden	Operation Start Date: 2022-10-18	New Operational end date:	Total operating timeframe: 6 months
Targeted Areas:	Ang Thong, Ayutthaya (Phra Nakhon Si Ayutthaya), Buriram, Chai Nat, Chaiyaphum, Kalasin, Khon Kaen, Lopburi, Maha Sarakham, Nakhon Nayok, Nakhon Pathom, Nakhon Ratchasima, Nakhon Sawan, Pathum Thani, Phetchabun, Phichit, Prachinburi, Roi Et, Sakon Nakhon, Singburi, Surin, Tak, Ubon Ratchathani, Uthai Thani, Yasothon		

Description of the Event



Satellite map capture flood in 12 provinces, northeast region. (Source: IFRC IM)

What happened, where and when?

The monsoon weather that prevailed over the Andaman Sea, Thailand, and the Gulf of Thailand, including Typhoon NORU, which struck Thailand on 28 September 2022, brought heavy to very heavy rainfall and strong winds. This has resulted in flooding in over 25 Thai provinces as of 11 October 2022.

Since the beginning of the 2022 monsoon season, flash floods, floods, and overflowing riverbanks accumulated human suffering, primarily in rural areas. Much of the flooding was exacerbated by the overuse of major dams, which resulted in the rapid release of water upstream and a rise in river levels downstream.

The situation deteriorated on 6 October 2022, a week after NORU struck Thailand and brought heavy rainfall. Northeastern and southern provinces were particularly affected.

The Thai Meteorological Department issued a weather alert on 11 October 2022, informing that the situation was unlikely to improve, as the moderate high-pressure system could continue to bring unstable weather to the northeast.

The "monsoon trough" was also caused heavy to very heavy rainfall in the south. As a result of flooding in the neighboring province of Nonthaburi, residents of Bangkok who reside near rivers were also advised to move their



belongings to higher ground.

The following pictures depict critical assistance provided by the Thai Red Cross (TRCS) across the country, to people affected by the massive floods (Photo: TRCS)



Scope and Scale

In comparison with past data, the total rainfall recorded since the start of 2022 was on par with the last time Thailand went through severe, widespread flooding in 2011. The rain continued until December. Heavy rain in Southern provinces caused flash floods in nine provinces. The flood situation in several provinces slowly improved and returned to normal situation in January 2023.

According to the Department of Disaster Prevention and Mitigation (DDPM) report on 11 October 2022, flooding occurred in 25 provinces (132 districts, 711 sub-districts, and 4,377 villages), with a total of approximately 156,240 households (485,906 people) affected, four deaths and two injuries reported.

It was also reported that in the northern areas, such as Ubon Ratchathani province, more than 13,135 people were evacuated to 74 shelters after the Moon River (also known as Mun) overflowed and overwhelmed more than 1,000 villages. Further south, 5,740 households close to the Chao Phraya River were affected by floods in Nakhon Sawan Province. Additionally, flooding from the overflowing Chao Phraya River in Phrom Buri district, in the eastern part of Sing Buri province, affected about 2,620 households.

In neighboring Lopburi Province, as many as 15,567 households were affected by floods, and approximately 500 people were displaced in the province.

The damages and sectoral needs are further described under the section on needs assessment.

National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?	Yes
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Please provide a brief description of those additional activities

Coordination:

TRCS coordinated with public departments (provincial governor's offices, sectoral departments, and the Department of Disaster Prevention and Mitigation) as well as other humanitarian organizations to provide relief assistance to households affected by the 2022 floods.

Assessment:

TRCS deployed its Rapid Assessment Team (RAT) to the affected areas to assess the impact of the floods, identify needs, and identify gaps on the ground. The findings from this rapid assessment informed the design of activities and the response strategy planned under this DREF operation.

Protection, Gender, and Inclusion (PGI):

TRCS's response team, consisting of staff and volunteers, integrated Protection, Gender, and Inclusion (PGI) considerations into the implementation of response activities in affected locations, particularly during the distribution of relief kits to households impacted by floods and post-distribution monitoring (PDM) activities.

Water, Sanitation, and Hygiene (WASH):

In addition to providing relief kits that contained drinking water, TRCS utilized its emergency Water Purification Unit (WPU) from their headquarters in Bangkok, which was deployed to Ubon Ratchathani province. The WPU, operational since 7 October 2022, produced clean drinking water for the affected population. With a daily capacity of 6,400 liters (1,280 gallons) of clean and safe water, the emergency WPU remained operational for nearly one month until the floodwaters receded.

National Society EOC:

TRCS operates an Emergency Operation Center (EOC) at its headquarters to command operations, communicate, supervise its chapters, and coordinate with various departments related to disaster management during emergencies. The EOC was activated to manage and support the relief operations for the flood-affected population.

Activation of Contingency Plans:

The Relief and Community Health Bureau (RCHB) of TRCS has a disaster management plan and five contingency plans, including plans for floods, tropical storms, landslides, fires, conflicts, and H5N1 (Avian influenza). The contingency plan for 'flood, tropical storm, and landslide' was activated in response to the disaster.

Shelter, Housing, and Settlements:

TRCS facilitated the evacuation of the affected population to evacuation centers in the affected areas. Initial relief kits were provided to the affected population in these centers. Utilizing the 'PhonPhai' application, affected communities and volunteers were able to request assistance. TRCS distributed a total of 98,323 relief kits, each containing 21 items such as rice, canned food, torches, candles, generic medicine, and bottled water. Requests made through the 'PhonPhai' application and approved by local authorities were met by mobilizing a nationwide network to deliver the relief kits to households in need.

Resource Mobilization:



To support its overall relief operations, TRCS activated its "Emergency Fund for Disaster Victims." Since the beginning of the 2022 monsoon season, TRCS procured and distributed 98,323 relief kits (including food items, essential household items, drinking water packs, and generic medicine) in 37 provinces, valued around THB 98,323,000 (CHF 2,582,855). The DREF operation supported 24,992 relief kits worth CHF 478,780.

Movement Partners Actions

IFRC	<p>The IFRC Country Cluster Delegation (CCD) in Bangkok, Thailand covers the four Mekong countries of Thailand, Lao People's Democratic Republic (Lao PDR), Cambodia, and Viet Nam. The IFRC CCD supports the National Societies in these countries in enhancing institutional capacity, responding to humanitarian needs in the event of disaster and crisis as well as in implementing development programmes.</p> <p>The IFRC CCD team provided programmatic and technical support to the TRCS teams in charge of the operation, first with the assessment process which led to the design and planning of the DREF operation, then in the implementation and monitoring of all relief activities planned under this DREF operation.</p> <p>In addition, the CCD Team also supported the National Society with the operational and financial reporting processes.</p>
ICRC	N/A
Participating National Societies	Currently, no Participating National Society has an in-country presence in Thailand. The Hong Kong Red Cross and Canadian Red Cross contributed to the DREF operation by deploying rapid response personnel in the role of Operation Coordinator.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	<p>The National Disaster Prevention and Mitigation (DDPM) Commander formulated a comprehensive strategy for the country's flood response and sought support from partners, including humanitarian organizations, to provide relief and recovery assistance to affected populations.</p> <p>The public departments have focused on addressing the immediate basic needs of the affected communities, which include food, water, health services, and essential household items.</p> <p>Additionally, the public departments conducted a needs assessment and distributed the following items to aid the affected communities:</p> <ul style="list-style-type: none"> -790 temporary tents -120 mobile toilets -50 water tanks -4,205 relief kits



	<ul style="list-style-type: none"> -1,209 sets of medicines -2,981 packs of drinking water -13,120 boxes of cooked food -70 plastic boats -40,500 sacks of sand <p>Furthermore, pumps were installed in many areas to help drain floodwaters.</p>
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UN or other actors	N/A
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Are there major coordination mechanisms in place?

Minister of the Interior as Commander of National Disaster Prevention and Mitigation ordered the provincial governors of all provinces, as the director of the Provincial Disaster Prevention and Mitigation Directorate, to set up a working group and war room to monitor the flood situation and provide assistance to affected people according to their duties. This coordinated effort spans across all levels of authority, including provincial, district, subdistrict, and community, ensuring effective coordination and cooperation among relevant authorities.



Needs (Gaps) Identified



Protection, Gender And Inclusion

Disaggregated data for the affected population and those who received assistance, such as information on gender, disabilities, bedridden status, etc., was not readily available, making it challenging to conduct specific needs assessments. To ensure a comprehensive work plan for DREF operations, it becomes essential to provide training and orientation on PGI (Protection, Gender, and Inclusion) and CEA (Community Engagement and Accountability) to Red Cross staff and volunteers. Enhancing the capacity of TRCS staff and volunteers in understanding PGI and CEA approaches and activities that can be applied to their operational work is crucial. This knowledge is essential to ensure the integration of PGI and CEA elements during operations, promoting inclusivity, and, most importantly, avoiding any potential harm. Additionally, support is required to mainstream PGI elements into the operational sectors.



Shelter Housing And Settlements

The floods caused significant damage to homes and infrastructure. Many houses were inundated and left uninhabitable. Roads were also flooded, severely hampering transportation. Moreover, agricultural land was submerged, resulting in damage to some fishing farm sites and the loss or destruction of assets, affecting both food supply and people's livelihoods.

Food, household items, safe drinking water, and sanitation were identified as the immediate needs of the affected communities. According to government reports and figures, the floods impacted approximately 156,240 households (comprising 485,906 people) across the country, affecting 25 provinces, 132 districts, 711 sub-districts, and 4,377 villages.

Objective and Strategy Rationale

Overall objective of the operation

Under this DREF operation, the TRCS aimed to provide relief assistance to 20,000 of the most vulnerable households (62,200 people) in 13 provinces most affected by the monsoon flood, over a revised duration of six months. The DREF operation was part of a larger TRCS disaster response operation that aimed to reach 98,323 of the most affected households (304,780 people) as part of its overall flood response.

Response strategy implementation

(I) Distribution of relief assistance to 20,000 of the most vulnerable households:

Each target household received a comprehensive relief kit containing 21 items, including food items (rice and canned food), essential household items (torches and candles), generic medicine, and bottled water. To facilitate the distribution, TRCS utilized its 'PhonPhai' application to receive requests for support from affected communities



and to arrange the dispatch of relief kits.

Developed with financial assistance from USAID's Bureau for Humanitarian Assistance (BHA), the mobile application allowed flood-affected communities to notify TRCS of their relief needs. TRCS response team members, including staff and volunteers, conducted rapid assessments and collected information about beneficiaries who would receive assistance. To ensure inclusivity, host community elders also supported migrants and other displaced households living in their communities to participate in requesting assistance, particularly overcoming potential language barriers. Community and beneficiary assessments were closely coordinated with local public departments, and TRCS ensured that local public departments were consulted during community mapping and the finalization of target communities.

As part of the DREF operation, TRCS, following the request from local government units, prioritized providing relief assistance (food, essential household items, and clean drinking water) to 24,992 households across all affected provinces. Other service providers, primarily public departments, took care of additional needs, such as promoting health, hygiene, and livelihood restoration.

TRCS completed the distribution of relief kits to 98,323 households (one kit per household) in the flood-affected provinces. Of these, 24,992 kits were procured and distributed, ensuring essential items reached those in need under this DREF operation. The remaining 78,323 kits were purchased using TRCS's domestic funding sources. TRCS had a signed agreement with a local supplier, who efficiently supplied relief kits wherever needed nationwide. The supplier also managed transportation to the distribution sites, resulting in the successful provision of relief kits to a significant number of households, addressing their immediate needs after the flood disaster.

(ii) PGI:

The PGI approach has been fully integrated into this DREF operation. Emphasis was placed on gender balance within the emergency teams during all stages of field implementation. TRCS branches encouraged the deployment of female volunteers for the assessment and distribution of relief supplies. The inclusion of female staff and volunteers was strongly promoted for several reasons. In many flood-related response efforts, the majority of government and military personnel involved are male. By deploying female personnel to the field, a different perspective could be gained, allowing for a more holistic approach to meeting the needs of those affected.

Areas of focus within the PGI approach included the prevention of sex and gender-based violence and child protection. Mainstreaming gender, inclusion, and protection issues also ensured that accountability mechanisms were in place for gender-based violence prevention and response. PGI activities included Child-Safeguarding through training, orientation, assessment, and work-plan development. The IFRC CCD team provided technical support to the TRCS team to integrate these elements into activities across various sectors, such as incorporating PGI into focus group discussions, needs assessments, and post-distribution monitoring. Following the PGI and CEA training, TRCS effectively applied their knowledge during focus group discussions with the community as part of the post-distribution monitoring (PDM) process. This involved ensuring the participation of diverse groups, including males, females, and vulnerable individuals, to capture and understand multiple perspectives.

(iii) CEA:

Community engagement and accountability (CEA), including a cross-sectoral feedback mechanism, were integrated into the operation to ensure that people reached had access to timely and accurate information regarding the nature and scope of assistance and services provided by TRCS, and were aware of the expected behavior of staff and volunteers. TRCS local volunteers and community members were mobilized to support the assessments and were involved throughout the entire operation cycle.

TRCS state branches ensured visibility and communication with program participants during the relief distributions. Banners and information charts displaying the items being distributed were displayed at all distribution points. Additionally, a complaint redressal mechanism was activated, ensuring transparency and accountability. Training for Red Cross personnel, including staff and volunteers, was conducted to support these efforts.

(iv) Post Distribution Monitoring (PDM):



The PDM survey provided feedback on the operation and input for response preparedness in the long run. This was done through community and household visits, focus groups with TRCS staff/volunteers, and engagement with community leaders and members. PDM allowed TRCS to capture relevant information regarding the distribution process, gather feedback and data from beneficiaries, and identify any gaps or areas for improvement.

(v) Information Management (IM):

An IM Surge delegate was mobilized to support TRCS in consolidating and analyzing data collected through the 'PhonPhai' system and community engagement-related data, including a list of vulnerable people and beneficiaries' registration. This was achieved through data analysis and by incorporating information from CEA activities. The results supported TRCS in identifying needs, addressing knowledge gaps, and considering suggestions from community members, ultimately leading to the development of a more effective response mechanism.

Targeting Strategy

Who will be targeted through this operation?

With the DREF allocation, TRCS aimed to reach 20,000 households (approximately 62,200 people) and provide them with relief assistance. As the request for relief kits was initiated by the affected people, village heads, health personnel, or TRCS volunteers, and approved based on criteria communicated during the promotion of the 'PhonPhai' application, TRCS did not proactively select the target beneficiaries of relief kits. The final beneficiary list was determined after community-level rapid assessments conducted by TRCS response teams, consisting of staff and volunteers.

The selection criteria, shared with affected communities, focused on identifying the most vulnerable households that had lost their homes and livelihoods. This included female and child-headed households, pregnant and lactating women, widows, people with disabilities, and those still living in relief camps or temporary shelters.

Explain the selection criteria for the targeted population

Targeting was done based on criteria to define who were more vulnerable households which were finalized in consultation with the local authorities and communities. A participatory approach involving the affected communities, local public departments and TRCS volunteers was followed to select the Target households. The selection criteria focused on the most vulnerable households who were severely affected including female and child headed households, pregnant and lactating women, widows, people with disabilities and those still living in relief camps / temporary shelters. Based on the vulnerability conditions, a household may be eligible to receive more than one form of assistance.

Total Targeted Population

Women:	31,100	Rural %	Urban %
Girls (under 18):	-	90.00 %	10.00 %
Men:	31,100	People with disabilities (estimated %)	
Boys (under 18):	-	5.00 %	
Total targeted population:	62,200		

Risk and security considerations

Please indicate about potential operational risk for this operations and mitigation actions



Risk	Mitigation action
Incomplete data and information from TRCS for reporting	Provided briefing and training session for TRCS on data collection, reporting template and information required. (gender, age, location, beneficiary's detail, etc.).
Increase in number of vector-borne, water-borne and vaccine preventable diseases, including COVID-19, are reported in affected areas.	<p>a) Activities were expanded and planned under the health component to accommodate increased needs in this sector.</p> <p>b) Provision of distribution of Mosquito nets lessened the risk of vector-born disease like Dengue, Malaria.</p> <p>c) Awareness session on cleanliness, safe storage of water, cleaning drives in communities reduced the risk of vector and water-born disease.</p> <p>d) Support for Health mass vaccination campaigns, including COVID-19, through social mobilization of volunteers.</p>
More weather disturbances will impact the same geographical areas causing increased flooding and landslides.	<p>a) Continuous monitoring of weather systems and contingency planning with TRCS branches in the affected areas so that activities can be initiated as quickly as possible to lessen the impact possible flood conditions.</p> <p>b) Expanded the operation under a response plan, with the inclusion of additional emergency response activities.</p>
Access restriction.	Keep donors and the stakeholders informed on the challenges and potential operational delays.
Increase in prices and inflation.	<p>a) TRCS maintained involvement with national technical coordination forums to keep abreast of mapping, market assessment and adjustment to response plan.</p> <p>b) Regularly reviewed budgets to ensure that savings from cost fluctuations can be reallocated to other activities.</p>
Reputation damage of TRCS that may be incurred through misinformation or other means.	<p>a) TRCS activity planning involved greater collaboration with communities.</p> <p>b) CEA training was implemented which included learning on good community engagement.</p> <p>c) TRCS monitored community perceptions of its operations and addressed any issues accordingly.</p> <p>d) TRCS remained vigilant for any activity, including communication, that may have breached operational protocols.</p> <p>e) Ensured all volunteers and staff understand Red Cross</p>



	principles, values, and guidelines and operationalize them through their activities
Supply of relief kits is delayed by the vendor due to high level of request.	TRCS communicated with the vender on community needs and reinforcement agreement on the delivery timeframe.


Please indicate any security and safety concerns for this operation

Adequate measures were taken to ensure the safety and security of all RCRC personnel involved in this operation. All Red Cross Red Crescent staff and volunteers were encouraged, to complete the IFRC Stay Safe 2.0 e-learning courses. The National Society's security framework was applied throughout the duration of the operation to their staff and volunteers.

For personnel under IFRC security's responsibility, including surge support and integrated Participating National Societies deployed to the area, the existing IFRC country security plan, including security regulations, contingency plans for medical emergencies, relocation and critical incident management were applied. Field missions undertaken by IFRC personnel were undertaken following the current IFRC travel approval process, current health advisories and business continuity planning (BCP) guidance regarding COVID-19.



Implementation

	Community Engagement And Accountability	Budget		CHF 23,853
		Targeted Persons		62200
		Persons Assisted		74976
Indicators		Target	Actual	
# of TRCS personnel provided with orientation		70	499	
# of people engaged through CEA activities		62200	74976	
# of recommendation report on CEA development for TRCS		1	1	
# TRCS personnel trained on CEA		20	22	
Narrative description of achievements				
<p>In late November 2022, IFRC collaborated with TRCS to conduct a needs assessment and PDM in Ubon Ratchathani. During this operation, recommendations regarding the development of Community Engagement and Accountability (CEA) were discussed and disseminated. IFRC provided support to TRCS in developing CEA messages, which were delivered to beneficiaries during ongoing community engagement activities and PDM efforts.</p> <p>Furthermore, the IFRC CEA Regional Coordinator conducted a CEA orientation session for 22 TRCS personnel from 21-23 February 2023. Subsequently, TRCS delivered CEA orientations to 449 staff and volunteers (273 female, 176 male) in three targeted provinces. The training aimed to enhance their understanding and implementation of CEA principles in their work.</p> <p>IFRC also provided advice and recommendations to TRCS in planning to have cross-sectoral feedback mechanisms. The message to advertise the community feedback mechanism, such as contact channels to TRCS, was intended to be delivered to beneficiaries during ongoing community engagement activities or PDM efforts and to be included in their routine operation. However, TRCS did not complete the development of the community feedback mechanism during the operation timeframe.</p> <p>In addition, TRCS established an ongoing hotline printed on the package of relief kits. This hotline allowed community members and beneficiaries to call and provide feedback, make inquiries, or file complaints. To further improve this feedback mechanism, TRCS plans to enhance its structured handling, recording, and reporting of the received inquiries. This will ensure that the feedback is properly managed and effectively addressed.</p>				
Lessons Learnt				
TRCS should disseminate CEA-related knowledge to more staff, volunteers, and relevant agencies so that they can better understand and apply it to help affected people more effectively and leave no one behind.				

An additional note by the TRCS staff and IFRC facilitator who attended the CEA session is the utilization of bilingual translators, which resulted in increased engagement and participation from TRCS participants. This approach effectively addressed language barriers, and it is strongly recommended for future workshops between IFRC and TRCS to enhance communication and overall training outcomes.

Where applicable, TRCS should enhance and integrate CEA into ongoing projects and activities.

TRCS has the opportunity to further enhance its programs and services by implementing structured systems and protocols that facilitate the systematic collection, analysis, and response to valuable feedback provided by beneficiaries.

By establishing effective feedback mechanisms, TRCS can actively listen to the needs and perspectives of those they serve, leading to continuous improvement and optimization of their initiatives. Embracing these enhancements will enable TRCS to provide even better support and assistance to the individuals and communities they aim to help.

Challenges

TRCS currently does not have established and formalized feedback mechanisms, encompassing dedicated channels and standardized protocols that are specifically designed to effectively receive feedback from beneficiaries, including sensitive feedback.

The lack of feedback mechanism systems and protocols makes it difficult for TRCS to gather, analyze, and respond to important feedback from beneficiaries and adapt their operations accordingly. This limits their ability to improve and optimize their programs and services based on the needs and perspectives of the people they aim to help.

	National Society Strengthening	Budget		CHF 23,853
		Targeted Persons		40
		Persons Assisted		42
Indicators		Target	Actual	
# of report on IM development and lesson learned		1	1	
# TRCS personnel engaged in lesson learned workshop		20	42	
# of TRCS personnel trained on IM		20	26	

Narrative description of achievements

After the completion of PDM and community engagement activities from December 2022 to March 2023, a Surge Information Management (IM) coordinator was deployed in-person on 1 February 2023, lasting five weeks until 8 March 2023. The primary goal of this deployment was to compare and recommend IM solutions (processes, systems, and tools) to address TRCS' capacity and needs, and cooperate with TRCS' various departments and units to deliver IM products based on consensus. The IM coordinator delivered a workshop to TRCS on IFRC's IM Framework and tools and reviewed the use of the PhonPhai application data. The workshop was held on

27 February 2023, with the primary goal of describing how quality information can improve the effectiveness of emergency response operations, how data is used in the emergency operation, and how the collected data can support better humanitarian programming. The workshop also provided a brief and a roadmap for TRCS to practice internal program-level information management.

The PhonPhai application is one of the best practices that TRCS is implementing for collecting various types of information during emergencies and general situations, putting forth the best effort to deliver assistance to the affected people as quickly as possible. TRCS can respond promptly to affected people by collaborating with other government departments and stakeholders. The PhonPhai app has its database of the affected population, disaggregated and locations data, which is connected with Facebook and another population database.

A workshop on good practices took place on 20-21 April 2023, aiming to capture valuable knowledge and identify good practices from the operation for future reference and improvement. A total of 42 TRCS representatives from various units (5 males and 37 females) participated in the workshop. During the workshop, participants had the opportunity to reflect on the lessons learned and challenges encountered throughout the operation. This reflective process allowed for a deeper understanding of areas that require improvement and provided insights for enhancing future response efforts. In addition, the workshop also included an introduction to the DREF application process. This session aimed to enhance participants' understanding of the DREF funding mechanism, including new ceilings and valid activities eligible for funding. By facilitating this lessons learned workshop and providing information on the DREF, TRCS aimed to strengthen its knowledge base, foster continuous improvement, and empower its staff to effectively apply for future emergency funding.

Another progress from the lessons learned workshop, TRCS highlighted the recent issue of PM2.5 air pollution in the northern part of Thailand and expressed a need for support from the IFRC in addressing this problem. Following the workshop, IFRC, with support from the Red Cross Red Crescent Climate Centre and the Prudence Foundation, extended support to TRCS in the development of an operational research proposal called "Heat, Humidity, Air Pollution EAP," aimed at reducing the health risks of air pollution, heat, and humidity.

Lessons Learnt

For overall operations in the future, TRCS should identify staff or set up a committee to be responsible for the DREF operation specifically with clear duties and responsibilities to be fully engaged and accomplish the operation successfully as planned.

In the context of IM, the materials for the IM workshop and KOBO toolbox guidelines were translated into the local language Thai for TRCS colleagues to practice setting up the KOBO toolbox, designing forms, analyzing data, and managing data within the KOBO toolbox interface. TRCS should consider implementing additional information management tools at the program and operation levels to collect essential information, analyze it, and disseminate it to implement better humanitarian responses through their health volunteers and village leaders. This would allow TRCS to conduct an assessment during the disaster to collect the data and analyze it to plan the best intervention for the affected population.

During an emergency, the PhonPhai application couldn't be used to collect all data or even plan a needs assessment. This is because the app has worked with over 18 stakeholders and is mainly focused on country-level emergency response requests, working with all stakeholders to help those in need when a disaster strikes. TRCS should plan on having an IM team at the program level to manage information during the response activity, as well as a longer-term program following the emergency response. TRCS may want to look at the following road map, which was presented at the IM workshop with relief and community health bureau staff.

The internal IM team can collect, collate, disseminate, and report all program-level data to management using tools such as the kobo toolbox to collect data from the field that can be analyzed using Microsoft excel, power query, and maintained in the master database. It would also be beneficial to have an effective community feedback mechanism, needs assessment, and beneficiary registration during the distribution of relief items after they have been delivered to distribution points. Need assessment and beneficiary registration will help to assist



the most vulnerable people on a priority basis when facing the situation of inadequate resources. Currently, when distributions take place, they are under the supervision of a Village Head (VH)/Health volunteer (HV). He or she will have a complete list of the recipients. Managing information under CEA will improve the TRCS's accountability to its community members during this time by limiting theft, minimizing abuse, guarding against political manipulation, and protecting beneficiaries.

Individual needs must be prioritized during the response, and family size and vulnerability must be considered. Even though the operation was carried out on a large scale, there should be a mechanism in place to collect and analyze data to address individual needs and ensure that CEA and PGI components are properly addressed. Indeed, the relief kits are intended to serve as a first response to urgent needs in situations where local market solutions may not be immediately available or accessible during the onset of emergencies. Analyzing individual needs by assessment collecting and analyzing data will improve future responses in the longer term and TRCS can collaborate with communities, governments, and partners toward emergency preparedness and building resilient supply chains that withstand disruptions and disasters and respond with different kits to different vulnerable groups effectively.

The way forward that TRCS would think about in the future on information management.

- a) Set up an IM team from within the existing staff who can work closely with all the departments.
- b) Prioritize the activities in the information management cycle
- c) Exploring the IM tools with zero cost and getting IFRC support for appropriate technical training. E.g.: kobo toolbox, advanced excel, and power BI training
- e) Maintain a master database as well as activities list to collect and analyze the data and implement activities such as rapid assessment, feedback mechanism, beneficiary registration and distribution, CEA & PGI.
- f) Train the focal person at the district/sub-district/village level, this process can be done virtually.
- g) Collaborate with CCD Bangkok PMER, and program-level focal points and plan monthly follow-up on IM tasks.

Mobile data collection training:

- a) A one-day workshop on information management was conducted by the IM coordinator for the colleagues of TRCS. The purpose of the workshop was to make colleagues aware of how quality information can improve the effectiveness of emergency response operations, how data is used in emergency operations, and how the data collected can support better humanitarian programming.

Following the IM workshop, another day of in-depth technical training was organized for the staff and health volunteers from the Disaster Relief and Community Bureau. Participants were given instructions to help them develop the PDM questionnaire on their own. They were responsible for the creation of the entire questionnaire forms and were given training on how to further data can be analyzed.

- b) It is hoped that the team will participate in PDM activities at the ground level and work on data analysis; this will be their real practical approach using some of the IM tools to involve the information management cycle. In addition, TRCS may plan for its internal IM plan and organize an IM team to implement the appropriate IM framework in a humanitarian context in the future to better manage humanitarian responses.

Challenges


During the implementation, it became evident that the TRCS staff and volunteers had a limited understanding of the DREF operation. Since the operation was initiated as an emergency response, no prior orientation specifically for DREF operations was provided to equip TRCS staff and volunteers with the necessary knowledge and insights. Consequently, addressing this knowledge gap became necessary to ensure that TRCS staff members have a comprehensive understanding of the operation. Improvements in DREF training and orientation sessions were recognized as essential to enhance their awareness and familiarity with the DREF operation. To address this, relevant materials were translated into the Thai language to ensure clarity and comprehension. These translated materials now serve as valuable resources for future use, providing guidance and knowledge to staff and volunteers before the activation of DREF operations.

In addition to the knowledge gap regarding DREF operations, there was also a need to enhance the skills of TRCS staff in data analysis and utilization. Effective data analysis plays a crucial role in decision-making and



operation planning, allowing organizations to better understand the needs of the affected people and allocate resources accordingly. By improving their data analysis skills, TRCS staff would be better equipped to make informed decisions and effectively utilize the available data to guide their actions during emergency operations. Recognizing these areas for improvement, TRCS prioritized capacity-building efforts to strengthen their data analysis skills. This commitment to continuous learning and improvement would enable TRCS to enhance its emergency response capabilities, ensuring a more effective and efficient delivery of services to those in need.

Another challenge is that the PhonPhai application is currently managed by an external consultant, and TRCS is maintaining a separate database at the program level. As a result, there are sometimes differences in data when comparing both databases, especially concerning DREF distribution data. Additionally, the PhonPhai application does not directly collect data from the affected areas but instead connects with secondary data sources to obtain affected population data. TRCS has conducted very limited needs assessments/beneficiary registrations during the relief distribution, obtaining information about different kit distributions from the village heads of each village and manually entering it into their systems. However, TRCS has not gathered any disaggregated data from the impacted areas. Addressing these challenges and ensuring proper data management would be crucial for improving the accuracy and effectiveness of TRCS's response efforts.

	Secretariat Services	Budget		CHF 39,288
		Targeted Persons		0
		Persons Assisted		0
Indicators		Target	Actual	
% of financial reporting compliance to IFRC procedures		100	100	
# of communications materials produced (social media, media articles, interviews, etc.) to share information about the operation		10	10	

Narrative description of achievements

IFRC provided technical support to TRCS, ensuring close coordination and frequent meetings throughout the entire process, starting from the DREF application phase, operation planning, implementation, and monitoring. This support included conducting PGI and CEA training and providing translated guidelines in Thai to ensure better understanding among TRCS staff and volunteers. Additionally, IFRC assisted TRCS in PDM planning and provided orientation and presentation materials in Thai for volunteer briefings. IFRC also helped TRCS in setting up and utilizing the KOBO account for PDM and other purposes in the future. Furthermore, IFRC staff accompanied TRCS staff and volunteers to three targeted provinces, providing guidance, comments, and recommendations during the PDM process, including techniques to gather unbiased feedback from the community, bypassing the involvement of community leaders or local authorities.

IFRC CCD Bangkok supported the development and dissemination of communication materials for the DREF operation. This included the creation of high-quality photos and key messages to guide partner communication and social media posts. IFRC successfully produced 8 Twitter posts, a press release, a photo album, and a video album. These materials effectively conveyed important information and updates related to the operation.

Furthermore, IFRC CCD Bangkok actively coordinated with IFRC procurement teams in APRO and GVA to ensure

a smooth and efficient tendering and procurement process for the relief kits in TRCS. This collaborative effort aimed to review and obtain necessary approvals for the procurement activities. By working together, the teams ensured that the procurement process aligned with IFRC procedures, contributing to the timely and effective provision of essential relief items to those in need.

Financial reconciliation and reporting were in compliance with IFRC procedures. TRCS's implementation rate was almost 99 per cent. However, there is a discrepancy in the DREF financial report because at the beginning of the operation, a significant portion was budgeted under the Shelter component, but later TRCS submitted the expense for food items contained in the relief kits distributed during the flood last year for 20,000 sets. As the timeframe for this DREF ended in April 2023 and IFRC received reconciliation after that, the budget code could not be revised after the end of the operation.

Lessons Learnt

One of the key lessons learned from this operation, as reflected by TRCS, is the invaluable support and collaboration received from IFRC. Throughout the entire process, IFRC provided significant assistance in Secretariat Services, including disaster management, the development of communication materials, procurement for relief kit distribution, and ensuring adherence to IFRC's finance and procurement policies and procedures. This support highlights the importance of strong partnerships and collaboration between TRCS and IFRC.

The positive outcomes of this collaboration can be attributed to the longstanding relationship and ongoing support between the two organizations. Their history of working together and the mutual understanding built over time have proven to be instrumental in the success of this operation. This experience emphasizes the value of nurturing and maintaining strong partnerships, as it enables efficient and effective response efforts in times of crisis. The lessons learned from this experience will serve as a valuable guide for future operations and reinforce the importance of strong collaborations within the humanitarian community.

Challenges

One challenge that arose was the difference in procurement procedure policies between TRCS and IFRC. This experience underscores the importance of aligning procurement procedures in future operations, such as establishing pre-approval agreements or clearer guidelines if applicable, to ensure smoother implementation. The lessons learned from this situation will inform efforts to enhance coordination and streamline procurement processes for future emergency response initiatives.

Additionally, the duration from TRCS submitting the DREF application to the approval process itself proved to be quite lengthy. Differences in emergency procurement regulations and changes in IFRC support staff contributed to some delays in the operation.

	Shelter Housing And Settlements	Budget		CHF 564,230
		Targeted Persons		62200
		Persons Assisted		62200
Indicators		Target		Actual
# of households affected by flood provided with integrated relief kits in a timely manner		20000		24992



Narrative description of achievements

TRCS successfully distributed relief kits from September to December 2022 through its PhonPhai application workflow. This effort reached 98,323 households and was a crucial part of TRCS's broader distribution response. With DREF support, TRCS effectively distributed 24,992 relief kits to households in 14 provinces, including Ang Thong, Ubon Ratchathani, Roi Et, Prachinburi, Nakhonratchasima, Nakhonnayok, Saraburi, Sukhothai, Buriram, Nakhonsawan, Nakhonpathom, Singburi, Phetchaburi, and Satun.

TRCS utilized the integrated mobile application "PhonPhai" to register emergency relief requests from across the country and coordinated with 18 stakeholders to distribute relief kits, drinking water, instant foods, and blankets to those in need. The distribution was managed through the application, and TRCS collaborated with a contracted vendor, a large retail store in Thailand, with a nationwide network in all provinces. TRCS continued to provide relief kits to flood-affected people in other provinces using other fund sources.

TRCS conducted PDM in three targeted provinces, covering 10 districts and 10 sub-districts, which accounted for 27.45 per cent of the total number of households. During the flood, 9,594 households received relief kits from TRCS. The PDM, carried out by TRCS staff and volunteers using KOBO Toolbox, collected 2,633 surveys, conducted 20 Key Informant Interviews (KIIs), and held 25 focus group discussions.

Lessons Learnt

The utilization of the KOBO toolbox for data collection proved valuable in PDM. It provided insights for future development, particularly in addressing the needs of vulnerable groups. While overall satisfaction with TRCS assistance was reported, there is room for further development of systematic feedback mechanisms. Strengthening the capacity of TRCS staff and volunteers, including enhancing technology skills, is crucial.

Integrating PDM into TRCS's preparedness and response work is recommended for more comprehensive outcomes. Regarding data collection, TRCS typically relies on total kit distribution information from village heads, manually entering it into their systems. However, there was a lack of disaggregated data on the affected population from the impacted areas, though some secondary data was obtained from the PhonPhai team.

Challenges

Assistance was provided through collaborative work with various government agencies involved in the National Disaster Prevention and Mitigation Plan. However, the simultaneous impact on multiple provinces made it challenging to deploy TRCS personnel to assess the damage and provide immediate assistance, leading to a lack of accurate information on the actual needs of the affected individuals. Data collected from the PhonPhai application lacked specific details, especially regarding the categorization of affected people based on gender, age, elderly, and persons with disabilities who may have specific needs.

The collaboration between the app developer and TRCS resulted in the submission of different distribution data to IM surge. This data was analyzed to identify gaps and improve relief distribution, assess TRCS's IM capacity, and explore solutions for better humanitarian data analysis and processing. However, due to time constraints, there was limited time available for designing and testing PDM questionnaires, leading to inconsistent understanding among users. This was TRCS's first time using the KOBO toolbox for PDM, and the limited timeframe further restricted the staff and volunteers in practicing and becoming proficient in utilizing the KOBO system for data collection in the field.



Budget

CHF 19,644

Targeted Persons

62200



	Protection, Gender And Inclusion	Persons Assisted	74976
Indicators	Target	Actual	
# of people reached with PGI message	62200	74976	
# of TRCS personnel provided with orientation	70	499	
# of TRCS personnel trained on PGI	20	22	

Narrative description of achievements

During all stages of the operation, a significant emphasis was placed on maintaining gender balance within the emergency response teams. TRCS made a deliberate effort to deploy female staff and volunteers across various branches, ensuring a gender-balanced composition in teams responsible for assessing and distributing relief supplies. Mainstreaming of gender, inclusion and protection issues also ensures that accountability lines are in place for gender-based violence prevention and response.

In collaboration with TRCS, IFRC conducted a needs assessment and PDM in Ubon Ratchathani in late November 2022. The assessment focused on identifying the specific needs of vulnerable groups such as the elderly, people with disabilities, and female-headed households. Additionally, the integration of PGI was actively discussed and disseminated as part of the operation planning process.

To further enhance the understanding and implementation of PGI, IFRC CCD Bangkok provided PGI orientation to a group of 22 TRCS personnel (21 females, 1 male) from 21-23 February 2023. Following the training at TRCS headquarters, PGI orientations were delivered to a total of 499 staff and volunteers (273 females, 176 males) across three targeted provinces. According to the satisfaction survey results, the PGI and CEA training received positive feedback from participants. A majority, 52.4 per cent, expressed being very satisfied with the training content, while 42.9 per cent reported average satisfaction. Furthermore, 81 per cent of participants found the training very useful and beneficial, while 19 per cent considered it to be of average benefit. In terms of the facilitators from IFRC, a significant majority of 90.5 per cent expressed being highly satisfied with their expertise in knowledge transfer and sharing experiences. Their facilitation skills were well-received by the participants, contributing to a successful training experience.

IFRC has also extended support to TRCS in the development of PGI messages, which will be delivered to beneficiaries during ongoing community engagement activities and PDM efforts. TRCS is currently in the process of developing and producing these PGI messages for future operational use. It is planned that these printed materials will be included in relief kits and distributed during emergency responses. Additionally, TRCS intends to display the PGI messages at distribution points managed by their personnel, ensuring wider visibility and accessibility.

In conclusion, TRCS and IFRC have demonstrated a strong commitment to gender balance, inclusion, and the protection of vulnerable groups throughout the DREF operation. The integration of PGI training, the development of PGI messages, and the comprehensive needs assessments all contributed to a more gender-responsive and inclusive emergency response. These efforts to ensure that the needs and perspectives of all individuals, particularly those who are most vulnerable, are effectively addressed and prioritized in their humanitarian work.

The PGI messages were developed as follows:

To all affected people who received assistance from the Thai Red Cross Society, please note:

a) The Thai Red Cross Society is part of the International Red Cross and Red Crescent Movement which provides assistance without discrimination by respecting and protecting women, children, the disabled, the elderly and



the underprivileged.

- b) The purpose of this assistance is to alleviate the suffering of those affected by the disaster that you have received according to the selection criteria. Please use the items you received for the benefit of your livelihood.
- c) This assistance does not require any compensation and service fees. If anyone requests or demands payment of compensation, exchange or any service fees, please notify the Relief and Community Health Bureau, Thai Red Cross Society, telephone number 02-251-7853-6 or website: www.rtrc.in.th or Facebook: Relief Community Health Bureau.

Child Safeguarding Risk Analysis was conducted to mitigate the risk of harm to children. The overall analysis result revealed a high level of risk. To address these risks, the PGI technical expert engaged in discussions with the TRCS management representative. Through this collaborative process, the identified gaps were thoroughly assessed, and recommendations were provided to enhance safeguarding measures. Subsequently, a concise action plan was developed to effectively address the identified gaps and minimize risks to children. The PGI technical expert has discussed and assessed the risk with TRCS management representative and provide recommendations to fill the existing gaps as well as develop a short action plan. The risk analysis was completed and acknowledged by both sides.

Lessons Learnt

During the operation, it was learned that disseminating PGI messages through suitable channels would be highly beneficial for both the affected individuals and TRCS. By effectively reaching all future target groups with PGI messages, TRCS could cater to the specific needs of diverse people, including children, the elderly, and the disabled. It is recommended that the messages produced consider accessibility and inclusivity for visually impaired persons and migrant workers to address their needs. This approach emphasizes the importance of promoting cooperation and developing comprehensive assistance for all affected individuals.

The PGI training and orientation conducted during the operation proved to be a valuable learning experience for TRCS staff and volunteers. The satisfaction survey revealed positive feedback regarding the PGI and CEA training. The knowledge acquired through the training served as a practical framework for enhancing their capacity to support affected people in the future. To capitalize on this knowledge, it is recommended to increase the dissemination of PGI information among TRCS staff and volunteers, enabling them to apply it effectively in their work.

In conclusion, disseminating PGI messages to all future target groups and providing capacity building for staff and volunteers, including those who can access other groups such as migrants (Myanmar, Khmer), and deaf individuals, will contribute to improved response and assistance provided by TRCS to affected people. These lessons learned highlight the significance of prioritizing PGI approaches and knowledge-sharing within the organization for the betterment of future relief efforts.

Challenges

During the emergency operation, organizing training and orientation workshops for staff and volunteers posed a major challenge due to the urgency. Ensuring that volunteers were well-informed and equipped with PGI and relevant knowledge before engaging in PDM activities with beneficiaries was crucial.

Achieving gender balance within the TRCS operational team was challenging as they had mostly female staff and volunteers with very few males. However, female staff facilitating discussions with male participants fostered trust and openness, enabling male participants to freely express their opinions.

Another significant challenge was the lack of previously planned or developed PGI messages. Drafting and approving these messages required careful consideration and time to accurately reflect the organization's objectives and principles. TRCS adapted the PGI message provided by IFRC for the Thai context and successfully addressed these challenges to efficiently implement operations.





Financial report

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2022/10-2023/6	Operation	MDRTH002
Budget Timeframe	2022/10-2023/4	Budget	APPROVED

Prepared on 28/Jul/2023

All figures are in Swiss Francs (CHF)

MDRTH002 - Thailand - Monsoon Floods 2022

Operating Timeframe: 18 Oct 2022 to 30 Apr 2023

I. Summary

Opening Balance	0
In-Kind Personnel	7,600
The Canadian Red Cross Society	7,600
Funds & Other Income	670,868
DREF Response Pillar	670,868
Expenditure	-666,522
Closing Balance	11,946

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	564,230	628,817	-64,587
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash			0
PO04 - Health			0
PO05 - Water, Sanitation & Hygiene			0
PO06 - Protection, Gender and Inclusion	19,644	377	19,267
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery		9,128	-9,128
PO10 - Community Engagement and Accountability	23,853	16,018	7,835
PO11 - Environmental Sustainability			0
Planned Operations Total	607,727	654,340	-46,613
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	39,288	536	38,752
EA03 - National Society Strengthening	23,853	11,646	12,208
Enabling Approaches Total	63,141	12,182	50,960
Grand Total	670,868	666,522	4,346



Please explain variances (if any)

A total of CHF 670,888 was allocated from the DREF fund. By the end of the operation, CHF 666,522 (99.34 per cent of the budget) was expended, leaving a balance of CHF 4,346, which will be returned to the DREF pool. Variances are mainly caused by factors such as additional food items in relief kits, miscalculation of distribution costs, and unspent personnel-related expenses.

DONORS ACKNOWLEDGEMENT:

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[Click here for the reference](#)

