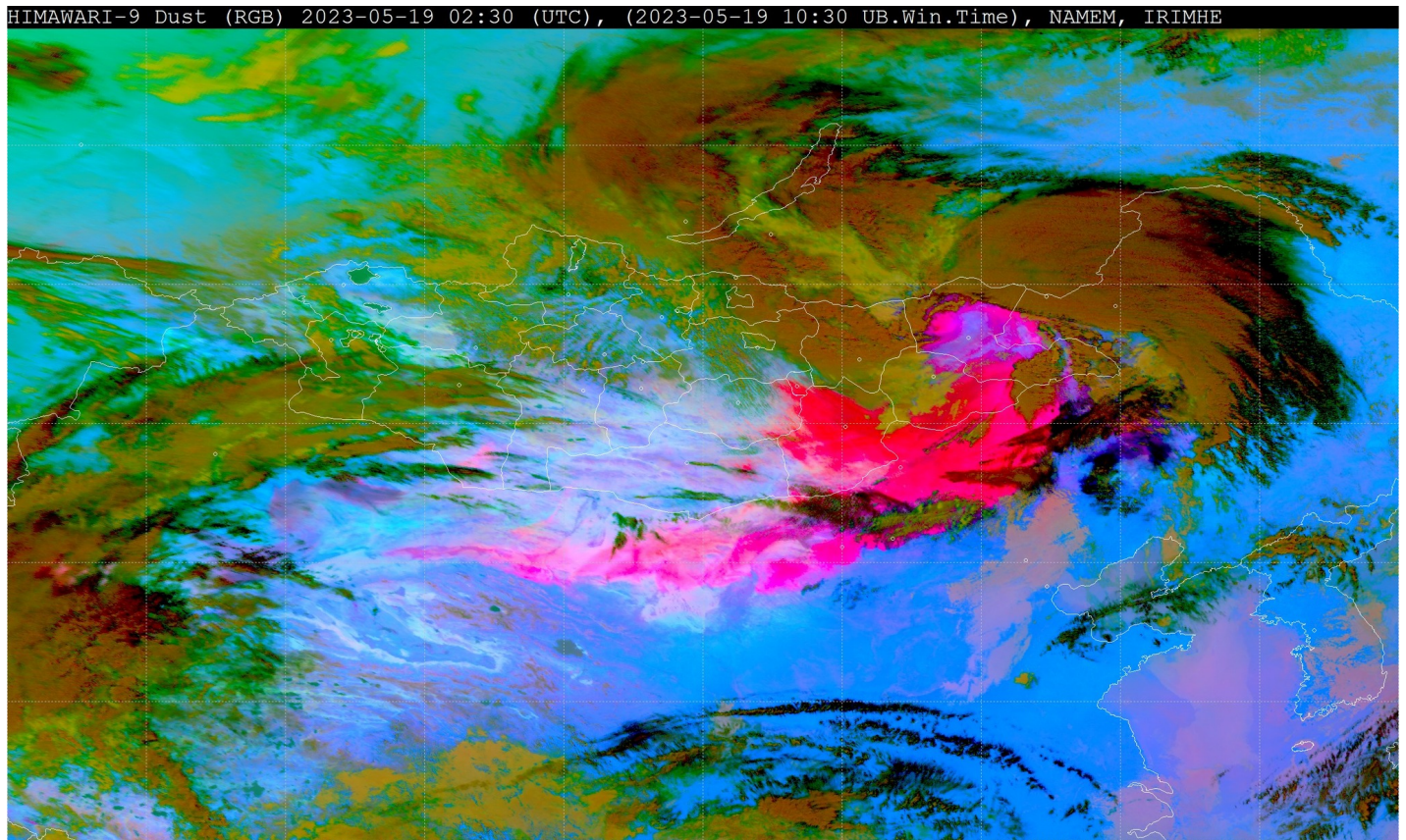




A targeted household receives 'ger' (yurt, traditional Mongolia circular, domed tent-like dwellings) assistance in Dornod province. (Photo: MRCS.)

Appeal: MDRMN018	Total DREF Allocation CHF 337,609	Crisis Category: Yellow	Hazard: Cold Wave
Glide Number: CW-2023-000078-MNG	People Affected: 5,100 people	People Targeted: 3,400 people	
Event Onset: Sudden	Operation Start Date: 2023-05-29	New Operational end date: 2023-09-30	Total operating timeframe: 4 months
Additional Allocation Requested -	Targeted Areas:	Dornod, Dornogovi, Dundgovi, Govi-Altai, Khentii, Ömnögovi, Sükhbaatar	

Description of the Event



Satellite image of the dust storm from Himawari satellite, 19 May 2023 by NAMEM.

What happened, where and when?

A devastating snowstorm swept across eastern parts of Mongolia including Dornod, Sukhbaatar, Khentii provinces, and certain provinces in Gobi areas, starting from around 06:00 AM on 19 May 2023 throughout the day and night until around 13:00 PM on 20 May. According to the National Agency for Meteorology and Environmental Monitoring, the average wind speed was 18-20 m/s and it reached 28-30 m/s at some point.

According to the provincial emergency commissions as well as collected information from MRCS Branches in Sukhbaatar, Khentii, and Dornod Provinces, the snow caused the following impacts:

- Due to the storm, 124 people (mostly from the herder community) were reported missing as they were following their livestock, which wandered off because of the storm. A total of 122 people have been found, but tragically 2 people in Sukhbaatar and Khentii provinces were found dead.
- There have been severe infrastructural damages, including the collapse of 22 electricity sub-stations, which caused power outages in several counties (19-22 May); it was later restored as of 24 May. Moreover, 149 households have faced the complete loss of gers (yurt, traditional Mongolia circular, domed tent-like dwelling), 288 gers with partial damages, partial damage to 283 constructed houses/buildings, complete and partial damage to 317 fences, and partial damage to 70 vehicles of herders and non-herders. The official figure for the total number of people affected

by the storm is not final, but the known number of affected people is roughly 5,100. The impact is mostly on shelters, livelihoods, and health. The most affected provinces are Sukhbaatar, Khentii, and Dornod provinces.

- As of 25 May 2023, the known livestock loss caused by the storm is significant (623,623 including 521,477 in Sukhbaatar, 107,695 in Khentii, and 1,451 in Dornod provinces). The number is expected to increase as local authorities are registering the loss of livestock on the ground.

In response to the needs identified, MRCS requested for an Imminent DREF to support people affected by the snow and sandstorm. Through the DREF, MRCS allocated cash assistance to 3,440 people from 1,000 households to address their immediate living needs. In addition, MRCS has also provided gers to 347 people from 99 households whose gers were completely destroyed in the disaster. Psychosocial support visits were paid by MRCS trained volunteers to 492 people from 109 households.



The storm hits a herd of horses, resulting in the death of the animals (Photo: MRCS, Sukhbaatar Branch)

Scope and Scale

Based on the assessment conducted by MRCS BDRT teams in Sukhbaatar, Dornod, and Khentii provinces, households that lost their homes or traditional gers have encountered the most significant consequences, leading to urgent shelter requirements. Those who lost their gers have sought refuge with relatives, local schools, or government structures. Herders who suffered losses of livestock are grappling with considerable emotional distress. Families whose accommodations were impaired are in pressing need of immediate repairs, primarily due to storm damage to their roofs, which has left them susceptible to further adverse weather conditions.

The anticipated strong winds during the week of 22 May 2023 did not result in additional harm. the Mongolian government distributed the following items to affected people by the storm:

- 50 gers to people lost their homes (25 gers to Sukhbaatar and 25 gers to Khentii).
- food packages from the state reserve (Khentii - 100 pieces, Sukhbaatar - 100 pieces, Dornod 50 pieces).
- 20tn fuels per local emergency government organization (province level) to reach out to the affected people.
- 150 pieces of protective clothes in Sukhbaatar and Khentii provinces which accelerated the recovery process.

The well-being of herding communities, which heavily rely on pastoral practices in Mongolia, is directly affected by various meteorological events such as snow, storms, heat, and precipitation. These occurrences, often prevalent from March to June due to seasonal atmospheric and temperature shifts, can impact herders and non-herders alike. Typically, individuals are informed about impending storms and receive forecasts to enable preparedness measures, including safeguarding livestock and fortifying gers. The extent of damage from the recent storm underscores its extraordinary intensity.

The snow and dust storm had enduring consequences, including prolonged disruptions in livelihoods for herder communities, economic strain due to livestock and property losses, lasting psychological impact from trauma and stress, ongoing housing instability, health risks stemming from dust exposure and inadequate shelter, environmental damage, potential shifts in community resilience and migration patterns, challenges to infrastructure and services.

Summary of changes

Are you changing the timeframe of the operation	Yes
Are you changing the operational strategy	No
Are you changing the target population of the operation	No
Are you changing the geographical location	No
Are you making changes to the budget	No
Is this a request for a second allocation	No
Has the forecasted event materialize?	No
Please explain the summary of changes and justification	
This update is issued mainly to inform partners and stakeholders about the progress of implementation since the start of the operation (end of May 2023) and informing of the no-cost extension of the intervention period for another month. The IFRC-DREF operation will now be ending on 30 September 2023. The Mongolian Red Cross Society (MRCS) has encountered delays in the implementation of the IFRC-DREF operation activities, which include monitoring visits and lessons learned workshops, due to unforeseen pluvial floods in Mongolia. As a result of this situation, MRCS had to engage in flood response operations by launching another Imminent IFRC-DREF (refer to MDRMN019). Consequently, this IFRC-DREF activities, including several monitoring visits and lessons learned workshops, have been postponed from their originally planned timeframe. The operation objectives remain as planned in the IFRC-DREF plan of action and fall within the same allocation. The one-month extension will allow the MRCS to complete the remaining activities, including quality monitoring and evaluation, as well as effective lessons learned workshops.	

Current National Society Actions

Risk Reduction, Climate Adaptation And Recovery	For longer-term DRR actions, enhanced vulnerability and capacity assessment is planned in the affected provinces. Community-based solutions for cold wave and storm impact mitigations will be discussed and plans will be developed.
	Early warning was issued by the NAMEM on 17 May 2023 and MRCS distributed the early warning messages through its media channels and branches reaching more than 100,000 people. MRCS HQ activated its NDRT, while its



Assessment	branches activated BDRTs. Needs and damage assessments were conducted in May by BDRT members in Dornod, Sukhbaatar, Khentii provinces. Branch secretaries from Dornod, Sukhbaatar, Khentii branches attended the local emergency commission meetings and updated the MRCS HQ for timely information.
Livelihoods And Basic Needs	MRCS branch in Khentii assisted 30 herder households who lost livestock in the storm with livestock care products. Meanwhile, the Sukhbaatar branch assisted 8 households who lost their gers with 500,000 MNT (CHF 130) per household with basic household assets including kitchen sets, some construction materials. MRCS will not replenish the items from the IFRC-DREF.

Movement Partners Actions Related To The Current Event

IFRC	IFRC Country Cluster Delegation (CCD) Beijing and Asia Pacific Regional Office (APRO) are supporting MRCS to develop and monitor this IFRC-DREF application.
ICRC	N/A
Participating National Societies	There is no physical office of Participating National Societies (PNS) in the country and MRCS is not currently working with any PNS for the storm response.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	Early warning was issued by the National Agency for Meteorology and Environmental Monitoring (NAMEM) on 17 May 2023. After early warning was issued, the main road to eastern provinces was prohibited to use effective from 8:00 AM on 19 May and returned to normal on 20 May. As of 22 May, 124 people went missing during the storm and 122 people were later found, and unfortunately 2 people died. According to the update shared by the HCT, as of 29 May 2023, the Mongolian government plans to distribute the following items to affected people by the storm: - 50 gers to people lost their homes (25 gers to Sukhbaatar and 25 gers to Khentii). - food packages from the state reserve (Khentii - 100 pieces, Sukhbaatar - 100 pieces, Dornod 50 pieces). - 20tn fuels per local emergency government organization (province level) to reach out to the affected people. - 150 pieces of protective clothes in Sukhbaatar and Khentii provinces. The General Department of Veterinary Medicine organized an urgent online meeting with the Veterinary Departments of Sukhbaatar, Khentii and Dornod Provinces to prevent from the risk of livestock contagious disease, cleaning the dead animal carcasses caused by the storm. Around 17.8 million MNT

	of materials such as disinfectants, denatured alcohol were distributed and delivered, and at the same time, fuel for working in provinces and soums, 40 million MNT as fuel support and DSAs were provided to the Veterinary departments in Sukhbaatar, Khentii, Dornod provinces as of 25 May 2023. Also, staff of Ministry of Food, Agriculture and Light industry donated their 1-day salary to the affected households. From state emergency commission, fuel support and personal protective clothes and equipment were provided to the staff working in the field. As of 25 May, food aid to the affected households was planned - more details will be shared as it becomes available.
UN or other actors	Preliminary loss and damage information was disseminated by United Nations Resident Coordinators office on 22 May 2023. As of 25 May, there was no initiation of any response from humanitarian country team members.

Are there major coordination mechanisms in place?

MRCS has close bilateral relationship with the key stakeholders including NEMA, NAMEM, Ministry of Food, Agriculture and Light Industries, Ministry of Labor and Social protection. MRCS is a member of State emergency commission and the branch managers are the member of provincial emergency commission. Humanitarian country team is active and monitoring the situation.



Needs (Gaps) Identified



Health

The health impacts included the casualties of two people and the distress of the affected population over the livestock and ger losses, damage to the property. No reports from MRCS, NGOs and government organizations, INGOs have indicated major health needs and impacts from the storm.

The BDRT team in Dornod visited three households in Bulgan soum, two households in Bayan-Uul soum, one household in Khulunbuir soum. Meanwhile, the BDRT team in Sukhbaatar province visited three households in Sukhbaatar soum, three households in Munkhkhaan soum, one household in Asgat soum, and the BDRT in Khentii province visited one household in Bayankhutag soum, and three households in Umnudelger soum.

Due to the limited time and access to the herders, it was difficult to visit more herders. According to the report analysis from the BDRT, all of the households they visited expressed distress over their livestock loss, house/ger damage. Through the field assessment in the affected provinces, BDRT members emphasized on the herder households are in great distress over their livestock loss. Some herders lost all of their livestock to the storm. In some cases, the affected population refused to answer and showed signs of aggression out of the shock.

MRCS MHPSS (mental health and psychosocial support) and PFA (Psychological first aid) encompasses a range of supportive services aimed at addressing immediate psychological and emotional needs in the aftermath of a crisis or traumatic event. PFA involves offering practical assistance, active listening, and emotional support to individuals and communities affected by the event. This could include providing reassurance, promoting a sense of safety, aiding in basic needs, offering information on available resources, and fostering connections to support networks. MRCS PFA practitioners often focus on helping individuals cope with stress, anxiety, and emotional distress, and they may also educate about normal reactions to trauma and effective coping strategies.



Livelihoods And Basic Needs

The households who lost their gers also lost essential household items. The affected households stated they would not be able to financially recover from this loss. A total of 1,492 households from the affected provinces lost more than 60 per cent of their livestock. The livestock are the livelihood source of the herder households and their source for income and food. The affected households are in immediate, basic needs such as food, warm clothes, medicine, etc.

In the previous operation (MDRMN017), cash assistance and livestock care kits were allocated to reduce the livestock mortality in order to enable the herders to protect their livestock from the gradual impacts of dzud including cold exposure and malnourishment. In this snow and stand storm situation, livestock mortality due to the hazard has already taken place, and no interventions could revert the process. Furthermore, replenishing and restocking the livestock addresses the long-term rather than immediate needs of the affected households, and they are not infeasible for this DREF application in terms of the high financial cost. The needs for longer-term livelihoods interventions will be reported by MRCS to the humanitarian country team members and other donors for potential action.





Shelter Housing And Settlements

Needs assessments have been conducted during 20-23 May 2023 in Dornod, Sukhbaatar and Khentii provinces by MRCS BDRTs. The assessments indicated that priority need is shelter as some families have lost their gers or their gers are partially damaged. Gers are mostly used by herders or financially incompetent households in Mongolia as it is a cheaper choice of accommodation.

According to the assessment, 149 households experienced the complete loss of gers (yurt, traditional Mongolia circular, domed tent-like dwellings), including 65 households in Sukhbaatar province, 56 households in Dornod province, 28 households in Khentii province. A total of 50 households, including 25 from Sukhbaatar and 25 from Khentii, will be provided gers by the State Emergency Commission. It was identified in the situation assessment that the households whose gers were completely destroyed by the storm are not able to purchase new ger on their own.

Furthermore, 288 gers (103 in Sukhbaatar, 32 in Dornod, 41 in Khentii, 112 households from Umnugovi, Dundgovi, Govi-Altai, Dornogovi) and 283 constructed houses/buildings (53 in Sukhbaatar, 82 in Dornod, 148 in Khentii) were partially damaged, and 317 fences were completely and partially damaged. As households with houses/building mostly live in semi-urban areas, they are financially capable of repairing their damaged accommodations by themselves.

However, households with gers are mostly herders or people in the slum areas of the provinces. They stated they have no financial capacity to purchase construction materials to replace their damaged parts of gers and houses. They do not have adequate cash to do repairs unless they resort to negative coping mechanisms, such as destocking their livestock.

Any identified gaps/limitations in the assessment

N/A

Operational Strategy

Overall objective of the operation

The DREF operation aims to assist 1,000 households affected by the snow and dust storm through the allocation of shelter, cash assistance, and psychosocial support in Dornod, Sukhbaatar, Khentii, Dornogovi, Govi-Altai, Umnugovi, Dundgovi. With the allocation of shelters and unconditional cash, psychosocial support, MRCS will assist the affected population to meet the bare necessities and prevent the situation from evolving into more dangerous conditions.

Operation strategy rationale

Following are the main strategy of the response:

- To address the immediate needs of housing/shelter of the herder households who lost their gers, MRCS will procure gers and provide them to these households.
- Unconditional unrestricted cash will be allocated to meet the immediate needs of the affected households such as house and ger repair.



- Psychosocial support will be provided to the affected households, especially the ones who lost their gers and livestock and have been experiencing a trauma.

For the longer-term DRR intervention, MRCS is including advice on climate-resilient herding practices, snow and dust storm, cold wave prevention measures in the certificates for the beneficiaries. Even though the early warning was issued, the storm inflicted major damages on the community, which raises the concern of the current herding practices and shelter standards which may not be compatible with the snow and dust storm or cold wave.

To ensure community engagement and accountability elements in the operation, MRCS will utilize its hotline number for complaints, suggestions, and information sharing. Also, the beneficiaries will receive the certificate on which the hotline number is written, how much cash assistance they will receive, and how to contact the relevant Red Cross branch in their area.

For the multipurpose cash grants, MRCS is using a cash amount of MNT 370,000 (CHF 108) per household, and the value was determined with the assistance from the consultant in 2019. The value is the survival minimum expenditure basket per month (SMEB) (MNT 1,085,605 or CHF 317) minus herder household average income (MNT 713,772 or CHF 208). Among the Humanitarian Country Team (HCT) members, the cash transfer value is shared. For different international organizations, FAO is basing their cash value on the hay and fodder needs of the livestock starting from USD 100 to up to USD 200, while World Vision is providing cash assistance based on the minimum expenditure basket for food needs and their cash value is USD 90, and this will be a one-off.

The Cash working group in Mongolia is working as a sub-group under the HCT, which was established in February 2023. This will cover the needs of a family of four for a month. MRCS doesn't have the framework agreement yet, but it is in the process. MRCS decided it could utilize the existing documents and knowledge gained from the experience of the previous process for exceptional approval, which would help MRCS to complete the task faster than before.

Gers are a well-accepted and durable housing option for the Mongolian communities and are adapted to the local climate and culture. If stored well, a ger can last two to three generations. Hence, the price of gers is higher than the price of common and known tents. For the procurement of gers, it is expected to take up to four weeks. drawing from a similar experience in past operations (MDRMN014). The households who lost their gers are staying at relatives' homes, school dorms, and the governor's office. According to the initial assessment, the households are not financially capable to purchase gers in a short time, thus they are expected to be staying at the same place until the procurement is complete when the gers would still be relevant.

The reason MRCS is directly purchasing the gers instead cash transfer is that the affected households are mostly in the eastern provinces, where the grassland is more expensive than Ulaanbaatar and other regions due to a lack of woods. The price of ger is cheaper to the north and west as they are taiga and semi-forest areas. If MRCS were to use cash, the cost per ger would be higher than the current price. MRCS plans to provide 100 gers, which will be a major complement to the 10 gers they have provided so far.

Targeting Strategy

Who will be targeted through this operation?

The total number of directly targeted people is 3,400, which includes the 99 households that received gers. 450 people received psychosocial support, as well as 2,000 indirect beneficiaries were reached indirectly through CEA activities.

The provision of gers targeted 337 people from 99 herder households out of 556 people from 149 households who lost their gers, to complement the government's efforts, gers were provided to 25 households in Sukhbaatar and 25 in Khentii.

Unconditional unrestricted cash grants were distributed to 3,440 people from 1,000 households who lost their gers, whose gers/houses were partially damaged and households who lost more than 60 percent of their livestock. MRCS



used the criteria of the herd size which is not to exceed more than 1,000 in sheep head unit (national livestock in December 2022). The rationale for these criteria is if the household has more than 1,000 livestock in a sheep head unit, the herder will be able to recover to its original size on its own by the next year.

Psychosocial support was provided to 450 people which is around 13 percent of the total target people from the affected households, especially the households who lost their gers and livestock and are experiencing great trauma. In a previous operation (MDRMN017), MRCS focused on the protection of livelihoods by assisting the herder communities with cash and livestock care kits. In the planned operation, MRCS aimed to cover the immediate needs of the affected population.

Through the DREF, MRCS allocated cash assistance to 3,440 people from 1,000 households to address their immediate living needs. In addition, MRCS has also provided gers to 347 people from 99 households whose gers were completely destroyed in the disaster. Psychosocial support visits were paid by MRCS trained volunteers to 383 people from 109 households. 3,528 people have been reached directly or indirectly through CEA activities.

Explain the selection criteria for the targeted population

The target population was selected based on the impact assessment conducted by the MRCS branches. MRCS checked with the relevant branches if the targeted households overlap with the beneficiaries of the ongoing DREF operation (MDRMN017). The households who have received cash assistance from the previous MDRMN017 DREF operation were ineligible for cash assistance from this operation. For the provision of gers, in case the government is not able to provide 50 gers as they planned, MRCS will apply vulnerability and livestock mortality rate as the criteria to select 99 households out of those who did not receive ger from the government or other agencies.

Total Targeted Population

Women:	1,022	Rural %	Urban %
Girls (under 18):	787	70.00 %	30.00 %
Men:	988	People with disabilities (estimated %)	
Boys (under 18):	643	4.00 %	
Total targeted population:	3,400		

Risk and security considerations

Please indicate any security and safety concerns for this operation

The National Society's security framework is applicable for the duration of the operation to their staff and volunteers. The existing IFRC country security plan, including security regulations, contingency plans for medical emergencies, relocation, and critical incident management are applicable. All IFRC must, and RC/RC staff and volunteers are encouraged, to complete the IFRC Stay Safe e-learning courses, i.e., Stay Safe Personal Security, Stay Safe Security Management and Stay Safe Volunteer Security online training. Adequate mitigation measures will be chalked out and taken accordingly. This includes, but is not limited to, situation monitoring, regular or ad hoc security/safety updates and alerts/advice, staff and movement tracking (e.g., via phone or SMS), security assessment in operation areas, and pre-deployment security briefs. The IFRC CCD security team will also be keeping close coordination with the National Society, local administrations in the operational areas, and external humanitarian actors in the country on the situation particularly at the affected areas.

According to MRCS's initial assessment, the transportation of the items could be delayed due to the snow and storm as more precipitation is anticipated in the coming months. To mitigate the potential risk, MRCS is engaging with



NEMA and local emergency management authorities to pre-agree on the utilization of their vehicles in anticipating transportation vehicle challenges occurring at the time of the implementation period. MRCS is closely monitoring the weather situation and there's currently no forecasted weather event that may potentially disturb the event. According to the initial rapid market assessment, gers are available in the market in Ulaanbaatar.

The procurement experience for 150 gers during the previous operation (MDRMN014), in which IFRC regulations were ensured, will be referred to. The IFRC procurement procedures will be followed to eliminate any risks in the process. Plus, a rapid market analysis has been conducted, in which the availability and price of the gers were determined.



Planned Intervention

	Risk Reduction, Climate Adaptation And Recovery	Budget	CHF 4,564
		Targeted Persons	85
Indicators		Target	Actual
# of lessons learned workshop organized		1	
Progress Towards Outcome			
The lessons learned workshop is planned for the end of August or potentially in September following the one-month extension.			

	Secretariat Services	Budget	CHF 5,325
		Targeted Persons	83
Indicators	Target	Actual	
# of monitoring visits conducted	1	2	
Progress Towards Outcome			
As of reporting period, two monitoring visits have been conducted by MRCS, with surveys conducted for 26 households. More monitoring visits including IFRC joint assessment are planned in August and potentially in September with the timeframe extension.			

	Shelter Housing And Settlements	Budget	CHF 164,238
		Targeted Persons	337
Indicators	Target	Actual	
# of people reached with shelter assistance	337	347	
Progress Towards Outcome			
MRCS received the technical approval from IFRC for ger procurement on 7 July 2023. Within the procurement process, the tender bid was announced publicly, and received three price offers.			
The Unu Mongol Ger LLC was selected by the selection committee due to fitting compatibility (sufficient stock and complete documentation).			

Accordingly, the procurement of 99 gers was made on 10 July and allocated to the affected households between 10-18 July, including 40 households in Sukhbaatar, 56 households in Dornod, and 3 households in Khentii province.

	Protection, Gender And Inclusion	Budget		CHF 0
		Targeted Persons		3400
Indicators		Target	Actual	
# of people reached through PGI activities		3400	3440	
Progress Towards Outcome				
MRCS has conducted a Child safeguarding risk analysis and submitted the document to the IFRC focal point. With the analysis, the operation strengthened MRCS's child safeguarding practices and reduce the risk of harm to children as outlined in the IFRC Child Safeguarding Policy. As an outcome of the analysis, MRCS was able to evaluate the potential risk level upon the children. When recruiting new volunteers, MRCS screened the volunteers and ensured they sign the code of conduct.				

	Health	Budget		CHF 1,826
		Targeted Persons		450
Indicators		Target	Actual	
# of people reached through PSS activities		450	492	
Progress Towards Outcome				
PFA training was conducted at the MRCS youth camp between 19-23 June and 60 volunteers were trained. The volunteers developed MHPSS response plans along with the local community and health offices of the relevant provinces. Furthermore, the trained volunteer provided PFA for 109 households or 492 people via in-person and phone calls.				

	Multi-purpose Cash	Budget		CHF 124,544
		Targeted Persons		3400
Indicators		Target	Actual	
# of people reached through cash intervention		3400	3440	
Progress Towards Outcome				

MRCS collected the data of 1,000 affected households via local government, local Red Cross branches via the on-site needs and damage assessment and remote data collection. The beneficiary data was used to check the eligibility criteria and clean the bank data.

To ensure financial transparency and quality, long-term financial service framework agreement must be established with service or goods vendor. A framework agreement (FA) is a long-term written agreement established between an organization and the selected supplier for an agreed period of time. The contract is for specific goods or services at agreed prices and quality and are usually established for delivery of supplies and services which are frequently requested at a local, regional or global level and are concluded following a proper tendering process. FA are used to ensure a reliable source of supply for goods and services at a competitive price, in accordance with pre-defined terms and conditions. In this response, MRCS didn't have a framework agreement with its financial service provider (FSP) and exceptional approval was sought for cash assistance provision via the FSP - Khan Bank. The exceptional approval was technically supported by IFRC CCD in Beijing and APRO and was granted on 26 June by IFRC Geneva. The plan to establish the FA for the FSP FA (Financial Service Provider Framework Agreement) has been initiated.

The beneficiary data was sent to the FSP for verification via email. The cash grants were allocated to 727 households on 27 July, and the remaining 273 households received their cash assistance on 8 August.

	Community Engagement And Accountability	Budget	CHF 4,869
		Targeted Persons	3400
Indicators		Target	Actual
# of people reached through CEA activities		3400	3518

Progress Towards Outcome

A total of 1,000 households/3,440 people who received the cash assistance and 99 households who received certificates were provided with the certificates which clearly indicate the source of the aid (MRCS), what aid they are receiving, and how to communicate with MRCS if there was any issue.

The hotline number was activated for the operation and received 78 calls (56 female, 22 male) during the operation. The calls were about when cash assistance would be provided and expressing gratitude.

During the refresher training, the Community Engagement and Accountability (CEA) orientation session was integrated with a focus on the CEA Toolkit from IFRC, the training covered of community engagement, communication with communities, participation and community feedback and 60 volunteers were trained at the Youth camp, 82 volunteers via peer-to-peer training at local RC branches.

Overall, four posters were developed regarding the operation, and 13 feedback boxes were placed at the distribution sites in 13 provinces. The analysis of the feedback which was received via the feedback boxes has not been made yet and will be completed before the project's end date. Furthermore, information desks were organized at 13 locations and assisted 245 people. MRCS volunteers provided a short summary of the operation at two community meetings.

		Budget	CHF 32,243
		Targeted Persons	210

	National Society Strengthening	
Indicators	Target	Actual
# of volunteers provided with appropriate training	60	60
# of volunteers who received appropriate incentives	150	150
Progress Towards Outcome		
A refresher training was organized for 60 volunteers at the MRCS Youth camp. During the training, the overall operational plan among the volunteers, and their roles and responsibilities in it were explained. The volunteers were able to learn of the disaster context and aid MRCS and IFRC are providing which enabled them to engage in the operation more effectively and disseminate any relevant information to the public. In addition, volunteer incentives were allocated to 150 volunteers who were engaged in the operation. The incentives covered the meal and transportation costs of the volunteers.		



About Support Services

How many staff and volunteers will be involved in this operation. Briefly describe their role.

At the MRCS NHQ, 12 staff have been responsible for overall operations including 4 staff from the Climate change and disaster management team, 2 from Health and social protection department, 3 from the finance team, 1 from the volunteer management team, and 2 from the PMER team.

At the MRCS branch level, around 150 members of BDRT are expected to engage in the operation for management at the local level, such as distribution, community engagement and accountability, and monitoring activities.

Will surge personnel be deployed? Please provide the role profile needed.

If there is procurement, will it be done by National Society or IFRC?

MRCS received the technical approval from IFRC for ger procurement on 7 July 2023. Within the procurement process, the tender bid was announced publicly and received three price offers. The Unu Mongol Ger LLC was selected by the selection committee due to fitting compatibility. The procurement of 99 gers was made on 10 July and later allocated to the affected households between 10-18 July, including 40 households in Sukhbaatar, 56 households in Dornod, and 3 households in Khentii province.

Currently, MRCS is working to establish a long-term framework agreement with the FSP. The procurement procedures were aligned and follow the IFRC Services Procurement standards and guidelines.

How will this operation be monitored?

MRCS planning, monitoring & evaluation (M&E), and reporting team members will monitor the implementation of the IFRC-DREF operation in the field with support from NDRT members, with the participation of IFRC personnel. An internal review by MRCS of the IFRC-DREF operation will be carried out, which will happen during the lessons learned workshop at the end of the operation. At least, three teams will be deployed to monitor the implementation of the operation via in-person visits. The monitoring teams will consist of up to five people, including drivers, members of NDRT members.

Please briefly explain the National Societies communication strategy for this operation.

With support from the regional communications unit in Kuala Lumpur, the IFRC CCD communications delegate will support the production of news stories to be published on the IFRC website. PNS will be provided with information on the response through Newswire and information bulletins. MRCS hotline number for the complaint and feedback is active and MRCS staff are attending Humanitarian Country Team and State Emergency Commissions meeting regularly.

Contact Information

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

- **National Society contact:** Bolormaa Nordov, Secretary General, bolormaa.n@redcross.mn, +97699119353
- **IFRC Appeal Manager:** Olga Dzhumaeva, Head of Country Cluster Delegation, olga.dzhumaeva@ifrc.org
- **IFRC Project Manager:** Yvan Grayel, Coordinator Programmes, yvan.grayel@ifrc.org
- **IFRC focal point for the emergency:** Nusrat Hassan, Operations Coordinator, opscoord.eastasia@ifrc.org

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