

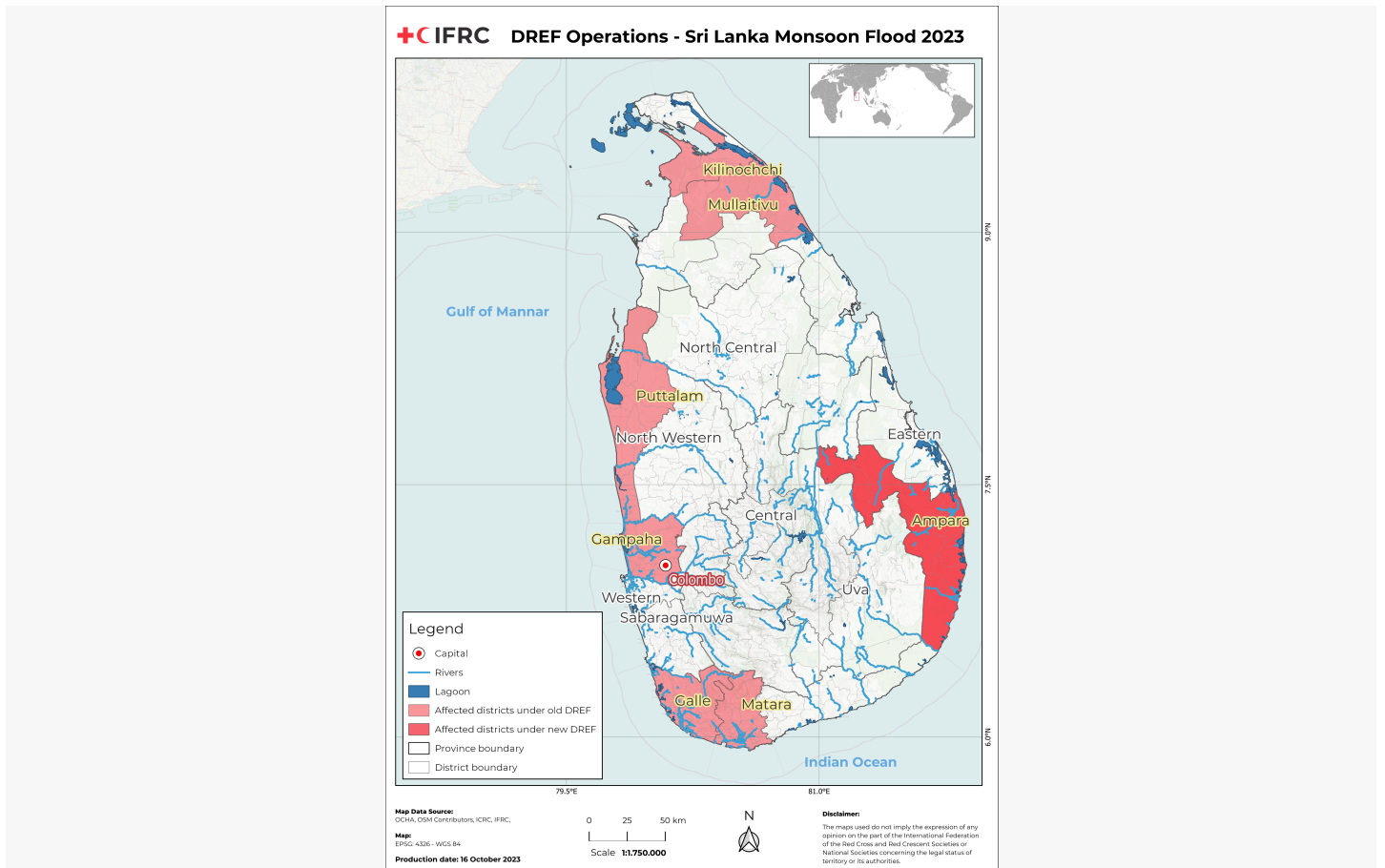


SLRCS volunteer engages in Clean-up campaign and Dengue surveillance activities. (Photo: SLRCS)

|   |  |  |   |
|---|--|--|---|
| Appeal:<br><b>MDRLK018</b>  | Total DREF Allocation:<br><b>CHF 798,854</b> | Crisis Category:<br><b>Orange</b>          | Hazard:<br><b>Flood</b>                       |
| Glide Number:<br><b>FL-2023-000196-LKA</b>                                      | People Affected:<br><b>244,504 people</b>    | People Targeted:<br><b>99,750 people</b>   | People Assisted:<br><b>169,404 people</b>     |
| Event Onset:<br><b>Sudden</b>   | Operation Start Date:<br><b>19-10-2023</b>   | Operational End Date:<br><b>31-07-2024</b> | Total Operating Timeframe:<br><b>9 months</b> |
| Targeted Areas: <b>Eastern, North Central, North Western, Southern, Western</b> |  |  |   |

The major donors and partners of the IFRC-DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, China, Czech, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, Liechtenstein, Malta, Norway, Spain, Sweden, Switzerland, Thailand, and the Netherlands, as well as DG ECHO, Mondelez Foundation, and other corporate and private donors. The IFRC, on behalf of the National Society, would like to thank all for their generous contributions.

# Description of the Event



Extreme weather - Severely affected districts. Map: IM IFRC

## Date of event

09-01-2024

## What happened, where and when?

Initial Flooding and Landslides – October 2023

In early October 2023, Sri Lanka experienced heavy rainfall across the western, Sabaragamuwa, and southern provinces due to the intensification of the southwest monsoon. The severe rainfall, beginning on 6 October, prompted authorities to issue a red warning for seven districts on 7 October. The worst-affected districts included Gampaha, Matara, and Galle, where widespread flooding and landslides led to seven fatalities and impacted more than 75,000 people from 20,450 families across 13 districts. Rising water levels in major rivers—including Nilwala Ganga, Gin Ganga, Kalu Ganga, and Attanagalu Ganga—caused severe inundation in low-lying areas. The National Building Research Organisation (NBRO) issued multiple landslide alerts, while the Ceylon Electricity Board disconnected power in Matara as a precautionary measure. Mudslides destroyed houses, floodwaters damaged schools, and critical water, sanitation, and hygiene (WASH) infrastructure was severely impacted, affecting drinking water sources and sewerage systems.

Escalation of Flooding in Northern Sri Lanka – December 2023

In December 2023, severe weather conditions extended to the northern province, with heavy rainfall and strong winds affecting Kilinochchi, Mullaitivu, and Puttalam. The floods resulted in two fatalities, three injuries, and affected more than 25,958 people. Thousands of homes sustained damage, and access to essential goods and services was severely disrupted. The situation was worsened by the opening of spill gates at the Iranamadu reservoir, leading to further flooding in Kilinochchi and Mullaitivu. Over 5,000 families were affected in these two districts alone, with Mullaitivu experiencing the highest number of displacements. Additionally, over 3,000 people were impacted in Puttalam. The disaster severely impacted agriculture, with more than 10,000 farmers losing their crops, threatening food security and livelihoods.

By January 2024, intensified northeast monsoon rains led to further flooding, with Ampara district in the Eastern Province facing the most severe impact. Between 9 and 10 January, Ampara received over 150 mm of rainfall, triggering flash floods that displaced more than 2,000 families. As of 12 January, these families were relocated to 31 temporary shelters, according to the Disaster Management Centre (DMC). The largest reservoir in Sri Lanka, located in Ampara, overflowed on 10 January, reaching 112 feet, marking its second overflow event in the past decade. The excess water release, coupled with spillovers from smaller reservoirs, worsened flooding across the district.

Floodwaters submerged major roads, including the Ampara-Iginiagala main road, disrupting transportation and isolating communities. Railway services were suspended, and emergency transportation was provided by Sri Lankan armed forces and police. According to the DMC update on 12 January, approximately 169,504 people were affected in Ampara, with 181 houses partially damaged. Schools were inundated, disrupting education, while more than 26,000 acres of paddy fields were destroyed, severely affecting livelihoods.

Flood-related disruptions to healthcare services compounded existing vulnerabilities, as affected populations faced restricted access to medical facilities. Assessments conducted by SLRCS branches indicated that over 20,000 farmers lost their harvests, with daily-wage laborers among the most severely impacted due to income loss and transportation challenges.

For reference:

[1] [http://www.dmc.gov.lk/images/dmcreports/Situation\\_Report\\_on\\_2024\\_1705117067.pdf](http://www.dmc.gov.lk/images/dmcreports/Situation_Report_on_2024_1705117067.pdf)

[2] <http://www.dmc.gov.lk/index.php?lang=en>



NDRT members conducting a rapid need assessment at Puttalam district. (Photo: SLRCS)



SLRCS volunteers and service providers cleaning a well. (Photo: SLRCS)

## Scope and Scale

### Overall Impact of the 2023–2024 Monsoon Season

The combined impact of the southwest and northeast monsoons impacted more than 244,000 people affected across multiple provinces. The flooding also caused widespread damage to homes and infrastructure, severe agricultural losses, displacement, and also disruptions to essential services, including healthcare, education, and WASH facilities.

The southwest monsoon, which unusually persisted from September to early December 2023, expanded abnormally throughout 2024,

likely due to climate change-induced weather pattern shifts. The unprecedented rainfall significantly increased water levels in major rivers and reservoirs across affected districts. According to the Meteorological Department, continuous rainfall exceeding 175mm over two to three days in multiple districts contributed to widespread flooding.

Rising water levels in major rivers and tanks led to severe flooding, particularly along riverbanks, where communities faced ongoing displacement due to the risk of overflow beyond flood protection barriers. In low-lying areas, floodwaters fully submerged entire communities, while overflowing reservoirs deposited large amounts of soil and mud onto farmland, severely damaging crops and delaying land preparation for future planting seasons.

For many farmers, the additional cost of clearing mud and debris from their fields further strained their resources. The persistent heavy rainfall and resulting damage, compounded by the ongoing economic crisis, significantly impacted livelihoods—particularly for farmers and daily wage workers.

During each emergency phase, SLRCS branches conducted detailed assessments to analyze the evolving impact of the floods on the most affected districts. These assessments highlighted the urgent need for cash assistance to support vulnerable households, enabling them to cover essential needs until they could restart their farming activities.

Reports from the Department of Agriculture (DOA) indicate extensive flood-related damage, affecting more than 35,000 farmers and impacting over 30 per cent of the total cultivation area for the 2023/24 Maha season (74,000 hectares). Additionally, approximately 1,900 acres of maize were damaged, affecting 1,251 farmers—representing 7 per cent of the total cultivation area. These figures underscore the need for continued support to restore agricultural livelihoods across affected districts.

Flooding also had severe consequences for poor and vulnerable populations, particularly those living along riverbanks and in low-lying areas. Many required urgent assistance to meet basic needs such as food, medical care, and essential non-food items. The country's ongoing economic crisis further exacerbated vulnerabilities, particularly for female-headed households, elderly individuals, daily wage earners, and small-scale farmers.

Moreover, food insecurity and malnutrition among pregnant women and children under five remain critical concerns. The loss of income due to flooding intensified these issues, with many households temporarily unable to afford food and essential supplies for their families.

The scale and severity of the flooding required multiple operational expansions to meet the growing humanitarian needs. SLRCS's continuous assessments and response adjustments allowed for more targeted and effective support, particularly through cash assistance for the most vulnerable households.

## Source Information

| Source Name   | Source Link   |
|---|---|
| 1. Rapid Food security assessment - WFP 2024 Ampara district. | <a href="https://reliefweb.int/report/sri-lanka/sri-lanka-rapid-food-security-assessment-flood-impact-ampara-district-february-2024">https://reliefweb.int/report/sri-lanka/sri-lanka-rapid-food-security-assessment-flood-impact-ampara-district-february-2024</a> |

## National Society Actions

|   |    |
|---|----|
| Have the National Society conducted any intervention additionally to those part of this DREF Operation? | No |
| Please provide a brief description of those additional activities                                       | -  |

## IFRC Network Actions Related To The Current Event

|             |  |
|-------------|--|
| Secretariat | The in-country IFRC team coordinated with SLRCS in implementing the DREF activities. The IFRC CCD and APRO offices supported SLRCS in preparing this DREF application and planning the response. Furthermore, the IFRC CCD regularly shared in-country situation |
|-------------|--|



|   |  |
|---|--|
|   | <p>updates and developments with the IFRC APRO, also provided technical support to SLRCS for the operation, and coordinated with SLRCS for information sharing with the movement and external partners.</p> <p>An operation manager (surge support) was deployed for two months to support the response activities at the field level. The German Red Cross Society seconded him. He coordinated all the response activities for three months from March to April 2024. He was mainly deployed in the Ampara district, where the team needed technical support to carry out the activities within the timeframe, and he worked closely with the National Society and the branches.</p> |
| <b>Participating National Societies</b> | There is no Partner National Societies (PNS) presence in the country.  |

## ICRC Actions Related To The Current Event

The SLRCS works with the ICRC to implement various programmes in the country. However, during this DREF response, the SLRCS was not directly involved in any activities related to the response.

## Other Actors Actions Related To The Current Event

|  |   |
|--|---|
| <b>Government has requested international assistance</b> | No  |
| <b>National authorities</b>                              | <p>The national and local-level disaster management agencies and district administrative units responded to the flood and landslide crisis across the country. According to the DMC, the Army, Air Force, Navy, and police had been deployed to all affected locations. The Security Forces carried out rescue operations when and where necessary. The Department of Irrigation monitored the water levels in river basins and low-lying areas and provided alerts and warnings to the public in close coordination with the DMC.</p> <p>The Agriculture Department assessed the impact on agricultural farmers, but support in the form of Cash was provided to the affected farmers in the Ampara district.</p> <p>DMC was central to managing the safety centers and arranging all necessities for the affected people in all the districts. The National Water Board distributed the drinking water, and MOH offices looked after the sanitation facilities at the safety centers.</p> <p>Further, local civil society organizations, sports clubs, Hindu temple committees, and mosques offered cooked food to the displaced people in all divisions at safer centers in the Ampara district.</p> |
| <b>UN or other actors</b>                                | WFP carried out a flood impact assessment in the Ampara district. Islamic relief provided dry rations to the affected families in some of the areas. Save the Children supported with school items to the displaced families of school children in the affected districts.  |

### Are there major coordination mechanism in place?

All clusters were led by a Ministry of Defence and co-led by a Disaster Management Centre. The Sri Lanka Red Cross Society disaster management focal point, with the support of IFRC and the Director General of SLRCS, acted as the lead. IFRC CCD provided remote and in-country support, which included deploying surge personnel for technical coordination and project management support.

SLRCS coordinated closely with the authorities, DMC, the Meteorological Department, and the divisional secretariat and irrigation department to coordinate all responses and early warning activities regarding adverse weather conditions.

SLRCS branches worked closely with district-level authorities on assessments and provided relief. The National Building Research Organisation (NBRO) was also the focal coordination point for informing and guiding people about landslide risks and warnings.



# Needs (Gaps) Identified



## Shelter Housing And Settlements

According to the DMC update in October 2023, flooding in the Gampaha, Galle, and Matara districts resulted in the complete destruction of seven houses, while 820 houses sustained partial damage. By 12 January 2024, an additional three houses were fully damaged, and 181 were partially damaged in the Ampara district. The primary cause of partial damage was severe inundation, with floodwaters rising up to 10 feet, in some cases reaching the roof level.

Most affected homes were filled with mud and debris, necessitating extensive cleaning and disinfection. Divisional Secretariat officials conducted assessments of partially damaged houses to facilitate assistance. The government took responsibility for repairing damaged homes in flood-affected areas.

Displaced individuals sought refuge with host families in neighboring villages, while many others relocated to designated safe centers managed by the DMC. The loss of personal belongings due to submersion in floodwaters created an urgent need for essential household items, including non-food items and clothing.



## Livelihoods And Basic Needs

Between October 2023 and February 2024, intensified southeast and northeast monsoons caused widespread flooding across the country, affecting over 400,000 individuals from approximately 85,000 households.

The northeast monsoon alone impacted more than 170,000 people (over 52,000 households) in the Ampara district, where flood-affected individuals who depended on agriculture and daily labor lost their livelihoods. Extreme weather conditions since October 2023 resulted in the destruction of over 35,000 acres of paddy land, with 25,000 acres lost in Ampara district alone. This devastation directly affected 35,000 farmers, leading to significant losses in crops and farming activities.

Farmers whose land and crops were severely damaged struggled to rebuild their lives, as they lost both their yield and capital. Small-scale farmers, in particular, were disproportionately affected, while daily wage laborers working in agriculture faced job shortages, putting their families' survival at risk.

With agriculture being the primary source of income in the affected districts, immediate assistance—such as seeds, fertilizers, and financial aid—was crucial to help farmers meet their basic needs and recover until the next planting season.



## Health

The availability of health and care facilities was severely limited due to transportation disruptions, extreme weather conditions, and the displacement of affected populations seeking safer locations. Additionally, the ongoing economic crisis exacerbated challenges in the healthcare system, leading to shortages of essential medications and further deteriorating the health conditions of the affected communities.

The Medical Offices of Health departments cautioned the impacted districts that several health-related complications emerged as the flood waters receded. Dengue, a mosquito-borne viral infection causing severe flu-like symptoms; Leptospirosis, a bacterial disease that can lead to kidney damage; and diarrhea, a common condition causing frequent loose or watery stools, were prevalent illnesses that affected the people. The public health inspectors from the respective districts warned that diseases could spread through the mingling of feces with water and the transmission of epidemics caused by animals.

To mitigate health risks, there was an urgent need for general medical care, clinical services, and First Aid to prevent complications and reduce hospitalizations.





## Water, Sanitation And Hygiene

Following the floods, drinking water sources were heavily contaminated, significantly limiting access to safe drinking water in the affected communities.

Household wells, the primary water source for most communities, became polluted as groundwater levels rose by up to 10 feet in several flood-affected areas, particularly along riverbanks and low-lying regions near major reservoirs. As a result, well-cleaning emerged as an urgent priority to restore access to safe drinking water.

In addition to water contamination, poor sanitary conditions worsened due to extreme weather conditions and the deteriorating state of existing sanitation facilities. As floodwaters receded, there was a critical need for hygiene promotion activities using IEC materials to minimize the spread of waterborne and infectious diseases.

Furthermore, dengue prevention was prioritized as immediate response action. Many flood-affected locations were classified as high-risk dengue zones by the Ministry of Health's Epidemiology Unit. As a result, dengue awareness campaigns and drainage clearance efforts were implemented to prevent further outbreaks.

Additionally, sanitary napkins were required to address hygienic issues among displaced teenage girls and older women in safe entrances and neighboring houses. In addition, hygiene promotion initiatives and school cleanup campaigns needed to be implemented in areas where floodwaters had inundated school buildings.

Additionally, the provision of sanitary napkins was essential to address hygiene needs among displaced teenage girls and older women in evacuation centers and host communities. Furthermore, hygiene promotion initiatives and school cleanup campaigns were necessary in areas where floodwaters had inundated school buildings to restore safe and sanitary learning environments.



## Education

Preliminary evaluations conducted in collaboration with authorities confirmed that flooding had led to the destruction or loss of children's educational supplies. Rising water levels also inundated many homes in the affected districts. As schools reopened in 2024 following the vacation period, vulnerable households faced financial difficulties in replacing lost school materials due to disruptions in their livelihoods.

To ensure children's return to education, providing essential school supplies to affected families was critical. Additionally, the ongoing economic crisis further exacerbated challenges in education provision. Hygiene promotion initiatives and school cleanup campaigns were also necessary in areas where floodwaters had inundated school buildings to restore safe learning environments.



## Community Engagement And Accountability

Integrating community engagement, accountability, and feedback mechanisms was a critical component of the operation, ensuring that affected populations had access to timely and accurate information about the Sri Lanka Red Cross Society's (SLRCS) services and volunteer conduct. These mechanisms played a key role in maintaining transparency, reinforcing trust, and enhancing the effectiveness of aid delivery.

To facilitate two-way communication, SLRCS established a dedicated hotline for recording community feedback, a practice that continues beyond the operation. Additionally, community consultations, meetings, and household visits were conducted to strengthen these systems, ensuring that assistance was responsive to the needs and concerns of those affected. Given the program's targeted focus on affected farmers, it was essential to communicate selection criteria clearly to both the intended recipients and the wider community through multiple communication channels.

SLRCS volunteers and community members were instrumental in assessing needs throughout the operation. They actively conducted surveys, gathered feedback, and helped identify the most pressing challenges faced by affected populations. District branches maintained ongoing engagement with aid recipients, ensuring continuous communication before, during, and after relief distributions.



# Operational Strategy

## Overall objective of the operation

The operation was implemented over nine months, from October 2023 to July 2024, reaching 169,404 people (both directly and indirectly) from 19,750 households across seven districts: Matara, Gampaha, and Galle in the southern and western provinces (first allocation); Puttalam, Kilinochchi, and Mullaitivu in the northern and northwestern provinces (second allocation); and Ampara in the eastern province.

A total of 28,750 people from 5,750 households received multipurpose cash assistance for basic needs through a bank transfer modality under an exceptional FSP framework agreement between SLRCS and Sampath Bank. Additionally, the operation assisted 5,200 people with well-cleaning, supported 19,750 people from 3,950 households through the distribution of essential household items, and provided aid to 5,600 schoolchildren. More than 115,054 people benefited from medical camps, first aid services, WASH hygiene promotion, menstrual hygiene management, and the distribution of essential household items and sanitary napkins.

## Operation strategy rationale

The strategy for this operation was fully aligned with the SLRCS and IFRC policies, procedures, commitments, and mandates. With IFRC's support, SLRCS provided assistance to the most vulnerable households in all seven targeted districts: Matara, Gampaha, Galle, Puttalam, Kilinochchi, Mullaitivu, and Ampara.

The selection process was conducted in coordination with local authorities and community members, ensuring the response targeted the most affected populations in the worst-hit areas. The operation, implemented over nine months from October 2023 to July 2024, was formulated based on the short-term needs of the affected population and aligned with the government's disaster response strategy.

### Changes to the Operational Strategy

The operation underwent three key updates to extend its timeframe, expand geographical coverage, revise beneficiary numbers, and reallocate budget lines based on evolving needs:

- Initial DREF Operation (October 2023): According to the DMC situational report of 9 October 2023, floods, severe winds, and mudslides affected 75,734 people from 20,480 families across 13 low-lying districts. In response, the SLRCS requested an initial IFRC-DREF allocation of CHF 359,690 to meet the immediate needs of 2,950 affected families in three districts.

- Scaling Up the Operation (December 2023): By 22 December 2023, the northeast monsoon brought heavy rainfall, impacting 30,377 people from 9,402 families across 11 districts. To address the increased needs, the first operational update was issued, extending the response to three additional districts, adjusting the timeframe, and securing an additional CHF 139,983 to support 2,300 households.

- Further Expansion of Operation (January 2024): On 12 January 2024, the DMC reported that intensified northeast monsoon rains had caused severe flooding in Ampara district, affecting 169,504 people from 50,996 families. In response, a second operational update was issued, further expanding the scope, timeframe, and geographical coverage of the operation. Additional funding was requested to assist 13,800 households.

- Increasing MPCA (June 2024): In June 2024, the third operational update was issued to scale up multi-purpose cash assistance in Ampara district. A detailed assessment conducted by the SLRCS branch identified additional livelihood needs among farmers and daily wage workers. As a result, the number of households receiving cash assistance increased by 900, bringing the total to 2,900 households supported in Ampara by the end of the operation.

### Sectoral Response

#### (A) Multi-Purpose Cash Assistance

The total number of people reached through multipurpose cash assistance was 28,750 from 5,750 households across all seven districts. Additionally, after the third operations update was released, 900 farming households received support. This initiative aimed to utilize savings from other budget lines within the operation. A detailed needs assessment revealed that small and medium-scale farmers were severely affected due to inundated farmland, necessitating additional support. These 900 households were assisted in July 2024.

A thorough assessment was conducted to identify and select eligible beneficiaries for multipurpose cash assistance. SLRCS, in



coordination with the Agriculture Department and local government authorities, reviewed the selection criteria and reverified the impact of the flooding. A detailed market condition assessment confirmed that markets were fully operational. The feasibility study validated that the chosen delivery mechanism—bank account transfers—was viable. SLRCS had an existing partnership with the financial service provider (Sampath Bank Pvt. Ltd.), which confirmed that banks were functioning in the affected districts.

The CVA focal point worked closely with the Cash Technical Working Group (CWG) to determine the cash grant value (LKR 20,000) based on the Minimum Expenditure Basket (MEB) analysis. The MEB guidance developed by the Cash TWG served as the basis for determining the cash amount per household. SLRCS also ensured there was no duplication of beneficiaries with those who had received cash assistance during the initial response. There had been no previous DREF operation in the Ampara district.

#### (B) Shelter (Essential Household Items)

The target was to assist 19,750 people from 3,950 households across all seven districts. The most vulnerable individuals—whose homes were inundated by floods and who had been evacuated to safer locations, neighboring villages, or relatives' homes—were selected for support. A total of 3,950 households received essential household items, distributed as follows:

- Matara: 860
- Gampaha: 75
- Galle: 65
- Mullaitivu: 400
- Kilinochchi: 350
- Puttalam: 200
- Ampara: 2,000

#### (C) Health

The target was to reach 50,750 people through medical camps and first aid activities across all seven districts. SLRCS successfully organized and completed 36 medical camps, exceeding the initially planned 34. During assessments, additional needs were identified, leading to the addition of two more medical camps in Puttalam and Gampaha. Additionally, SLRCS provided first aid services in six interventions. The medical camps primarily focused on post-disaster relief, addressing wounds, minor injuries, and waterborne diseases. Patients included women, pregnant women, older adults, individuals with chronic illnesses, and persons with disabilities. SLRCS also distributed 1,000 mosquito nets to prevent dengue among the affected population. Households identified as highly vulnerable in high-risk areas—where a high number of dengue cases were reported—were prioritized, based on data from the Ministry of Health (MoH). The selection process focused on the most at-risk individuals, including pregnant women, breastfeeding mothers, and families with multiple children. Each family received one mosquito net for protection. The Ministry of Health played a key role in coordinating the medical camps, with support from Public Health Inspectors (PHI) and dedicated SLRCS volunteers.

#### (D) Water, Sanitation, and Hygiene (WASH)

A total of 64,304 people were reached through the distribution of drinking water, well cleaning, sanitary napkin distribution, hygiene promotion, and clean-up campaigns. SLRCS branches, with support from the DMC, Divisional Secretary Offices, community members, and trained volunteers, conducted 82 clean-up campaigns. These campaigns included the cleaning of canals, drainage systems, culverts, and abandoned land, as identified by the community and local authorities. SLRCS also cleaned 1,300 wells, ensuring access to safe drinking water. All wells were cleaned according to OXFAM guidelines, benefiting 6,500 people. A total of 4,104 drinking water bottles were distributed as planned in the districts of Matara and Galle under the initial response plan. Additionally, 4,600 sanitary napkin packs (six pads per pack) were distributed to female adolescent students in Matara. Awareness sessions on menstrual hygiene management and safe disposal practices were also conducted for students.

#### (E) Education

A total of 5,600 schoolchildren were supported with school packs. To assist vulnerable schoolchildren who lost their school materials due to floods and landslides, SLRCS distributed 5,600 school packs in four districts (see below breakdown). Each school pack included exercise books, a mathematical box, pens, pencils, and a backpack. Children were selected through an assessment process, with branch staff and volunteers coordinating with zonal education offices, school principals, and teachers to identify those most affected by the inclement weather.

- Matara: 1,800
- Gampaha: 1,200
- Galle: 600
- Ampara: 2,000

#### (F) Dry Ration Distribution



The target was to assist 250 people from 50 households. A total of 22 households were supported, reaching 110 people. Dry ration assistance was initially planned for people affected by landslides who had been displaced to safe centers. However, the Disaster Management Centre provided cooked meals and essential food items to the remaining 28 households. SLRCS ensured there was no duplication of assistance in the same districts. At the end of the operation, SLRCS conducted a lessons learned workshop to review the operation and identify areas for improvement.

#### Gender, Inclusion, and Community Engagement

SLRCS ensured that all programmes under this operation aligned with its gender commitments and with IFRC's Minimum Standard Commitments to Gender and Diversity in Emergency Programming. Special considerations were given to elderly individuals, persons with disabilities, pregnant and lactating women, women-headed households, migrants, and households with infants or young children, as these groups were more vulnerable to food and water shortages and more susceptible to diseases and infections.

A community feedback mechanism was established to ensure that all voices were heard and considered. To enhance community engagement, SLRCS implemented a robust community participation strategy, ensuring ownership and inclusion throughout the operation.

## Targeting Strategy

### Who was targeted by this operation?

SLRCS identified the worst-affected households in all seven districts, explicitly focusing on the small-scale farmers who lost their crops and capital due to flooding and landslides.

The targeting strategy assessed the damages and losses to their livelihoods and the impact on their health and education. This approach also ensured that the operations were consistent with the initial cash recipients. The beneficiary selection was a community-driven process in close coordination with local authorities, the Department of Agriculture, and the Divisional Secretariat offices.

Specific considerations included the most vulnerable families with the elderly, persons with disabilities, pregnant and lactating women, women-headed households, and households with infants or young children. These groups were more vulnerable to challenges related to livelihood loss, access to nutrient-rich food and safe water, and were more susceptible to diseases and infections.

Among the people reached, the below figures were consolidated:

Women: 27,718 individuals as direct beneficiaries.

People living with disabilities: 575 households as direct multi-purpose cash assistance

Pregnant women: 58 households as direct multi-purpose cash and essential household items

Children (0 to 5 years): 4,850 approx.

School-going children: 5,600 - distribution of school supplies and stationeries

School-going adolescent girls: 4,600 - distribution of sanitary napkins along with hygiene management awareness.

A total of 9,700 households benefited from multi-purpose cash assistance and essential household items only and these households were considered as direct beneficiaries.

Details in the various sections of the planned intervention sections below

### Explain the selection criteria for the targeted population

SLRCS branches prioritized support for the most vulnerable groups, including children, the elderly, people with disabilities, individuals with significant illnesses, pregnant women, and families of migrant workers who were still recovering from the impacts of the floods and landslides.

The selection of targeted populations for each intervention sector followed a collaborative and transparent approach, adhering to predefined priority and mandatory selection criteria. These criteria were established in consultation with government authorities and local community leaders to ensure inclusivity and shared responsibility.

Priority criteria included individuals from the most vulnerable households living below the poverty line, children under five, elderly individuals over 60, pregnant women, and single-headed households. Mandatory criteria focused specifically on displaced persons who



had lost their livelihoods or whose homes had been inundated.

A thorough verification process was conducted to ensure accuracy and prevent overlaps. Government authorities, community leaders, and local Red Cross units reviewed and cross-checked beneficiary lists before finalizing them. This meticulous approach enhanced accountability and reassured stakeholders that assistance was reaching those most in need.

## Total Targeted Population

|                           |        |                                      |     |
|---------------------------|--------|--------------------------------------|-----|
| Women                     | 41,716 | Rural                                | 60% |
| Girls (under 18)          | 9,155  | Urban                                | 40% |
| Men                       | 40,081 | People with disabilities (estimated) | 1%  |
| Boys (under 18)           | 8,798  |                                      |     |
| Total targeted population | 99,750 |                                      |     |

## Risk and Security Considerations

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

| Risk   | Mitigation action   |
|--|---|
| There is possible tension between beneficiaries who received the assistance and those who did not.   | A strong CEA and communications approach was carried out in all GNs and Districts where intervention occurred. It explained the SLRCS/IFRC's operations and the targeting criteria used. This made the process smooth and enabled more transparency, which reduced the tension among the beneficiaries.   |
| Limited capacity in PMER might affect the timely reporting and collection of data or the conduct of PDM  | SLRCS appointed an IM person to collect the required data from the field during the operation.  |
| Cash intervention is mainly used in this DREF. Although cash is the best modality, it needs thorough training for the volunteers and staff to avoid any irregularities in cash transfers and ensure compliance is adhered to at all stages. (MEDIUM) | SLRCS implemented a 3-step verification and validation process. The first step occurred at the field, and the NHQ conducted the second. The NHQ undertook the last step again to confirm that the beneficiary received the cash and that procedures were followed.<br>A whistle-blower policy and protection were established through mandatory training on corruption prevention.<br>SLRCS proactively put in place and strengthened oversight and management controls. These measures included monitoring and supporting the National Societies to prevent such incidents, raising awareness of the hotline and the National Society call center for feedback, the complaint mechanism, and dedicating resources to investigating fraud allegations and ensuring due process.<br>The selection of people to assist and support delivery processes was communicated to all affected populations. |
| Inadequate human resource capacity   | National Society planned the HR requirement and allocated the required support to the branches.<br><br>NDRT members were mobilized to support the response activities and more volunteers were mobilized to implement the planned intervention.   |



## Please indicate any security and safety concerns for this operation

The SLRCS security framework was applied to all staff and volunteers involved in the operation. For personnel under IFRC security responsibility, the existing IFRC country office/CCD security plans remained in effect throughout the operation.

All IFRC and Red Cross Red Crescent staff and volunteers engaged in implementing DREF activities completed the IFRC Stay Safe 2.0 e-learning courses. The National Society maintained a strong level of community acceptance nationwide, supported by well-established networks of community-based volunteers.

Has the child safeguarding risk analysis assessment been completed?

No

# Implementation



## Shelter Housing And Settlements

**Budget:** CHF 70,772

**Targeted Persons:** 19,750

**Assisted Persons:** 19,750

### Indicators

| Title  | Target | Actual |
|--|--------|--------|
| # of households provided with essential household items assistance | 3,950  | 3,950  |

### Narrative description of achievements

SLRCS successfully distributed essential household items to 3,950 households across seven branches, achieving 100 per cent of the target. Families who lost personal belongings and household materials due to flooding were able to rebuild their living conditions with dignity. The distribution breakdown per district was as follows:

- Matara – 860 households
- Gampaha – 75 households
- Galle – 65 households
- Mullaitivu – 400 households
- Kilinochchi – 350 households
- Puttalam – 200 households
- Ampara – 2,000 households

Additionally, 1,000 mosquito nets were distributed:

- Matara – 400
- Gampaha – 350
- Galle – 250

Essential household items were provided to families whose homes were severely damaged by the floods, with guidance from District Disaster Management Committees (DMCs) and local authorities. The distributed essential items included sarongs, kaftans, bedsheets, and towels, reaching 19,750 people (9,678 male and 10,072 female)

A PDM survey was conducted among 255 households that received essential household items. Most importantly, the PDM showed that 97 per cent of recipients were satisfied with the quality of distributed items, while 91 per cent confirmed they received timely information about the assistance. Summary of key findings:

- 91 per cent of respondents confirmed they were informed in advance about the date, time, and location of the distribution points. The

remaining 9 per cent received information indirectly from neighbors, relatives, or government officials.

- 96 per cent of respondents were satisfied with the organization of the distribution process, while the rest were somewhat satisfied.
- 76 per cent of respondents were satisfied with the behavior of volunteers and staff during distribution.
- 95 per cent of respondents were satisfied with the quality of items distributed.
- 97 per cent of respondents expressed overall satisfaction with the emergency services provided by SLRCS.

## Lessons Learnt

• Utilizing local experts from the Branch Disaster Response Teams (BDRT) and National Disaster Response Teams (NDRT) for deployments, including trainee missions, would strengthen their response management capacity and improve their understanding of international operational mechanisms. This approach would also enhance branch-level response readiness and the capacity of local volunteers.

## Challenges

- The international procurement process for mosquito nets was delayed by three months due to lengthy procurement and clearance procedures.
- Identifying the most vulnerable beneficiaries while avoiding duplication was challenging due to the large number of affected families. However, with support from the DMC, Divisional Secretary offices, and Grama Niladhari (local authority), the branches successfully prioritized and selected the most vulnerable households.
- The most affected areas were scattered, diverse, and located far apart, making logistics and travel time-consuming for project teams.



## Livelihoods And Basic Needs

**Budget:** CHF 607

**Targeted Persons:** 250

**Assisted Persons:** 110

## Indicators

| Title  | Target | Actual |
|--|--------|--------|
| # of households provided with dry rations assistance | 50     | 22     |

## Narrative description of achievements

SLRCS distributed dry ration packs to 22 families (110 people) affected by floods and landslides in the Galle district. These packs were provided to families who stayed for more than one week in safety shelters. This ensured immediate food security for families stranded in safety shelters for extended periods. Each dry ration pack contained 5 kg of rice, 1 kg of white flour, 1 kg of sugar, one can of fish, 1 kg of green dhal, 400 g of salt, spices, 100 g of chili, 100 g of turmeric, 1 packet of noodles, 500 g of sprats, 1 L of coconut oil, and tea powder.

## Lessons Learnt

• Establishing well-defined selection criteria and effectively communicating them to affected communities through CEA mechanisms enhances transparency and fosters trust in Red Cross activities.

## Challenges

• Identifying beneficiaries for dry ration distribution was challenging due to the high number of affected individuals. SLRCS prioritized families who had stayed in safety shelters for more than one week to ensure fair and effective distribution.





## Multi Purpose Cash

**Budget:** CHF 383,436

**Targeted Persons:** 27,750

**Assisted Persons:** 28,750

### Indicators

| Title   | Target | Actual |
|---|--------|--------|
| # of targeted households provided with cash assistance. | 4,850  | 5,750  |

### Narrative description of achievements

#### Multi-Purpose Cash Assistance Distribution

A total of 5,750 families across seven districts received LKR 20,000 in MPCA. The district-wise breakdown is as shown below, exceeding the initial target:

- Matara: 1,000 families
- Galle: 300 families
- Gampaha: 600 families
- Mullaitivu: 400 families
- Kilinochchi: 350 families
- Puttalam: 200 families
- Ampara: 2,900 families

Initially, 2,000 households in Ampara received cash assistance. However, post-assessment findings identified 900 additional vulnerable farming households from the most affected Grama Niladhari (GN) divisions. These families required immediate support as their farmland had been severely damaged by the floods, making it impossible for them to plant for the upcoming season. Savings from the budget line were reallocated to support these households, increasing the total number of recipients to 5,750 households, benefiting 28,750 people (14,088 male and 14,662 female).

#### Beneficiary Selection

The SLRCS conducted assessments in collaboration with local authorities to identify the most vulnerable households based on government-provided lists. These lists were shared with the community and authorities for feedback and validation. Any grievances were addressed before finalizing the beneficiary selection, which was then re-verified by government officials.

Selection criteria prioritized the most vulnerable households, including:

- Women-headed households
- Families with pregnant and lactating mothers
- Persons with disabilities
- Elderly individuals

The Cash Technical Working Group recommended a grant of LKR 20,000 (CHF 56) per household, based on the Minimum Expenditure Basket (MEB), ensuring that the amount met basic needs. Cash transfers were made directly to beneficiaries' bank accounts, promoting transparency, security, and efficiency.

#### PDM Survey

A PDM survey was conducted at the end of the operation using mobile data collection (KOBO) by trained volunteers from the respective branches. The survey aimed to assess the effectiveness and appropriateness of the intervention. Some of the key findings highlighted that households used 82 per cent of funds for food, 58 per cent for medical expenses, and 22 per cent for education costs, reducing financial strain and enabling recovery. Furthermore, 98 per cent of recipients preferred cash transfers via bank accounts, ensuring transparency and efficiency. Below is the summary of PDM findings from 263 respondents (5 per cent of total recipients) across seven districts:



#### i) Cash Transfer Process

- 90 per cent reported no issues receiving cash through bank transfers.
- 10 per cent faced challenges, particularly in remote areas, due to transportation difficulties and inactive bank accounts, which required time to update.

#### ii) Adequacy of Cash Assistance

- 70 per cent found LKR 20,000 sufficient to purchase food and essentials, covering their family's needs for 3 to 4 weeks.
- 30 per cent found it insufficient or somewhat sufficient. Among them:
  - 32 per cent suggested increasing the amount, citing larger household sizes.
  - 46 per cent suggested adjusting for market inflation, given the rising costs of essential goods.

#### iii) Spending Priorities

- 82 per cent of the amount was spent on food.
- 58 per cent went towards medical expenses.
- 22 per cent was used for education support.

#### iv) Preferred Transfer Method

- 98 per cent were satisfied with receiving cash via bank transfers.
- 2 per cent suggested the cash-in-envelope method.

#### v) Overall Satisfaction

- 97 per cent of respondents expressed satisfaction with the assistance provided.

The MPCA intervention successfully met its objectives, providing timely support to the most affected families. The efficient targeting process, effective coordination with government authorities, and responsive adaptation ensured that assistance reached those in greatest need.

## Lessons Learnt

- The distribution of multi-purpose cash grants successfully targeted vulnerable groups affected by the floods, providing essential support to those who had lost their income and livelihoods. Close coordination with government officials enabled the swift identification and verification of beneficiaries, ensuring assistance reached those most in need. Additionally, this intervention had a positive secondary impact on local markets, as beneficiaries used the cash to purchase essential goods, thereby supporting local businesses and economic recovery.
- Challenges encountered during the beneficiary verification process highlighted the importance of stronger community engagement and oversight mechanisms. To enhance transparency and fairness, volunteers and staff should work closely with community leaders, committees, and members, ensuring an inclusive and participatory selection process. Strengthening these mechanisms will help mitigate risks of collusion and favoritism, reinforcing trust in Red Cross response efforts and improving the effectiveness of future cash assistance programs

## Challenges

- In some districts, long travel distances to banks posed a significant burden for beneficiaries, both in terms of time and financial cost. This challenge was particularly evident in Kilinochchi and Mullaitivu, highlighting the need for increased awareness of alternative banking options. Future emergency responses should explore more accessible cash distribution methods to reduce these barriers.
- The selection process was lengthy and complex due to the high number of eligible individuals exceeding the available assistance. To ensure that aid reached those most in need, further filtering and additional selection criteria were applied, prioritizing the most vulnerable groups.



**Health**

**Budget:** CHF 34,381

**Targeted Persons:** 50,750

**Assisted Persons:** 50,750

## Indicators

| Title  | Target | Actual |
|--|--------|--------|
| # of people reached by medical camps and First aid assistance. | 50,750 | 50,750 |

## Narrative description of achievements

### Medical Camps and First Aid Services

An estimated 50,750 people were reached through medical camps and first aid services during the operation. These interventions helped to address post-disaster health concerns, treating flood-related injuries, waterborne diseases, and chronic illnesses. Improved access to healthcare services also helped to reduce health complications, particularly for pregnant women, elderly individuals, and persons with disabilities.

SLRCS successfully conducted 36 medical camps across the affected districts. The breakdown of camps per district is as follows: Matara (10), Gampaha (5), Galle (4), Mullaitivu (3), Kilinochchi (1), Puttalam (3), and Ampara (10). Additionally, six first aid services were provided in Matara (1), Gampaha (1), Galle (1), and Ampara (3). The medical camps primarily focused on post-disaster medical relief, treating wounds, minor injuries, and waterborne diseases. The majority of patients included women, pregnant women, elderly individuals, persons with chronic illnesses, and persons with disabilities. The camps were coordinated in partnership with Public Health Inspectors (PHIs) from the Medical Offices of Health (MOH) and SLRCS volunteers, ensuring efficient service delivery.

During the early response phase, SLRCS rapidly deployed trained volunteer teams to provide first aid in safety centers and affected communities. All branches mobilized their volunteers immediately, ensuring essential first aid support was available in the most affected areas.

## Lessons Learnt

- Identifying high-risk areas and increasing the number of trained community volunteers in those locations would improve response effectiveness. Volunteers should also be equipped with first aid kits and receive basic refresher training in first aid and disaster management before mobilization.
- Conducting first aid and psychosocial support (PSS) training for more volunteers before emergencies would have enhanced their ability to assist their communities. SLRCS continues to offer first aid training and conducts additional refresher courses for registered volunteers at the branch level.

## Challenges

- During the initial stage of the operation, reaching the most vulnerable people for first aid and medical services was challenging due to flooded and blocked roads. Despite these obstacles, SLRCS medical teams managed to reach affected areas using boats and ferries.
- In Mullaitivu district, beneficiaries struggled to purchase prescribed medicines as required medications were not always available at a single pharmacy, making access to essential treatments more difficult.



## Water, Sanitation And Hygiene

**Budget:** CHF 85,539

**Targeted Persons:** 41,875

**Assisted Persons:** 64,304

## Indicators

| Title   | Target | Actual |
|---|--------|--------|
| # of people reached by hygiene promotion activities | 41,875 | 43,800 |

|   |       |       |
|---|-------|-------|
| # of people supported with sanitary napkins   | 4,600 | 4,600 |
| # of clean-up and disinfection campaigns at community places/public buildings including people places | 83    | 82    |
| # of water sources rehabilitated  | 1,300 | 1,300 |
| #of households supported with drinking water bottles  | 7,052 | 4,104 |

## Narrative description of achievements

WASH interventions benefited 64,304 people from improved access to clean water, sanitation, and hygiene promotion. Wells were cleaned, restoring safe drinking water for affected families, while community clean-up campaigns helped prevent disease outbreaks. Adolescent girls also received sanitary napkins, ensuring menstrual hygiene management. Similarly, hygiene awareness sessions aimed to improve knowledge on waterborne disease prevention.

### Clean-up Campaigns

SLRCS, in collaboration with the Disaster Management Center (DMC), Divisional Secretary Offices, community members, and trained volunteers, successfully conducted 82 clean-up campaigns across multiple locations, achieving 99 per cent of the target. The campaigns were distributed as follows:

- Matara – 20
- Gampaha – 15
- Galle – 10
- Mullaitivu – 4
- Kilinochchi – 4
- Puttalam – 4
- Ampara – 25

These clean-up campaigns focused on canals, drainage systems, culverts, and abandoned lands identified by local authorities and community members. A key outcome was the reduction of dengue mosquito breeding grounds, significantly contributing to dengue mitigation efforts and improving community health. SLRCS also rehabilitated 1,300 dug wells to ensure access to safe drinking water, reaching 100 per cent of the target. All wells were cleaned following OXFAM guidelines. Additionally, the Matara and Galle branches distributed 5-litre bottled water to affected communities residing in safety camps. The breakdown of well-cleaning efforts per district:

- Matara – 500
- Gampaha – 150
- Galle – 250
- Mullaitivu – 200
- Kilinochchi – 100
- Puttalam – 100

### Menstrual Hygiene Support and Awareness

A total of 4,600 sanitary napkins were distributed among adolescent schoolgirls to support school attendance during menstruation (see breakdown below). Accompanying the distribution, menstrual hygiene management awareness sessions were conducted by trained midwives, who provided demonstrations on proper use and disposal of sanitary napkins.

- Matara – 2,000
- Galle – 600
- Ampara – 2,000

### Hygiene Promotion Activities

SLRCS also carried out 30 hygiene awareness sessions targeting both community members and school children, reaching 3,000 schoolchildren and 5,000 community members. In addition, volunteers distributed 8,000 IEC materials promoting good hygiene practices to prevent disease outbreaks post-flood.



## Lessons Learnt

- Procuring and maintaining water pumps, ladders, and water-pressure guns at both headquarters and branch levels would enable a more efficient and timely response in future operations.
- Community participation in clean-up activities was notable across most locations, reinforcing the importance of local engagement in emergency response efforts.

## Challenges

- Continuous rainfall affected the timing and effectiveness of clean-up campaigns across all districts.
- Cleaning crowded public spaces posed significant operational challenges due to the high density of the population.
- Finding suitable water pumps and ladders to accommodate varied well depths was a major challenge.
- Power outages in some areas affected the ability to operate water pumps, requiring volunteers to adjust well-cleaning schedules based on electricity availability.



## Protection, Gender And Inclusion

**Budget:** CHF 0

**Targeted Persons:** 98,750

**Assisted Persons:** 169,404

## Indicators

| Title   | Target | Actual  |
|---|--------|---------|
| # of individuals covered through dignity, access, and protection activities | 98,750 | 169,404 |

## Narrative description of achievements

During the implementation of this DREF operation, Protection, Gender, and Inclusion (PGI) principles were integrated into all activities, including capacity building for staff and volunteers, needs assessments and targeting, and community and household awareness.

The operation ensured inclusive participation, providing equal opportunities for individuals across different age groups and genders through consultation and engagement. Sex, age, and disability data were collected during household needs assessments using a disaggregated data collection approach to enhance targeting and response effectiveness.

To ensure accountability and transparency, SLRCS implemented community consultations and hotline services to facilitate beneficiary selection feedback mechanisms.

Additionally, while the SLRCS PGI focal point was initially unaware of the requirement to conduct a child safeguarding risk analysis when submitting the DREF application, this requirement was later recognized, and the risk analysis was completed for subsequent DREF submissions.

As part of the multi-purpose cash grant assistance program, SLRCS distributed beneficiary information sheets and awareness posters. These materials were designed to inform both beneficiaries and non-beneficiaries about the program, reinforcing clarity and accessibility.

## Lessons Learnt

- SLRCS strengthened engagement with different stakeholders, including government agencies, NGOs, and local community-based organizations, improving information-sharing and response effectiveness.
- By closely coordinating with key stakeholders, SLRCS addressed gaps in PGI considerations, ensuring a more comprehensive response



to the complex challenges posed by the floods. Effective collaboration is critical in addressing the multifaceted needs that emerge during emergencies and natural disasters.

## Challenges

- While IFRC-DREF operations prioritize immediate needs, maintaining the long-term sustainability of PGI initiatives, particularly after the emergency phase remains challenging.
- The urgency of response sometimes limits the ability to fully integrate PGI considerations efficiently and effectively within the required timeframe.



## Education

**Budget:** CHF 102,748

**Targeted Persons:** 5,600

**Assisted Persons:** 5,600

## Indicators

| Title   | Target | Actual |
|---|--------|--------|
| # of affected school children received School packs | 5,600  | 5,600  |

## Narrative description of achievements

As part of the IFRC-DREF response, SLRCS provided 5,600 school packs to children affected by floods in:

- Matara (1,800)
- Galle (600)
- Gampaha (1,200)
- Ampara (2,000)

These school packs included essential learning materials, such as stationery, a math instrument box, and a school bag, ensuring that children could resume their education despite losing supplies in the floods, and reducing dropout risks for vulnerable students. This support was also a relief to parents, as the economic crisis had made it difficult for families to replace lost educational supplies.

The items were procured locally following IFRC procurement guidelines, ensuring quality and efficiency. In total, 5,600 school children from 93 schools across the affected districts received support.

## Lessons Learnt

- The SLRCS needs assessment team conducted a thorough evaluation of the actual needs in the field. The economic crisis left vulnerable individuals in a precarious position, while the floods further exacerbated their vulnerability. Consequently, their ability to prioritize their children's education was severely compromised.
- The school supplies were efficiently distributed to the children from families who were struggling. Working together with the school administration made it easier to quickly identify the children and distribute the school packs.

## Challenges

- The economic crisis led to fluctuating prices of school supplies, posing procurement challenges. To overcome this, the procurement and programme teams worked together to identify reliable suppliers, ensuring both cost-effectiveness and quality of school materials.





# Community Engagement And Accountability

**Budget:** CHF 6,735

**Targeted Persons:** 98,750

**Assisted Persons:** 169,404

## Indicators

| Title  | Target | Actual  |
|--|--------|---------|
| # of people informed about the beneficiaries selection process   | 98,750 | 169,404 |
| # of people reached through social media on awareness  | 98,750 | 169,404 |
| # of community meeting conducted to share the information about the operation  | 25     | 32      |
| # of feedback comments collected, disaggregated by sex, age and disability, including sensitive feedback linked to SEA, fraud, corruption or protection concerns | 210    | 210     |

## Narrative description of achievements

During the operation, SLRCS engaged approximately 169,404 people through information-sharing meetings, social media updates, and a dedicated hotline. The operation also ensured transparency and accountability, with 263 feedback instances recorded and grievances promptly resolved. Through a PDM survey, 71 per cent of respondents were aware of the feedback mechanism, with many utilizing it for clarifications on cash assistance and relief distribution.

### Beneficiary Selection and Feedback Mechanism

SLRCS prioritized female- and single-headed households, households with persons with disabilities, pregnant and lactating mothers, families with infants and young children, and elderly individuals during beneficiary selection. A grievance mechanism, incorporating CEA components, was established to address concerns regarding the selection process.

Key CEA activities included informing beneficiaries about the selection criteria, educating them on the assistance process, and assessing market functionality. The SLRCS communications team played a crucial role in ensuring that Red Cross response efforts were effectively communicated. They produced photos, video clips, and news stories, which were widely disseminated across various media channels, including social media platforms, to provide critical updates on the operation, reaching an estimated 169,404 people.

As part of the feedback mechanism, SLRCS operated a hotline system managed by the headquarters team, ensuring timely responses to community inquiries. Additionally, two 24/7 hotlines were maintained to continuously monitor and address community feedback.

During the distribution of cash and essential household items, a community feedback desk recorded 263 feedback instances, primarily related to clarifications about the distribution process. The CEA focal point documented all feedback, ensuring timely responses. Only one complaint regarding exclusion from essential household item assistance was registered, which was promptly resolved by branch staff, ensuring the beneficiary received the necessary support. The nature of feedback received was categorized as follows:

- 62 per cent (163 records): Inquiries about the timeline for receiving cash assistance.
- 14 per cent (38 records): Questions regarding required documents for cash assistance registration.
- 8 per cent (22 records): Concerns about cash not being credited to beneficiaries' accounts. These cases were escalated to the finance team, who coordinated with the financial service provider (FSP) for resolution.
- 12 per cent (32 records): Requests for information on household assessments by volunteers.
- 1 record: Complaint regarding exclusion from essential household item assistance, which was resolved at the branch level.
- 7 calls: Unrelated to the operation.

Trained volunteers at the community feedback desk addressed most inquiries directly, while more complex cases were escalated to the branch DREF focal person through the CEA focal point for further investigation and resolution. The feedback process was further



strengthened through door-to-door visits and community meetings facilitated by volunteers.

#### PDM Survey

At the conclusion of the intervention, SLRCS conducted a Post-Distribution Monitoring (PDM) survey to assess the effectiveness and relevance of the assistance provided. Key findings regarding community awareness of the feedback mechanism included:

- 71 per cent of surveyed respondents were aware of the feedback mechanism established by SLRCS.
- 52 per cent reported fully understanding the process following face-to-face interviews with volunteers.
- 23 per cent gained an understanding through the “Beneficiary Information Sheet” distributed during community meetings.

### Lessons Learnt

- Strengthening coordination and advocacy efforts is essential to securing additional funding for future operations.
- To enhance information dissemination, greater use of radio and television broadcasts is recommended, alongside the development of visually engaging Information, Education, and Communication (IEC) materials such as posters and leaflets for community distribution.
- The community feedback system has proven valuable in ensuring continuous monitoring and correcting misinformation promptly. Future operations should maintain and strengthen this mechanism.
- Effective coordination at the community level requires active involvement of local committees, volunteers, and community leaders. Engaging these stakeholders in discussions about selection criteria, targeting, and complaints management will enhance transparency and accountability.

### Challenges

- A shortage of trained volunteers and staff with strong communication skills at the branch level made it difficult to develop clear and accessible communication materials, particularly during emergencies.
- Differences in literacy levels and varying community mobilization skills among field volunteers impacted the accuracy of data collection and reporting.
- To address these challenges, SLRCS conducted volunteer meetings and refresher training sessions, which helped improve data accuracy and the ability to respond effectively to community needs.



## Coordination And Partnerships

**Budget:** CHF 11,043

**Targeted Persons:** 0

**Assisted Persons:** 0

### Indicators

| Title   | Target | Actual |
|---|--------|--------|
| # of communications materials produced (social media, media articles, interviews, etc.) | 26     | 32     |
| # of monitoring visits IFRC/SLRCS carried out to ensure the project implementation      | 21     | 25     |

### Narrative description of achievements

To ensure the timely and effective implementation of activities, IFRC and SLRCS conducted regular monitoring visits across the affected districts. While the initial plan included two visits per district, additional visits were made as needed, particularly in Ampara district, where operational needs required increased frequency.



The Operation Manager (surge) and IFRC CCD IFRC staff conducted two visits per operation (top-up) to assess progress and ensure quality implementation.

Additionally, the SLRCS communications team visited each district to document success stories and firsthand testimonies from affected individuals on the support received and impact of DREF assistance.

## Lessons Learnt

- Timely monitoring visits facilitated the completion of activities within schedule and strengthened coordination both internally (with SLRCS branches) and externally (with government stakeholders).
- Regular visits enhanced the visibility of the National Society among community members and reinforced the effectiveness of community feedback mechanisms.

## Challenges

- Continuous rainfall disrupted field plans, causing delays in some monitoring visits. Since travel from NHQ and district branches required long hours, teams split into two groups to complete planned tasks efficiently within shorter intervals.
- In Ampara district, initial coordination with government authorities was delayed because the DREF operation was being implemented after several years. This required a proper orientation process to familiarize government officials with the planned intervention. The SLRCS branch committee played a key role in facilitating coordination by engaging key government authorities, including the Divisional Secretaries, Irrigation Department, and Agriculture Department, to ensure clear communication on the operation's objectives.



## Secretariat Services

**Budget:** CHF 24,473

**Targeted Persons:** 0

**Assisted Persons:** 0

## Indicators

| Title   | Target | Actual |
|---|--------|--------|
| # of person deployed to support the operation | 1      | 2      |
| # of post-distribution monitoring conducted   | 1      | 1      |

## Narrative description of achievements

The Operations Manager was deployed for two months (21 February – 21 April 2024) to support SLRCS in managing and coordinating the DREF operation, particularly after its expansion to cover seven districts.

Implementation of Phases I to III was successfully completed by the end of May 2024—two months ahead of the scheduled end date of 31 July 2024. The IFRC CCD Surge team played a key role in procurement, particularly for mosquito nets and school kits. Regular monitoring visits by the Senior Support Service Coordinator facilitated timely decision-making and ensured smooth implementation.

Throughout the operation, other cluster staff provided remote support through weekly monitoring meetings. This included the CEA, PGI, and logistics officers, who assisted with procurement procedures.

## Lessons Learnt

- The technical expertise of the surge and cluster teams significantly enhanced the operation's efficiency, ensuring it remained on track both operationally and financially.



- Proactive coordination, thorough financial analysis, and timely decision-making allowed for the identification of gaps and the optimal use of savings to further assist the most affected individuals.

## Challenges

- Procurement processes were time-consuming, leading to unavoidable delays posed challenges in distributing relief items to the affected population. Despite these challenges, close coordination with field stakeholders enabled branches to adapt distribution plans, minimizing delays and ensuring timely assistance.



## National Society Strengthening

**Budget:** CHF 79,120

**Targeted Persons:** 0

**Assisted Persons:** 0

## Indicators

| Title   | Target | Actual |
|---|--------|--------|
| # of rapid and detailed assessment teams deployed at branch level                       | 7      | 7      |
| # of communications materials produced (social media, media articles, interviews, etc.) | 26     | 32     |
| # of monitoring visits conducted at the NHQ and branch level                            | 28     | 32     |
| # of volunteers involved in the operation insured                                       | 139    | 139    |
| # of lessons learned workshop conducted   | 1      | 1      |

## Narrative description of achievements

SLRCS conducted assessments across seven districts, followed by a post-distribution monitoring (PDM) exercise to evaluate the impact of the operation. The PDM covered all targeted districts, with initial assessments conducted in Matara, Galle, and Gampaha, and subsequent assessments in Mullaitivu, Kilinochchi, Puttalam, and Ampara in July.

Lessons-learned workshops were organized to assess the operation’s objectives, expected results, and overall effectiveness. These sessions provided a platform for identifying strengths, weaknesses, gaps, and challenges faced by each branch, leading to actionable recommendations for improving future responses.

A total of 139 volunteers were deployed across all seven districts, contributing diverse skills and extensive field experience. They received orientation on the Red Cross Fundamental Principles and technical training, including Cash and Voucher Assistance (CVA) procedures.

Regular monitoring visits by SLRCS NHQ officials, the IFRC Operations Manager, the IFRC CCD Representative, and the BEO played a key role in tracking progress, ensuring accountability, and supporting operational success.

## Lessons Learnt

- The deployment of trained volunteers significantly strengthened service delivery throughout the operation. SLRCS acknowledges and values their dedication and contributions.

- Close coordination with government officials and joint field visits with key stakeholders proved essential in addressing operational challenges and ensuring an efficient response.



## Challenges

- Establishing a dedicated Monitoring, Evaluation, Accountability, and Learning (MEAL) role at the NHQ level is critical for improving reporting, data collection, and evidence-based decision-making. A structured MEAL system would enhance learning and accountability in future operations.
- Volunteer retention at the branch level remains a challenge, as many volunteers are engaged only for the duration of an operation. The lack of sustained field activities limits opportunities for continued engagement.



# Financial Report

## DREF Operation

### FINAL FINANCIAL REPORT

#### MDRLK018 - Sri Lanka - Flood

Operating Timeframe: 19 Oct 2023 to 31 Jul 2024

| Selected Parameters |                 |           |          |
|---------------------|-----------------|-----------|----------|
| Reporting Timeframe | 2023/10-2024/12 | Operation | MDRLK018 |
| Budget Timeframe    | 2023/10-2024/7  | Budget    | APPROVED |

Prepared on 20/Feb/2025

All figures are in Swiss Francs (CHF)

### I. Summary

|                                 |                 |
|---------------------------------|-----------------|
| <b>Opening Balance</b>          | <b>0</b>        |
| <b>Funds &amp; Other Income</b> | <b>798,854</b>  |
| DREF Response Pillar            | 798,854         |
| <b>Expenditure</b>              | <b>-782,944</b> |
| <b>Closing Balance</b>          | <b>15,910</b>   |

### II. Expenditure by planned operations / enabling approaches

| Description  | Budget         | Expenditure    | Variance        |
|--|----------------|----------------|-----------------|
| PO01 - Shelter and Basic Household Items               | 63,688         | 3,330          | 60,357          |
| PO02 - Livelihoods                                     | 1,200          |                | 1,200           |
| PO03 - Multi-purpose Cash                              | 298,296        | 665,025        | -366,730        |
| PO04 - Health  | 33,603         |                | 33,603          |
| PO05 - Water, Sanitation & Hygiene                     | 99,642         |                | 99,642          |
| PO06 - Protection, Gender and Inclusion                |                |                | 0               |
| PO07 - Education                                       | 123,204        | 99,336         | 23,867          |
| PO08 - Migration                                       |                |                | 0               |
| PO09 - Risk Reduction, Climate Adaptation and Recovery | 27,411         | -487           | 27,898          |
| PO10 - Community Engagement and Accountability         | 5,349          |                | 5,349           |
| PO11 - Environmental Sustainability                    |                |                | 0               |
| <b>Planned Operations Total</b>                        | <b>652,392</b> | <b>767,205</b> | <b>-114,813</b> |
| EA01 - Coordination and Partnerships                   | 13,214         |                | 13,214          |
| EA02 - Secretariat Services                            | 50,119         | 15,702         | 34,417          |
| EA03 - National Society Strengthening                  | 83,122         | 37             | 83,084          |
| <b>Enabling Approaches Total</b>                       | <b>146,455</b> | <b>15,739</b>  | <b>130,716</b>  |
| <b>Grand Total</b>                                     | <b>798,847</b> | <b>782,944</b> | <b>15,903</b>   |

[Click here for the complete financial report](#)

## Please explain variances (if any)

A total of CHF 798,854 was allocated from the IFRC-DREF fund for SLRCS to respond to the needs of the targeted population. By the end of the operation, CHF 782,944 (98 per cent) was spent. The remaining fund of CHF 15,910 will be returned to the DREF pool. The detailed financial report is attached to this report.

Variance Clarification:

This operation was implemented over nine months in three phases. During this period, savings were accumulated in specific expenditure

categories. The National Society (NS) effectively reallocated these savings with the necessary approvals from the technical team throughout the implementation phases. A notable variance was observed in the Multi-purpose Cash expenditure line. However, this variance absorbed and consolidated expenses from other categories, including Livelihoods, Health, WASH and CEA. The overall variance of CHF 15,903 primarily falls under the Secretariat services line. This resulted from savings made through surge support provided by the German Red Cross Society.

With prior approval from the technical team, savings were reallocated as follows:

- Essential Household Items: Savings were used to increase the quantity of sarongs and kaftans, adding 500 additional units of each.
- Drinking Water Bottles: Savings were allocated to cover administrative costs for branch activities related to well-cleaning, including transportation and volunteer assessment expenses.
- School Bags: Savings from procurement costs allowed for an increase in school bag distribution from 2,000 to 2,450, supporting more school-aged children.

These adjustments remained under 10 per cent of the total budget and did not impact the operational or support costs of the activities.

In April 2024, an Operational Update was issued regarding the expansion of multi-purpose cash assistance for 900 vulnerable farmer households, utilizing all available savings. Further details are outlined in Operation Update No. 3.



# Contact Information

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

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