



A Myanmar Red Cross volunteer distributes Multipurpose Cash Assistance and non-food items to an elderly community member in Bago Region. (Photo: MRCS)

Appeal: MDRMM019	Total DREF Allocation: CHF 242,106	Crisis Category: Yellow	Hazard: Flood
Glide Number: FL-2023-000201-MMR	People Affected: 27,300 people	People Targeted: 7,500 people	People Assisted: 6,000 people
Event Onset: Sudden	Operation Start Date: 20-10-2023	Operational End Date: 29-02-2024	Total Operating Timeframe: 4 months
Targeted Areas: Bago Region (East), Mandalay, Yangon			

The major donors and partners of the IFRC-DREF include Red Cross Societies and governments of Australia, Austria, Belgium, Britain, China, Czech, Canada, Denmark, Germany, 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 extend thanks to all for their generous contributions.



Photo 1: MRCS RCVs rescue residents in Bago Township. (Photo: MRCS)



Photo 2: MRCS volunteers rescue people using boats. (Photo: MRCS)



Photo 3: Rapid needs analysis and flood damage assessment in Bago, October 2024 (Photo: MRCS)



Photo 4: Exit survey during the cash intervention, January 2024. (Photo: MRCS)



Photo 5: IFRC and MRCS conduct focus group discussions during post-distribution monitoring for MPCA in Bago, February 2024. (Photo: MRCS)

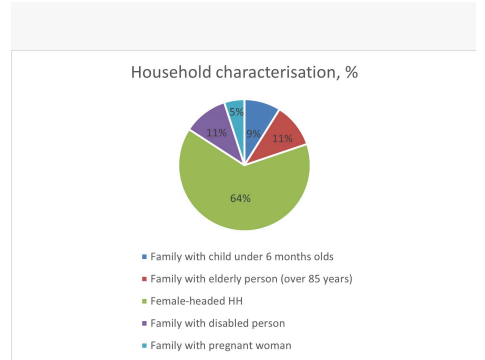


Chart 1: Profile of households receiving cash assistance under this DREF.



Photo 6: MRCS distributes MPCA in Hlegu Township, January 2024. (Photo: MRCS)



Photo 7: MPCA and NFI distribution in Bago Region, January 2024. (Photo: MRCS)



Photo 8: MPCA distribution in Bago, January 2024. (Photo: MRCS)

Scope and Scale

In October 2023, Myanmar experienced severe flash floods affecting over 1 million people across 70 townships, with the most impacted regions being Mandalay, southern Shan, eastern Bago, Kayin, Mon, and Nay Pyi Taw. The disaster led to significant displacement, including more than 30,000 individuals evacuated in Mandalay due to the Se Taw Gyi Dam's water discharge. The floods caused extensive damage to homes, infrastructure, and agriculture, notably destroying approximately 100,000 acres of paddy fields in the Bago Region, significantly impacting the livelihoods of populations largely dependent on agriculture. Essential services such as healthcare, education, water supply, and electricity were disrupted, while transportation infrastructure, including roads and bridges, suffered severe damage. These events underscored the urgent need for enhanced disaster preparedness and resilient infrastructure in Myanmar.

MRCS activated its HQ Emergency Operation Center (EOC) and regional branch EOCs in Bago and Yangon, maintaining regular updates and communications. Considering the scale of the floods, the population density, and preexisting vulnerabilities, these floods were major shocks for the affected population, triggering immediate needs related to food, drinking water, essential household goods, water, sanitation and hygiene (WASH), and health support. Additional needs included assistance for recovering from damage sustained to housing and livelihoods, particularly agricultural land.



The MRCS branches from Hlegu and Bago were rapidly activated to provide timely support for the rescue and evacuation of people to safer locations. Red Cross Volunteers (RCVs) from neighboring townships assisted the Bago and Hlegu branches. Local donors contributed essential resources such as boats, food, and fuel to support the initial response operation.

<https://reliefweb.int/disaster/fl-2023-000189-mmr>

National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?	Yes
Please provide a brief description of those additional activities	The MRCS branches from Hlegu and Bago were rapidly activated to timely support the rescue and evacuation of people to safer places, as well as distribution of initial assistance including food and water. Red Cross Volunteers (RCVs) from neighboring townships, such as Insein township in Yangon region, assisted Bago and Hlegu branches. MRCS triggered its Emergency Response Fund, providing rapid funds to its local branches. In addition to the funds provided by Swedish Red Cross and German Red Cross for complementary actions to this DREF, local donors to MRCS contributed essential resources, such as boats, food and fuel, to support the initial response operation.

IFRC Network Actions Related To The Current Event

Secretariat	Launched a DREF following MRCS request for cash assistance and hygiene items support for the affected people from Hlegu and Bago. This complemented assistance from other partners as well as emergency funds under the MRCS Emergency Management Fund (EMF).
Participating National Societies	Swedish Red Cross supported MRCS through its Initial Response Fund which covered initial food assistance and hygiene items in Hlegu and Bago townships. German Red Cross supported MRCS with cash assistance to affected populations in Hlegu and Bago, extending the reach of the IFRC DREF.

ICRC Actions Related To The Current Event

Mine Risk Education was conducted during the cash distribution, to all the people who come to the cash distribution place in Hlegu and Bago. Information, education and communication (IEC) materials were supported by ICRC.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	Evacuation and rescue, cash, and NFI support for affected households are provided by the Department for Disaster Management under the SAC Ministry of Social Welfare, Relief and Resettlement, according to state media reports.
UN or other actors	WFP, NGOs, INGOs and private donors contributed food and non-Food items, drinking water bottles, hygiene materials (soap, buckets, cups).
Are there major coordination mechanism in place?	



Within the Red Cross and Red Crescent Movement, MRCS convened operational meetings and regular coordination to share the flood information with Movement partners, and to seek to optimise contributions and technical support. IFRC Country Delegation (CD) is supporting MRCS in disseminating updates to Movement partners in-country and coordinating with the IFRC Asia Pacific Regional Office (APRO) in Kuala Lumpur in accordance with the IFRC Secretariat's Emergency Response Framework. In addition, MRCS HQ is regularly coordinating with branches.

Within the broader humanitarian sector in Myanmar, MRCS, along with IFRC, coordinated through the Humanitarian Country Team (HCT) and clusters, such as the health cluster and the shelter/ CCCM/ NFI cluster, and their decentralised hubs. Additionally, MRCS and IFRC engage on ongoing disaster preparedness coordination as members of the OCHA-led and MRCS co-led Emergency Response Preparedness Working Group (ERP-WG).

In this response, MRCS branch offices coordinated with the Department of Disaster Management (DDM) under the SAC Ministry of Social Welfare, Relief and Resettlement, the Fire Department and local authorities carrying out an initial response.

Needs (Gaps) Identified



Shelter Housing And Settlements

On 8 October, approximately 12,000 individuals from over 2,800 households in Bago Township were relocated to temporary shelters as the Bago River's water level exceeded its danger threshold by 124 cm. The flooding caused substantial damage to homes and infrastructure, creating an urgent need for shelter assistance and essential basic items such as tarpaulins and blankets. In the Bago Region, the most vulnerable communities rely on fragile bamboo-constructed shelters, which were severely impacted by the flood, particularly in rural or farmland areas experiencing the highest water levels. In addition to Bago, other regions in Myanmar, including Mon and Yangon, were also affected by flooding during this period, leading to further evacuations and highlighting the widespread need for shelter and other humanitarian assistance.



Livelihoods And Basic Needs

Since agriculture is the primary source of income for many people living in the affected regions, this damage disrupted their cultivation and, consequently, their earnings, further increasing their vulnerability. This situation is particularly concerning given the ongoing complex crisis in the country. Paddy farming is the main livelihood for villages in the rural areas of Bago that were affected. The rapid needs analysis carried out by IFRC and MRCS across 16 communities in Bago (covering approximately 7,400 acres of paddy farmland) indicated that 45 per cent of the paddy fields were completely damaged, while 6 per cent were partially damaged. Farming materials were also lost due to the week-long flood. As a result, the majority of communities prioritized food and cash assistance to invest in their livelihoods for the upcoming season.



Health

People who had been evacuated due to the floods were living in evacuation centers, mainly set up in schools, monasteries, and office buildings, where conditions lacked adequate amenities for large numbers of people. Displaced families were exposed to adverse weather conditions, poor hygiene, and a high risk of spreading vector-borne or airborne diseases such as dengue, diarrhea, and cholera within the evacuation centers, as well as potential hazards such as snake bites and other vermin. The General Hospital of Bago (with 500 beds) was also affected by the flood and was not fully functional at the time. Furthermore, it was essential to provide support services that addressed the psychosocial well-being of affected people, as well as basic awareness of health promotion. To effectively address these needs, Red Cross Volunteers (RCVs) also required refresher training on epidemic preparedness.



Water, Sanitation And Hygiene

Immediate needs included ensuring access to safe drinking water, improving hygiene practices, and enhancing sanitation facilities (WASH), especially in evacuation centers. As noted above, displaced families lacked appropriate hygiene and sanitation, posing a significant health risk. It was therefore necessary to provide access to safe and clean water, basic hygiene kits, and dignity kits, as well as to promote proper hygiene practices. Water sources in both villages and urban wards were also contaminated by the floods, yet affected populations

continued to use water from tube wells, open wells, and community drinking ponds. During the rapid needs analysis, communities emphasized the need for renovating water sources to improve drinking water quality.



Protection, Gender And Inclusion

It was estimated that 20 per cent of the overall affected population were female headed households. It was therefore important to ensure assistance differentiated to different needs, in line with the MRCS minimum standards on PGI and ensuring sensitivity to the needs of at-risk individuals and groups throughout the response.



Community Engagement And Accountability

In order to ensure appropriate community engagement, participation and accountability, community committees were formed with direct representatives from their own communities. The community can thereby directly provide feedback to committee members, which is essential for continuous improvements of the programme implementation.



Environment Sustainability

There is a need for effective waste segregation and a garbage collection system needs to be put in place especially after the flood.

Operational Strategy

Overall objective of the operation

The overall objective of this IFRC-DREF Operation was to meet the immediate humanitarian needs of the most 7,500 vulnerable of the population (1,500 HHs) that had been affected by flood in Bago Township in Bago Region, Yangon Region (Taik Kyi, Hlegu, and Hmawbi Townships) and Mandalay Region through the provision of appropriate assistance including, essential households items, cash grants, WASH, and health interventions.

Operation strategy rationale

Overview

The IFRC DREF operation successfully reached 6,000 people, made possible through the coordinated efforts of MRCS and its partners in addressing the urgent needs of flood-affected communities in urban and peri-urban areas. The intervention adopted a multi-sectoral approach, delivering targeted assistance across key sectors, particularly Multipurpose Cash (MPC) and WASH. Cross-cutting areas such as CEA and PGI were integrated to ensure an inclusive and dignified response. Water and food items, distributed by MRCS at the outset of the response, were funded through MRCS Emergency Management Funds (EMF) and Initial Response Funds from the Swedish Red Cross.

Initial observations and needs assessments were conducted by local MRCS branches. Following advocacy efforts with authorities, MRCS, with support from IFRC, carried out a rapid needs analysis, which was crucial in determining needs and adapting the operational strategy.

Sector Response

(A) Multipurpose Cash:

MRCS initially planned to assist 1,000 households with Multipurpose Cash Assistance (MPCA) to support basic needs, given that markets remained functional and accessible in the affected areas. However, due to a favorable exchange rate, the operation ultimately reached 1,200 households (4,262 people) across urban and rural areas of Bago City and Hlegu Township in Yangon Region. Approximately 35 per cent of households reached were in rural areas. Each household received 250,000 MMK (103 CHF at the time of the intervention), calculated based on the Survival Minimum Expenditure Basket (SMEB) and Monthly Expenditure Basket (MEB) established by the Cash Working Group to cover essential monthly expenses.



To ensure effective implementation, MRCS coordinated with local authorities and communities, forming selection committees to identify the most affected and vulnerable households, including female-headed households, families with elderly or disabled members, and those with pregnant or lactating women. Volunteers received training on beneficiary selection and identification, and cash was distributed in envelopes alongside awareness sessions on health and mine risk awareness. Post-distribution monitoring was conducted two weeks later to gather feedback and assess the impact.

(B) Water, Sanitation, and Hygiene (WASH):

The response also included the provision of essential household and WASH items (Non-Food Items). Through this DREF operation, 1,500 households—approximately 6,000 people—received hygiene and WASH items, including hygiene parcels, dignity kits, and jerrycans.

(c) Health:

During the distribution of MPCA and hygiene items, MRCS conducted health awareness sessions for affected populations. Additionally, MRCS organized a five-day refresher training on epidemic control for volunteers in Yangon.

(D) Cross-Cutting Areas (CEA & PGI):

Community Engagement and Accountability (CEA) were central to the operation, ensuring transparent communication with affected communities based on lessons learned from previous response operations. Feedback mechanisms were established, allowing communities to express their needs and concerns, which informed program adjustments.

Protection, Gender, and Inclusion (PGI) considerations were integrated to ensure equitable access to assistance. The MRCS selection criteria prioritized female-headed households, elderly individuals, and persons with disabilities, ensuring their dignity and protection throughout the response.

(E) Support Services:

Human resources were effectively mobilized, with volunteers and staff receiving training on community engagement and protection principles. Logistics support was provided through MRCS' well-established logistics capacity, supported by an experienced IFRC Country Delegation logistics team and regional technical experts. This ensured the timely procurement and delivery of relief items. Monitoring and evaluation mechanisms tracked progress and gathered feedback, while communication strategies ensured transparency and fostered trust within communities.

Challenges

The operation faced challenges due to floodwaters, road blockages, and damaged infrastructure, which delayed initial distribution timelines. Additionally, it was initially planned that MRCS' financial service provider would facilitate cash distributions. However, they were unable to do so within the required timeframe, requiring MRCS to adjust its distribution modality and manage the process independently.

Key Lessons

The operation highlighted the importance of robust community engagement mechanisms. Strengthening trust and accountability while providing clear communication allowed community members to raise concerns and receive necessary clarifications, improving overall effectiveness.

Targeting Strategy

Who was targeted by this operation?

The overall target was 7,500 people (1,500 households) affected by flooding in Bago City, Yangon (Taik Kyi, Hlegu, and Hmawbi Townships), and Mandalay. Following early discussions and evaluations with MRCS branches in Mandalay, no additional support was requested from DREF for Mandalay. In collaboration with the MRCS regional branch in Yangon, the response in Yangon focused on Hlegu Township, one of the worst-affected areas where additional funding and support were needed. Accordingly, based on the extent of flood damage, existing capacities, and MRCS' presence and access, the operation concentrated on Hlegu Township in Yangon Region and Bago Township in Bago Region.



Explain the selection criteria for the targeted population

Where access was possible, this IFRC-DREF targeted the most vulnerable people, whose houses had been destroyed or damaged, and who had not yet received support from other actors. Priority was given to those with pre-existing vulnerabilities prior to the flood and also taking into account the multi-dimensional vulnerability factors, including

1. women-headed households
2. households with pregnant or lactating women
3. households with widows and elderly
4. households including people with disabilities
5. households headed by minors
6. households with children under five years of age.

Selection criteria was determined by the MRCS with local community leaders in line with the above vulnerability factors and in fulfilling the principles of impartiality.

Total Targeted Population

Women	3,900	Rural	20%
Girls (under 18)	-	Urban	80%
Men	3,600	People with disabilities (estimated)	-
Boys (under 18)	-		
Total targeted population	7,500		

Risk and Security Considerations

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

Risk	Mitigation action
Resurgence of COVID-19 in Myanmar and positive cases increasing again.	Ensure COVID-19 protocols are pre-arranged, such as preparation of mask distribution (as most of the community might not wear mask during distribution), and mobile handwashing facility, hand sanitizers being available at every distribution location, ensuring distribution has reduced contact with physical distance. COVID-19 awareness posters / banners / leaflets recommended to be posted at every distribution location.
Safety and security of Staffs and Volunteer	MRCS has been strengthening its safety and security management in the past months, through several targeted trainings and dissemination sessions. Every MRCS state and regional branch now has identified security focal points who actively monitor the security situation and liaise with the national security focal point. IFRC continues to provide support on security management, in coordination with ICRC and network members.
Escalation of the situation in the areas that could impact the implementation of the operation under this DREF operation or hinder access by IFRC/MRCS personnel	Constant monitoring of the external context in the areas of operation and nationally; contingency plans that can address changes in circumstances should be developed, so that the operational strategy could be revised as needed. Continued advocacy for access to specific locations and communities.
Operational disruptions related to access (including access to services, security, and acceptance) and administrative processes (including access to funds)	Frequent review of administrative and operational processes. Continued humanitarian diplomacy and community engagement regarding visibility and access. Regular market monitoring to

check for item shortages/price fluctuations. Close monitoring of fund transfers and manage donor expectations accordingly.

Please indicate any security and safety concerns for this operation

Security and safety concerns for this operation in Yangon and Bago regions were considered medium, especially compared to more challenging operational areas such as Rakhine, Chin, Shan, and Sagaing. The situation was closely monitored by the MRCS security focal point in coordination with regional branches. Additionally, the IFRC Myanmar security focal point supported MRCS in monitoring the security situation and providing safety and security-related guidance for the operation.

All personnel under IFRC security responsibility operated in compliance with the existing IFRC Minimum Security Requirements. MRCS' safety and security regulations were applied throughout the duration of the operation for their staff and volunteers. All IFRC personnel were required to complete the IFRC Stay Safe 2.0 e-learning courses, while MRCS staff and volunteers were encouraged to do so. MRCS volunteers were covered by IFRC accident insurance for the duration of the operation.

Has the child safeguarding risk analysis assessment been completed?

No

Implementation



Multi Purpose Cash

Budget: CHF 142,497

Targeted Persons: 5,000

Assisted Persons: 4,262

Indicators

Title	Target	Actual
Number of households provided with multi-purpose cash assistance- to meet their basic needs	1,000	1,200

Narrative description of achievements

With funding from this IFRC-DREF, MRCS reached 1,200 families from 17 communities in urban and rural areas of Bago and Hlegu townships with multi-purpose cash assistance (MPCA) in January 2024, as detailed below.

Populations Reached through MPCA (DREF Funding):

- Bago: 11 villages/wards, 1,067 households reached, 3,860 people (2,418 males, 1,442 females), total MPCA value: 266,750,000 MMK (109,954 CHF).
- Hlegu: 6 villages/wards, 133 households reached, 402 people (161 males, 241 females), total MPCA value: 33,250,000 MMK (13,705 CHF).
- Total: 17 villages/wards, 1,200 households reached, 4,262 people (2,579 males, 1,683 females), total MPCA value: 300,000,000 MMK (123,660 CHF).

Although the initial target was 1,000 households, a favorable exchange rate allowed the available funds to reach an additional 200 households. In total, 1,200 households received 250,000 MMK (103 CHF) in cash support across eight wards and 10 villages in Bago and Hlegu, with the majority of households reached in Bago Township. This intervention was further supplemented by funding from the German Red Cross, enabling MRCS to assist an additional 511 households, bringing the total number of households reached to 1,711. Approximately 35 per cent of the households assisted were in rural villages.

IFRC and MRCS carried out rapid needs analysis (RNA) between 18 and 21 October 2023. The team included three staff members from MRCS, one staff from IFRC and 14 volunteers from Bago Township Red Cross branch. They carried out 33 focus group discussions (FGDs) with 223 community participants and 29 key informant interviews (KII) with 30 village/ward leaders from 11 villages and 5 wards. The RNA



enabled the teams to identify the damage and loss experienced by the affected populations, the level of vulnerability and impact due to floods, and assistance already provided by other actors. The primary priority identified in RNA was cash and food. Due to the damage to paddy fields and the fact that most of the affected population are daily workers, communities were worried about their access to rice and food. The second priority was identified as medical care and medicine, and the third priority was identified as water and hygiene needs.

Following the rapid needs analysis, MRCS coordinated with local branches and engaged with the Bago and Yangon regional authorities to implement the MPCA through the following steps:

- Forming community selection committees, including members of affected communities.
- Conducting analysis and beneficiary selection training for Red Cross Volunteers (RCVs) and committee members.
- Establishing a beneficiary validation process and a Community Engagement and Accountability (CEA) mechanism.
- Distributing cash assistance and non-food items, along with awareness sessions on health, mine risk, safe migration, and restoring family links. Cash assistance was provided through a cash-in-envelope mechanism.
- Conducting exit surveys immediately after cash distribution, selecting approximately every tenth recipient for feedback.
- Conducting post-distribution monitoring (PDM) two weeks after cash distribution, involving 12 volunteers. PDM included focus group discussions and individual interviews to gather further feedback and ensure accountability to affected people.

The PDM results indicated that most of the people used the cash for food and health-related expenses. All the community people also expressed satisfaction with the cash services, the selection process, and the distribution process, as they were able to use the funds based on their own needs and priorities.

A total of 30 Red Cross volunteers (20 male and 10 female) actively participated in the cash distribution process (household analysis, physical verification, beneficiary selection, cash distribution) and PDM. In cases where a targeted household was unable to travel to the distribution point, MRCS provided door-to-door services to ensure they received the assistance directly at their homes.

In addition to identifying households most affected by the floods, MRCS ensured that MPCA reached households meeting additional vulnerability criteria. These included female-headed households, families with a disabled person, pregnant or lactating women, and elderly members. Distribution data showed that:

- Over 60 per cent of households reached were female-headed.
- 11 per cent of households included a disabled family member.
- 11 per cent of households had an elderly member.
- 14 per cent of households included a pregnant or lactating woman.

Lessons Learnt

- Additional time should be included in planning to ensure sufficient cash availability from the bank.
- Additional explanation should be given before distribution regarding any required confirmations for identification.
- Additional community engagement should be conducted at all levels from the planning phase to ensure community understanding when certain households are not selected for assistance.
- Affected populations receiving assistance were also interested in mine risk awareness and participated actively in these activities.
- According to the results of the PDM and exit survey, community members suggested that it would be better if they were informed earlier about changes in the distribution time.

Challenges

- In planning this intervention, it was expected that MRCS's financial service provider would facilitate the cash distribution. However, they were unable to carry out this activity within the timeframe, requiring MRCS to adjust its distribution modality and manage the process themselves.
- With a large amount of cash to withdraw from the bank, there were delays in obtaining the requisite funds.
- As the distribution was carried out using cash in envelopes, the cash counting process was time-consuming. A small cash-counting machine was purchased to facilitate this process.
- Some community members provided a nickname during the initial assessment, which differed from the name on their ID cards when they came to receive cash assistance. As a result, additional confirmation was required, causing further delays.



Some community members had lost their identification documents during the flood, requiring alternative means of identity verification before receiving cash assistance.

- Due to distribution delays, some community members who arrived early at the distribution points had to wait a long time to receive the MPCA.
- Some households were unhappy about not being selected for assistance, as they did not meet the selection criteria.



Budget: CHF 5,858
Targeted Persons: 7,500
Assisted Persons: 4,262

Indicators

Title	Target	Actual
Number of people reached through health interventions	7,500	4,262

Narrative description of achievements

At the outset of the operation, MRCS provided first aid support, hospital referrals, and ambulance services to the affected population. These services were covered through MRCS's Emergency Management Fund (EMF) rather than this DREF. First aid and ambulance services were provided in the early stages of the response and were covered by other sources. According to the needs assessment results, the primary need identified was cash assistance, leading to a budget reallocation toward cash interventions.

During the distribution of MPCA and hygiene items, MRCS conducted health awareness dissemination sessions for the affected population, reaching a total of 4,262 people directly and indirectly. Of these, 1,200 people were directly reached, while the remaining were counted as indirect beneficiaries through their family members.

From 19 to 23 February 2024, MRCS conducted a five-day refresher training on epidemic control for volunteers in Yangon. The training covered topics such as epidemic and response cycles, preparedness, and an overview of diseases, including mosquito-borne illnesses, acute diarrheal diseases, and water and sanitation practices. A total of 17 volunteers from Bago Township and Hlegu Township in Yangon attended the training.

Discussions during the PDM indicated that there were no major health issues during or after the emergency period. Additionally, the government health department provided mobile health services and distributed water purification tablets to the affected communities.

Lessons Learnt

- The refresher training on epidemic control for volunteers should ideally be conducted earlier in the intervention, possibly with a shorter curriculum. However, at the outset of the operation, priority was placed on volunteers assisting affected populations rather than attending training.

Challenges

- During the initial response phase, it was challenging for MRCS to record the number of people assisted with first aid due to rapidly changing circumstances and the priority placed on ensuring people's safety.



Budget: CHF 78,437
Targeted Persons: 7,500
Assisted Persons: 6,000



Indicators

Title	Target	Actual
Number of people provided with WASH assistance	7,500	6,000

Narrative description of achievements

Hygiene items were distributed from the MRCS prepositioned stock in light of the emergency, and the funds from this DREF covered the costs of stock replenishment to replace the distributed stock for 1,500 households.

A total of 1,500 hygiene parcels, 1,500 dignity kits, and 1,500 jerry cans were distributed during the initial response phase of the operation, as well as during the cash distributions in Hlegu and Bago and after the MPCA in February 2024, providing additional hygiene support to affected populations. In total, 4,500 hygiene items were distributed with funds under this DREF, with each household receiving one of each item.

Additional hygiene parcels reaching 2,000 households were distributed with funds from the Swedish Red Cross. As such, 1,500 households were reached with hygiene and WASH items through this DREF, amounting to an estimated 6,000 people. While the target population was calculated based on an average of five people per household, the average household size in the targeted areas, based on the cash distribution data, is closer to four persons per household.

Following MRCS' usual procurement processes, and with technical support from IFRC procurement specialists, 1,500 hygiene parcels, 1,500 dignity kits, and 1,500 jerry cans were delivered to MRCS' Yangon warehouse on 26 February 2024 to replenish the stock that had been distributed during the operation timeframe.

Lessons Learnt

- The hygiene items are always well received by communities due to their continued use by families.
- Pre-positioned stocks are essential for enabling a swift response and can be replenished afterward.

Challenges

- Though efforts were made to expedite the local procurement process, the replenishment stocks were delivered just at the end of the operation timeframe.



Community Engagement And Accountability

Budget: CHF 500

Targeted Persons: 7,500

Assisted Persons: 4,262

Indicators

Title	Target	Actual
Percentage of complaints and feedbacks received, responded by MRCS	70	100
Number of volunteers and staff provided with CEA orientation	40	30
Number of community members that receive information and updates regarding the operation	7,500	4,262

Narrative description of achievements

Continuous Community Participation and Information

The community members were well informed about the process of cash intervention, including the selection process and the distribution process, particularly through the community selection committees.

The MRCS cash team in the Disaster Management Department led CEA actions in an integrated manner throughout the cash distribution process. It received technical advice and orientation from the MRCS CEA coordinator as well as the IFRC PMER senior officer. In advance of the MPCA, all 30 volunteers involved in the activity were provided with orientation on the CEA processes.

To ensure different means of collecting community feedback, MRCS activated its telephone hotline channel and also ensured opportunities for face-to-face feedback through community committees during and after the cash intervention. Before the cash distribution, MRCS ensured that the involved stakeholders (MRCS branch leaders, volunteers, and community leaders) had a sufficient understanding of the selection criteria. MRCS then carried out physical household surveys together with the branch Red Cross volunteers to verify the application of the selection criteria. Community members were informed about the selection criteria, which households were selected, and how to seek further information (either by calling the specific Community Feedback Mechanism - CFM focal point or directly contacting community leaders).

During the MPCA distribution, Red Cross volunteers explained to targeted households the process of cash distribution to receive cash assistance, as several counters were set up for different steps of the process. At each counter, either staff or Red Cross volunteers were assigned to receive and, where possible, answer any community feedback. In addition, the envelopes containing the MPCA included a contact number that households could call in the event of further questions or any feedback.

Exit Surveys During Distributions

Exit surveys were conducted at the cash distribution point, with approximately one in every ten persons being identified for a short exit survey. The purpose was to obtain immediate feedback from the cash recipients regarding their satisfaction with the process and how they planned to use the funds provided.

Community Feedback Mechanism and Hotline

In the weeks following the MPCA distribution, the MRCS received three telephone calls on the CFM hotline and was able to respond directly to the queries. All three queries were made anonymously on behalf of their neighbors, who expressed dissatisfaction that they were not included in the MPCA. MRCS asked for details regarding their situation and explained that they might not have met the selection criteria. Details of the calls were recorded by MRCS. This demonstrates the need for additional explanation around selection criteria, as vulnerability levels are difficult to understand when communities consider that the whole community is vulnerable and should receive assistance.

Post-Distribution Monitoring

Post-distribution monitoring (PDM) was carried out two weeks after the MPCA activities. The PDM was conducted by one MRCS headquarters PMER staff member with the technical support of IFRC PMER staff and local Red Cross branch leaders on 15 February 2024 in Bago. The PDM in Hlegu was carried out the previous day. The purpose of the PDM was to ensure that the distribution process had been carried out effectively, efficiently, and transparently and that the intended households had received the assistance by using qualitative and quantitative methods. There was one focus group discussion (FGD) and 12 key informant interviews (KII) in two different communities (one village and one ward) in Bago. Five community members were involved in the FGD. Feedback was also collected from volunteers involved in the process.

Almost all the participants in the PDM process understood the selection process of the cash intervention, and where necessary, the MRCS explained the criteria for selection. All the respondents felt comfortable with the delivery mechanism via envelope, were satisfied with the cash intervention, and expressed that they were not aware of any issues of undue influence during the selection, registration, and cash distribution process. It was confirmed that they received the exact amount distributed by the MRCS. They also expressed their desire to have additional vulnerable families reached with similar cash assistance, as they felt there were additional unmet needs. This coincided with the conclusions regarding the feedback received on the CFM hotline.

Lessons Learnt

- Though there were many MRCS volunteers present at the various counters to address queries, community members could be encouraged to seek information through dedicated feedback desks, separate from the distribution desks, to provide the required information and directly answer questions (subject to sufficient space being available).



- Further dissemination is needed on the Community Feedback Mechanism (CFM), such as improving understanding of the function of the hotline number provided on the envelope.

Challenges

- Some of the targeted households did not fully understand the purpose of the telephone number on the MPCA envelope.
- Targeted households sometimes sent a relative to collect the MPCA on their behalf, requiring additional confirmation of identification and relationship to ensure the MPCA reached the intended household. This extended the time taken for distributions.



Secretariat Services

Budget: CHF 9,300

Targeted Persons: 0

Assisted Persons: 0

Indicators

Title	Target	Actual
Number of financial reporting compliance to IFRC procedure	2	2
Number of communication materials and video published	5	6

Narrative description of achievements

IFRC worked closely with MRCS throughout the planning, rapid evaluations, implementation, and monitoring process through its technical and support staff to ensure accountability and compliance with the operation. The IFRC Senior Operations Officer and IFRC Senior PMER Officer accompanied the MRCS in the field, and the IFRC Senior Communications Officer was deployed on two occasions to provide greater visibility to the MRCS response—first in the initial days of the flood to cover the response and later during the cash distribution. IFRC and MRCS communications teams coordinated to produce and distribute communication materials and resources, as well as to use social media (e.g., Facebook, b-roll video, Twitter) to promote advocacy messages through IFRC's global and regional platforms, as well as MRCS' platforms.

As a result, the following public communications materials were produced:

Exposure photo story on the initial response: "Using the power of modern communication"

(<https://ifrc.exposure.co/using-the-power-of-modern-communication>)

A video published on X:

(https://x.com/ifrcasiapacific/status/1713107923403223120?s=46&t=_wStySHw0mtjxQQuMvwl_A)

Several updates published on X (1, 2, 3, 4)

1: https://x.com/ifrcasiapacific/status/1722411966017442021?s=46&t=_wStySHw0mtjxQQuMvwl_A

2: https://x.com/ifrcasiapacific/status/1714205515008389328?s=46&t=_wStySHw0mtjxQQuMvwl_A

3: https://x.com/ifrcasiapacific/status/1784857546999919026?s=46&t=_wStySHw0mtjxQQuMvwl_A

4: https://x.com/ifrcasiapacific/status/1722413279467970631?s=46&t=_wStySHw0mtjxQQuMvwl_A)

The IFRC Senior PMER Officer ensured prompt technical assistance to MRCS, particularly during the evaluation phase, ensuring alignment with tools produced by OCHA and training Red Cross volunteers on data collection through Kobo.

The IFRC Senior Management Services Manager provided technical assistance to MRCS regarding compliance with procurement procedures for the purchase of NFIs. Financial and narrative reports were received from MRCS, with financial expenditure validated by the IFRC finance officer and approved by the IFRC budget holder.



Lessons Learnt

- Strong teamwork between MRCS and IFRC teams throughout the whole intervention, from the planning phase and on the field through to PDM, with enhanced coordination and leveraging of trained human resources.

Challenges

- There was some delay in revising and validating the financial and narrative reports.



Budget: CHF 4,580

Targeted Persons: 0

Assisted Persons: 0

Indicators

Title	Target	Actual
Number of lesson learned workshop conducted	1	1
Number of staff and volunteers participated in orientations and refresher training	40	30

Narrative description of achievements

All activities under this IFRC-DREF were implemented using existing MRCS staff from the MRCS Disaster Management Department and Red Cross volunteers.

During this operation, MRCS conducted capacity-building for Red Cross branches and 30 volunteers through the following processes:

- Rapid Needs Analysis and data collection
- Household selection, analysis, and validation process
- Community Engagement and Accountability
- Post-Distribution Monitoring
- Epidemic Control for Volunteers training

The lessons learned workshop was held on 28 and 29 February 2024 in Yangon, following the completion of distribution activities and monitoring. The workshop provided IFRC and MRCS (headquarters and branches) an opportunity to reflect on successes, challenges, and areas for improvement in the cash distribution process. A summary of the conclusions is outlined below.

What Went Well:

- Strong operational efficiency, particularly in providing evacuation services, health services, and addressing the immediate needs of the population.
- Complementarity of support provided under the operation, including contributions from local and private donors, IFRC DREF, and partner National Societies, enabling a more comprehensive and multi-sectoral response.
- Effective information management and timely reporting through the Emergency Operations Centre, facilitating swift communication and response among regional Red Cross branches and the MRCS HQ response team.
- Strong volunteer engagement and the rapid formation of the response operations team, demonstrating an extensive volunteer network and strong community participation in response efforts.

Lessons Learnt

- Ensure better knowledge of emergency procurement processes to expedite the acquisition of essential supplies and equipment during emergencies.



- Enhance rapid analysis capabilities by investing in technologies and training, particularly mobile data collection tools, to gather real-time information on disaster impacts and needs.
- Expand volunteer capacity-building efforts in areas previously unaffected by disasters, with a stronger focus on disaster response, preparedness, water safety, and life-saving skills.
- Strengthen community engagement by conducting regular awareness campaigns and capacity-building sessions on disaster preparedness, response, and safety measures.
- Encourage feedback from volunteers, staff, and communities to improve future response efforts.

Challenges

- Transportation challenges in the immediate aftermath of the floods prevented the rapid needs analysis from being completed as quickly as planned.
- Limited availability of trained volunteers in the targeted areas for the emergency response.
- Delays in the procurement process due to challenges with the supplier.



Financial Report

DREF Operation

FINAL FINANCIAL REPORT

MDRMM019 - Myanmar - Flood

Operating Timeframe: 20 Oct 2023 to 29 Feb 2024

Selected Parameters			
Reporting Timeframe	2023/10-2024/09	Operation	MDRMM019
Budget Timeframe	2023/10-2024/02	Budget	APPROVED

Prepared on 03/Dec/2024

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	242,106
DREF Response Pillar	242,106
Expenditure	-187,472
Closing Balance	54,634

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction		-25,657	25,657
AOF2 - Shelter			0
AOF3 - Livelihoods and basic needs	142,497	136,840	5,657
AOF4 - Health	78,437	64,680	13,757
AOF5 - Water, sanitation and hygiene	5,858	4,736	1,122
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
Area of focus Total	226,792	180,599	46,193
SF11 - Strengthen National Societies	618		618
SF12 - Effective international disaster management			0
SF13 - Influence others as leading strategic partners			0
SF14 - Ensure a strong IFRC	14,697	6,873	7,824
Strategy for implementation Total	15,315	6,873	8,442
Grand Total	242,106	187,472	54,635

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

Please explain variances (if any)

Out of a total allocation of CHF 242,106, this operation incurred a total expenditure of CHF 187,472 (77 per cent). The detailed financial report is attached to this report.

Variance Explanation

Although all planned activities were implemented— and in the case of cash distribution, the number of households reached exceeded the target by 20 per cent— a favorable exchange rate between the CHF and MMK resulted in a remaining balance of funds, which will be

returned to the DREF.

The financial report contains a variance arising from an automatic system reversal in the IFRC's Enterprise Resource Planning (ERP), where a default activity code was applied. This has led to variances, although there is no impact on the actual expenditure. Specifically, the activity code is causing a variance in AoF1 (Disaster Risk Reduction) as a negative expenditure, while the account code is offsetting against other supplies and cash disbursement accounts. It has not been possible to manually rectify this, as it is a default entry generated by the ERP system and the financial report should be read accordingly.



Contact Information

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

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[Click here for reference](#)

