



MRCS volunteers conduct a household survey of flood-affected residents. (Photo: MRCS)

Appeal: MDRMY011	Total DREF Allocation: CHF 396,876	Crisis Category: Yellow	Hazard: Flood
Glide Number: FL-2024-000218-MYS	People Affected: 235,706 people	People Targeted: 15,000 people	
Event Onset: Sudden	Operation Start Date: 06-12-2024	New Operational End Date: 30-06-2025	Total Operating Timeframe: 6 months
Reporting Timeframe Start Date: 06-12-2024		Reporting Timeframe End Date: 04-01-2025	
Additional Allocation Requested: 367,311		Targeted Regions: Kedah, Kelantan, Terengganu	

Description of the Event



Date of event

28-11-2024

What happened, where and when?

Between 1 November and 20 December 2024, the Malaysian Meteorological Department (METMalaysia) issued several weather alerts for the Northeast Monsoon 2024/2025, which began on 5 November 2024 and is expected to last until March 2025. METMalaysia forecasted five to seven episodes of heavy rain during this period. The Early Phase brought heavy rainfall to Kelantan, Terengganu, Pahang, Johor, Sarawak, and Sabah, causing severe flooding across these states. This was supported by a statement from the METMalaysia Director-General, as reported by local media [1].

Weather Phases and Impact Analysis

Early Phase (November–December 2024): the Early Phase of the Northeast Monsoon, from 5 November to December 2024, brought heavy rainfall to regions such as Kelantan, Terengganu, Pahang, Johor, Sarawak, and Sabah, leading to severe flooding. Notably, from 8 to 14 December 2024, a monsoon surge increased the intensity and duration of rainfall. States like Terengganu, Kelantan, and Pahang faced continuous heavy rain and strong winds, causing the third wave of flooding. This followed earlier waves, with the first wave hitting Kelantan and Terengganu on 5 November 2024 and the second wave occurring on 11 December 2024.

Mid Phase (January–February 2025): In the Mid Phase of the Northeast Monsoon, or Monsun Timur Laut (MTL), from January to February 2025, heavy rain is expected to impact Pahang, Johor, Sarawak, and Sabah. Strong monsoon surges, along with low-pressure systems, may lead to continuous rainfall. This weather pattern is likely to increase the risk of localized flooding, landslides, and disruptions.

Late Phase (January–March 2025): As the MTL phase recedes between January and March 2025, Northern Peninsular Malaysia is expected to experience reduced rainfall, resulting in hot and dry conditions. This could lead to heatwaves in affected areas. However, the La Niña phenomenon, which is expected to begin late in 2024 and continue into mid-2025, is predicted to moderate these conditions and reduce the severity of heatwaves compared to 2024.



On 20 December 2024, METMalaysia issued a Severe Continuous Rain Warning (Orange) and a Continuous Rain Alert (Yellow), effective until 22 December 2024. The Orange warning was issued for the following districts in Sarawak: Kuching, Serian, Samarahan, Sri Aman, Betong, Sarikei, Sibul, Mukah, and Bintulu, where intense rainfall could lead to severe flooding. The Yellow alert affected the districts of Kapit, Miri, and Limbang in Sarawak, as well as Sipitang, Tenom, Kuala Penyu, Beaufort, Keningau, Tambunan, Sandakan, and Kudat in Sabah.

As of 4 January 2025, Malaysia is still grappling with severe flooding caused by the ongoing Northeast Monsoon, which began in November 2024 and is expected to persist until March 2025. The eastern coastal states of Kelantan, Terengganu, Pahang, and Johor have been the hardest hit, with heavy rainfall leading to widespread flooding, displacement, and significant disruptions to daily life. METMalaysia forecasts an additional five to seven episodes of heavy rainfall during this monsoon season, signaling that the situation may continue for several months.

The floods have caused substantial damage to homes, infrastructure, and livelihoods, with roads, airports, and railways particularly affected in the East Coast states. This has disrupted intercity connectivity and hampered relief efforts. Landslides have compounded the crisis, underscoring the need for stronger disaster mitigation and response strategies. Additionally, the Ministry of Agriculture and Food Security reported approximately CHF 1.79 million in losses due to the destruction of rice and paddy plantations, exacerbating the economic impact on affected communities.

The floods have affected nine states across Malaysia, including Kelantan, Terengganu, Kedah, Pahang, Negeri Sembilan, Johor, Perak, Melaka, and Perlis. Satellite imagery from UNOSAT shows that Terengganu, Kelantan, and Kedah were the most severely impacted, with floodwaters initially covering approximately 11,000 km² in Terengganu and Kelantan, affecting 120,000 people. In Kedah, the floods impacted 1.3 million people across 268 km², with significant damage to cropland, which persists even as waters begin to recede.

While recovery is underway in some areas, challenges remain in others. As of 3 January 2025, Johor has fully recovered, with all evacuees allowed to return home and the last relief centre in Kota Tinggi closed. However, in Kelantan, 36 evacuees from Pasir Mas remain at Sekolah Kebangsaan Gual Tok Deh in Rantau Panjang, highlighting the ongoing recovery efforts in the state. Despite the improvements in certain regions, authorities continue to monitor the situation closely, with the monsoon season expected to bring more heavy rainfall.

Link:

[1] <https://www.thestar.com.my/news/nation/2024/11/01/northeast-monsoon-expected-to-start-on-nov-5-says-metmalaysia>





MRCS volunteer conducting a health screening at the PPS (Photo: MRCS)



MRCS teams rescuing and evacuating flood victims (Photo: MRCS)

Scope and Scale

The catastrophic floods have had a devastating effect on approximately 40,922 families across nine states, with over 633 temporary shelters set up to accommodate displaced people. As of 2 December 2024, the following states were affected, as reported by the National Disaster Management Agency (NADMA), based on registrations at the temporary evacuation centres or 'Pusat Pindahan Sementara' (PPS):

1. Kelantan: 26,628 families across 9 districts with 251 PPS.
2. Terengganu: 10,703 families across 8 districts with 271 PPS.
3. Kedah: 2,343 families across 6 districts with 48 PPS.
4. Pahang: 502 families across 3 districts with 26 PPS.
5. Negeri Sembilan: 300 families across 3 districts with 7 PPS.
6. Johor: 223 families in 1 district with 17 PPS.
7. Perak: 173 families across 4 districts with 9 PPS.
8. Melaka: 34 families across 3 districts with 3 PPS.
9. Perlis: 16 families in 1 district with 1 PPS.

The flooding resulted in 10 casualties and widespread destruction, leaving many homeless, disrupting livelihoods, and straining local infrastructure. The disaster was exacerbated by persistent and heavy rainfall that overwhelmed both natural and man-made drainage systems. METMalaysia reported that from 26 to 30 November 2024, the East Coast experienced over 1,000 millimetres of rainfall, equivalent to six months of average precipitation. This unprecedented volume of water caused rivers in Kelantan, Terengganu, and Pahang to overflow, pushing water levels to dangerous thresholds. The East Coast's vulnerability to the Northeast Monsoon further intensified the situation, as the monsoon season typically brings prolonged heavy rains to the region.

Additionally, in Kedah, strong gusts of wind worsened the situation, compounding the flooding and extending its impact. METMalaysia also warned that the affected states should prepare for a second wave of flooding, with continuous heavy rain, strong winds, and rough seas expected between 8 and 12 December 2024.

Impact on Infrastructure and Essential Services

The flooding has severely disrupted essential services. A total of 121 health facilities were affected, limiting access to medical care. Health services were only available through mobile clinics or healthcare workers stationed at temporary shelters. Over 5,000 students scheduled for the Malaysian Education Certificate or Sijil Pelajaran Malaysia (SPM) exams were also impacted, as the exam period coincided with the onset of the floods.

The floods also caused extensive damage to infrastructure, including poorly maintained roads, drainage systems, and airports. Roads were submerged or damaged by landslides, and Sultan Abdul Halim Airport in Kedah was closed due to flooding. Train services on the East Coast were disrupted, and power outages affected large areas, including temporary shelters. These disruptions made it difficult for aid to reach those in need, requiring air, boat, and heavy-duty transport.

Widespread Social and Economic Impact

The severe flooding has also affected migrant communities who depend on daily wages and traditional livelihoods such as farming, carpentry, fishing, and boat services. Many of the affected areas had never experienced flooding of this magnitude before, leaving residents unprepared despite early preparation efforts like food stockpiling. This year's floods developed much faster than in previous years, with water levels rising within an hour compared to the usual 2–3 hours, forcing many to evacuate hastily or without sufficient time to secure their belongings.

Despite early warnings and preparations, the scale and intensity of the flooding have overwhelmed the region's infrastructure and response capabilities, leaving many communities struggling to recover. As of 7 December 2024, while floodwaters have receded in some areas, the damage remains extensive, and the risk of recurring floods remains high. The ongoing recovery process is expected to be prolonged, with many areas still grappling with stagnant water and the potential for additional flooding in the coming months.

This disaster underscores the vulnerability of Malaysia's infrastructure and communities to extreme weather events and highlights the urgent need for enhanced preparedness and resilience strategies in the face of the Northeast Monsoon's ongoing impacts.

MRCS Response and Ongoing Assessment

Throughout the crisis, MRCS has conducted comprehensive assessments, including initial, rapid, and in-depth multi-sector evaluations, to inform its response. These assessments involved teams deployed to Kelantan, Terengganu, and Kedah, gathering critical data from key informants and 1,592 households. The assessments identified urgent needs related to water and sanitation, shelter, food security, health, and livelihoods. The findings have enabled MRCS to refine its response strategy to address the most pressing needs of affected populations effectively. For more details, refer to the assessment report which can be accessed here [2].

Link:

[2] <https://redcrescentmy.sharepoint.com/:w:/s/DM/EUGrTjW9Hw1HmMPbaI2L5NcBwvQTjVrYSqmG-gsWXHagsA?e=Ur2IzK>

Source Information

Source Name	Source Link
1. National Disaster Management Agency (NADMA)	https://www.nadma.gov.my/bm/#informasi-bencana

Summary of Changes

Are you changing the timeframe of the operation	Yes
Are you changing the operational strategy	Yes
Are you changing the target population of the operation	Yes
Are you changing the geographical location	No
Are you making changes to the budget	Yes
Are you requesting an additional allocation?	Yes



Please explain the summary of changes and justification:

As of January 2025, Malaysia is facing significant flooding caused by the ongoing Northeast Monsoon, which began in November 2024. The initial DREF operation focused on assessing the impact of the flooding in the three most affected states, with the final assessment report submitted on 28 December 2024. However, given the severity and ongoing nature of the crisis, MRCS now shifts its focus to a full-scale response operation, which involves the delivery of essential services to affected communities.

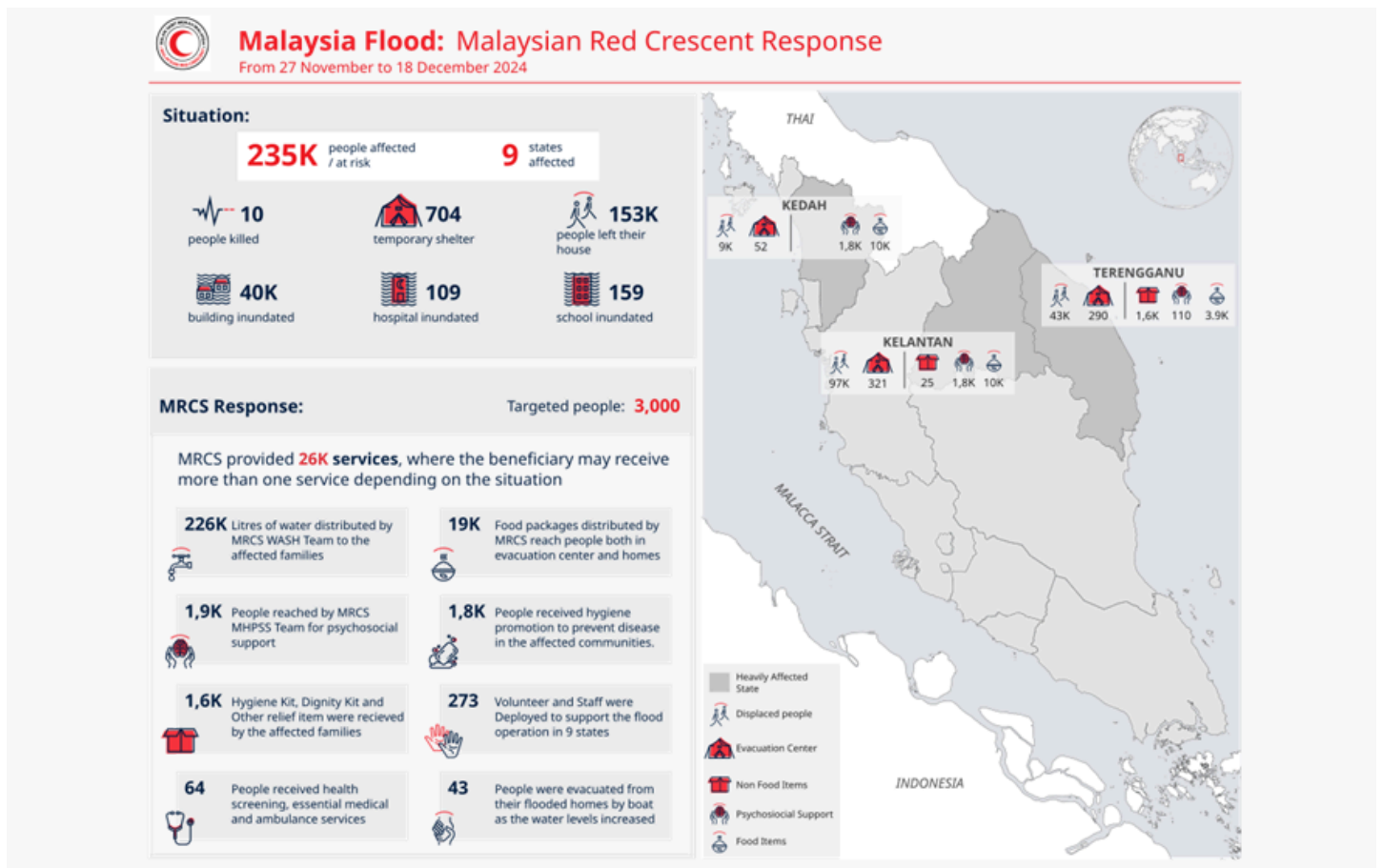
To expand the operation and respond to urgent needs, MRCS requests an additional allocation of CHF 367,311 bringing the total IFRC-DREF funding to CHF 396,876. The operation timeframe is six months, with one month of assessment already conducted, and planning for an additional five-month for response operations. The operation aims to support 3,000 households in the hardest-hit districts, with a particular focus on the most vulnerable populations, such as orphans, female-headed households, and migrants.

The response will include the provision of cash assistance and services for livelihood, shelter, health, and WASH. The overall budget has been revised to reflect the expanded operational scope and the prioritized needs of vulnerable groups. This second allocation under the DREF will enable MRCS to deliver life-saving services and continue its vital role in disaster response and recovery.

Current National Society Actions

Start date of National Society actions

28-11-2024



"Malaysia Flood Response: Key Actions and Impact. (Source: MRCS)

Shelter, Housing And Settlements

To address the shortage of cubicles at temporary evacuation centers (PPS) in Terengganu, MRCS has stepped in to provide 100 additional cubicles. This support aims to improve the living conditions and privacy for displaced individuals and families affected by the floods



Livelihoods And Basic Needs	<p>MRCS has distributed approximately 19,000 meals in both hot meals provided, and dry food kits distributed (donated by Nestlé) to flood-affected households in Kelantan, Kedah, Terengganu, Pahang, and Perak, benefiting the affected people of the flood. Additionally, MRCS deployed its staff and volunteers to Tumpat, Kelantan, to further support food relief efforts for the impacted communities.</p>
Multi Purpose Cash	<p>MRCS conducted Market Assessments in three targeted states to evaluate market functionality and determine appropriate transfer values based on the priorities of affected households. Staff and volunteers trained in Cash and Voucher Assistance (CVA) were deployed to ensure effective assessments. These included vendor assessments for specific support programmes, such as back-to-school assistance, as well as general market assessments.</p> <p>The evaluations included vendor assessments for specific programmes, such as back-to-school assistance, and general market analyses to assess recovery and resilience. Findings revealed that while some markets experienced temporary disruptions due to the floods, they recovered quickly, with most vendors in flood-prone areas able to meet community needs. Notably, several vendors collaborated with the Malaysian government under the Programme 'Jualan Rahmah Madani' (PJRM), which promotes the sale of goods at lower prices to support recovery efforts.</p> <p>To ensure targeted and effective support, the team also established Minimum Expenditure Basket (MEB) standards encompassing livelihood, basic needs, shelter, health, and water, sanitation, and hygiene (WASH). These benchmarks are being used to guide interventions and prioritize assistance for the affected populations.</p>
Health	<p>MRCS has provided Mental Health and Psychosocial Support (MHPSS) activities to 985 people, including children and adults, at evacuation centres (PPS) in Perak, Pahang, Kelantan, Kedah, and Terengganu. Additionally, 55 individuals have received health screenings to address immediate medical needs in these affected areas.</p>
Water, Sanitation And Hygiene	<p>Since the onset of the floods, MRCS has supplied 224,692 litres of clean water and carried out hygiene promotion services, benefiting more than 1,883 people, including children and adults, in evacuation centres across the affected states. Additionally, since 18 December, MRCS deployed a team to set up a mobile water treatment system in the Kampung Simpangan, Tumpat, Kelantan. The team has been actively treating and distributing clean water to residents, ensuring access to drinking water for the community during this critical period. These efforts are part of a comprehensive response to address the immediate needs of those impacted by the floods.</p>
Protection, Gender And Inclusion	<p>MRC is finalizing the Protection, Gender, and Inclusion (PGI) Rapid Analysis and Child Safeguarding Analysis to address specific protection needs, gender considerations, and child safeguarding priorities in the affected communities. These findings are being prepared for dissemination to the target states to guide MRCS's ongoing efforts and ensure its disaster response remains inclusive, protective, and sensitive to the needs of vulnerable groups.</p>
Migration And Displacement	<p>MRCS involves community leaders from the UNHCR Outreach Volunteers (OV) teams in Kelantan, Terengganu, and Kedah during assessments to ensure the needs of vulnerable migrants affected by the disaster are captured.</p> <p>In Kedah, MRCS collaborates with migrant students from Al-Bukhary University for flood intervention efforts such as food preparation and distribution. These volunteers were recruited during the last Safe Steps Kids (SSK) program earlier this year. MRCS also coordinates with Médecins Sans Frontières (MSF) to better understand the situation of migrants in the area.</p> <p>In Terengganu, MRCS includes migrants as beneficiaries though in smaller numbers when distributing food products.</p>
Community Engagement And Accountability	<p>MRCS has oriented its staff and volunteers on the CEA approach and its feedback mechanism that need to be informed to the affected populations that received MRCS</p>



	assistance.
Coordination	<p>At the highest level, the MRCS National Headquarters held a coordination meeting led by the National Chairman to discuss the overall flood response strategy and action plan. The Disaster Management Department also conducted a coordination meeting with representatives from all nine affected states to gather updates on ongoing efforts and outline future plans. Additionally, MRCS collaborated with the IFRC to address critical needs and align strategies.</p> <p>At the state level, MRCS chapters provided activity reports to their respective State and District Disaster Operations Control Centers (PKOB) and key agencies. Regular engagement with local authorities, including the Civil Defence Department, Welfare Department, Fire and Rescue Department, and police, ensures MRCS remains updated on the flood situation and assistance efforts. These daily coordination meetings help MRCS identify gaps, plan effectively, and prevent overlapping services with other stakeholders.</p>
National Society Readiness	MRCS proactively prepared for potential floods by pre-positioning food aid at its state chapters. This strategic move aimed to ensure swift and efficient distribution of essential supplies to individuals and communities affected by the disaster.
Assessment	<p>Assessment Strategy – Lessons learned from previous flooding events have highlighted the importance of detailed assessments as integral to an effective response. The assessment strategy was to apply for a DREF for assessment, seek support from IFRC APRO to assist with the assessments, and then undertake a series of assessment processes: initial, rapid, and in-depth multi-sector assessments.</p> <p>Initial Assessment – On 1 December 2024, the MRCS National Headquarters (NHQ) deployed two teams to Kelantan and Terengganu to support state branches in conducting initial needs assessments in the affected areas. An additional team was deployed to Kedah on 2 December. MRCS was supported by IFRC personnel, with two staff deployed to the states and one other supporting the operation at headquarters. These teams spoke to key informants in Disaster Operations Control Centers, evacuation centres, the Civil Defence Department, the Welfare Department, the Fire and Rescue Department, and the police. This enabled MRCS to gather the latest information on the flood situation and the ongoing assistance provided by all stakeholders, including the government and civil society. In turn, MRCS planned its own response according to the identified gaps to avoid overlaps in services.</p> <p>Rapid Assessment – After the first week of initial assessments, a second round of teams was deployed to support the state branches from 10 to 17 December 2024. The strategy for these teams focused on coordinating with the State Disaster Operations Centre to identify the two or three districts in each state with the greatest needs. Once these districts were identified, the teams engaged with the Disaster Operations Control Centre authorities at the district level (Pusat Kawalan Operasi Bencana or PKOB). The assessment teams then identified the sub-districts (mukim) or villages within the most affected districts that experienced the greatest impacts and needs. At this level, the teams continued interviewing key informants and began conducting household-level interviews. These interviews collected data on key lifesaving response activities, including water and sanitation provision, shelter, food security, and access to health services. This household-level data informed MRCS’s response. A total of 1,592 households were interviewed across three states, with each state having a minimum sample size of 278 households from the affected population.</p> <p>Since 16 December 2024, MRCS has conducted a third round of in-depth multi-sector assessments, including Household Interviews (HHIs) and detailed evaluations alongside ongoing response activities and humanitarian aid delivery. These assessments focus on medium-term considerations for affected families, particularly regarding their recovery from the devastating floods. Key issues addressed in the assessments include the early recovery of communities, restoring livelihoods, meeting education needs, and repairing water systems. In addition to multi-sector assessment.</p>



Resource Mobilization	<p>The MRCS Resource Mobilization (RM) Department is finalizing corporate proposals and public appeal documents for dissemination both internally and externally. A digital appeal launched on 30 November 2024 has already raised approximately CHF 4,800. The RM Department has successfully collaborated with various corporate partners to support the ongoing flood response.</p> <p>Key contributions include CHF 30,000 from Daikin Malaysia, in-kind food aid valued at approximately CHF 10,000 from CHAGEE Malaysia for Kelantan, CHF 60,000 from Coway Malaysia for flood operations and cleaning kits, CHF 46,000 in in-kind donations from Nestle, CHF 20,000 from Bin Zayed International (M) Berhad, and CHF 89,000 from USAID, specifically allocated for WASH (Water, Sanitation, and Hygiene), MPCA (Multipurpose Cash Assistance), and MHPSS (Mental Health and Psychosocial Support) in Kelantan.</p> <p>Additionally, local corporate partners such as Guardian, Unilever, ECOSHOP, Lotus, Marry Brown, Sunway, and LG have contributed in-kind donations, including food aid, hygiene kits, medicine, and household essentials. Government agencies and NGOs, including the Ministry of Youth and Sports, Crisis Relief Squad of MCA (CRSM), Yayasan Raja Zarith Sofiah of Johor, and Southern Lion, have also extended their support. These collaborations have resulted in critical financial aid and resources, ensuring that assistance reaches affected communities. The proactive engagement of MRCS has strengthened partnerships and facilitated the delivery of essential support during this challenging time.</p>
National Society EOC	<p>MRCS National Headquarters Emergency Operations Centre (EOC) was activated on 1 December 2024 to coordinate overall response efforts. Simultaneously, MRCS chapters in Kelantan, Terengganu, and Kedah activated their respective EOCs, serving as operation rooms for local command and control.</p>
Other	<p>MRCS deployed its rescue boats to assist in evacuating flood victims to relief centres in Terengganu and Kelantan. This critical support ensured the safety of affected individuals and provided timely assistance to those stranded in flood-affected areas.</p>

IFRC Network Actions Related To The Current Event

Secretariat	<p>The IFRC Regional Office in Kuala Lumpur is providing direct support to the Malaysian Red Crescent Society (MRCS) for the ongoing flood response. Two Operations Coordinators were deployed to support field assessments and coordination in Kedah and Kelantan for one week each. An Operations Coordinator was surged for two weeks to support in Kuala Lumpur. IFRC Jakarta released a staff member to surge as an assessment coordinator until 31 December.</p>
Participating National Societies	<p>The Singapore Red Cross has extended bilateral support to MRCS, including the deployment of surge staff. Meanwhile, the Swiss Red Cross is providing financial assistance.</p>

ICRC Actions Related To The Current Event

ICRC has presence in country however not actively involved responding to the situation

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
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National authorities	<p>The Malaysian Government has announced that the affected households who have relocated to temporary shelter centres, as well as the family or heirs of the victims of flood casualties will be received cash assistance. It is estimated that the government will spend about CHF 8.67 million for 43,647 households affected.</p> <p>The Ministry of Home Affairs has mobilised personnel and assets from the Royal Malaysia Police (PDRM) to assist the search and rescue and support the ongoing flood relief operations. Malaysia Volunteer Department (RELA) also being mobilised at the temporary shelter centres to assist the affected people.</p>
UN or other actors	<p>There are no UN or other international actors currently actively responding to the flood in the country. However, there are other national organisations active, all coordinated by NADMA.</p>

Are there major coordination mechanism in place?

NADMA leads disaster coordination through its Disaster Operations Control Centre (DOCC) at state and district levels, collaborating with key agencies such as the Social Welfare Department (JKM) and Ministry of Health (MOH). MRCS, as a key partner and Rakan NADMA, supports JKM by managing evacuation centres, providing meals, distributing essential items, and offering psychosocial support. MRCS also assists with search and rescue operations, medical care, and post-disaster recovery.

Needs (Gaps) Identified



Shelter Housing And Settlements

During evacuations, MRCS initial assessment teams in Terengganu, Kelantan, and Kedah found that some temporary evacuation centres (PPS) lacked sufficient cubicles to accommodate evacuees, and several PPS were reported to be overcrowded, far exceeding their intended capacity. In some areas, elderly affected individuals were unable or unwilling to relocate to PPS due to overcrowding, long distances from their homes, and physical barriers such as floodwaters. As a result, many opted to set up temporary shelters, such as tents, on higher ground, along roadsides, or in other unaffected areas. Evacuees in PPS expressed concerns about their future, stating that they would have no shelter once the PPS was closed, as their homes had either been severely damaged or destroyed by the floods.

As floodwaters receded, many people returned home to clean their properties and repair what they could. The survey and direct observations identified housing repair as one of the top three priorities for affected families in the three months following the flood, alongside financial assistance and obtaining essential needs such as food and personal items. Many households reported significant losses of essential items, including kitchen sets, utensils, bedding, and clothing, due to flood damage.

While the government's "Wang Ihsan" cash assistance provides critical support, it is often insufficient to cover the diverse and urgent needs of affected families. Multi-purpose cash assistance (MPCA) is essential to help families replace lost household items and meet their immediate recovery needs. MPCA empowers families to prioritize their spending based on their specific circumstances, whether it be purchasing kitchen equipment, bedding, or other essential items.



Livelihoods And Basic Needs

The floods in Kelantan, Terengganu, and Kedah have severely impacted vulnerable groups, including low-income households, daily wage earners, traditional workers (such as farmers and fishermen), and migrants. Many individuals have lost their income due to damaged crops, displacement, or their inability to work, and are now relying on external assistance for survival. The planting and harvesting season, especially for rice and other staple crops, has been severely disrupted by the floods. In areas like Kedah, floodwaters submerged paddy fields, destroying both the standing crops and seedlings meant for the next planting cycle. This has further strained the livelihoods of paddy farmers, who depend on timely harvests for their primary income.

The damage extends beyond rice crops, affecting vegetable farms and fruit orchards, which has further disrupted food supply chains and exacerbated the economic hardship in these communities. The interruption to the planting and harvesting season has significantly hindered agricultural recovery, which is crucial for many families who rely on farming as their main source of income.

In Kelantan, markets—especially in remote areas—are overwhelmed, and supply chains have been severely disrupted, leaving families struggling to secure essential goods during the flood. The household assessment revealed a significant decline in employment, with a



notable reduction in the number of working individuals across the affected states. This shift is driven by job losses, commuting difficulties caused by damaged infrastructure, and displacement. The number of non-working individuals has increased dramatically, reflecting the widespread economic strain. Migrants, who are excluded from government aid, rely on NGOs such as UNHCR, which often have limited resources. Displaced individuals who are not registered with PPS or who live in remote areas may also face exclusion from support.

The increased reliance on external aid and the rising unemployment rates underscore the profound economic disruption in both formal and informal sectors. Single mothers, who depend on small incomes or family support, face additional hardships as their ability to earn has been significantly impacted. These trends reflect broader challenges in sectors like agriculture, which have suffered severe setbacks. The findings highlight the urgent need for focused support to assist vulnerable groups in recovering and restoring their livelihoods, emphasizing the long-term economic impact of the floods on affected communities.

Health

During the assessment, media coverage and field observations by MRCS teams in Terengganu, Kelantan, and Kedah highlighted several urgent needs in the flood-affected communities. One of the most pressing issues is the need for psychological support, particularly for students who were disrupted during the critical Malaysian Education Certificate (SPM) examination period. Many candidates experienced trauma and were unable to prepare adequately. However, despite efforts by the Ministry of Health (MOH) to deploy staff and volunteers, the limited availability of psychological counselors and Psychological First Aid (PFA) providers in these states has created a significant gap in addressing this need effectively.

Health concerns are equally critical. Discussions with Kelantan's State Department of Health (JKN) revealed over 4,000 cases of infectious diseases in the state alone, with more than 10,000 cases reported nationwide since the first wave of the floods. Common illnesses reported include acute respiratory infections, skin infections, acute gastroenteritis (AGE), conjunctivitis, and others.

Access to healthcare has been severely impacted, with many health facilities either closed or inaccessible. In some areas, only mobile health services were operational, and certain locations required boats or heavy vehicles to deliver aid. Vulnerable groups, such as the elderly, children, and individuals with special needs, were particularly at risk. JKN and MRCS health teams have been stationed in temporary evacuation centres (PPS) to provide basic health screening and treatment to the affected populations.

These findings underscore the importance of expanding mental health and psychosocial support, enhancing healthcare accessibility, and ensuring medical aid for vulnerable populations to address the multifaceted challenges posed by the floods.

Water, Sanitation And Hygiene

In Kelantan, severe disruptions to water supply systems forced many residents to rely on unsafe and contaminated sources, including rivers, wells, and floodwaters. Damaged infrastructure, such as broken pipes and malfunctioning water treatment plants, significantly compounded the crisis. Several areas, including Kampung Bendang Pak Yong, Kampung Simpangan, and Kampung Tualang, remain underserved due to insufficient water trucking services. Communities in these areas face critical shortages, with some 350 houses impacted, including 114 households urgently requiring clean water. Residents have resorted to using river water for cleaning while traveling up to 5 km to purchase drinking and cooking water. The availability of only two water tankers per district, coupled with damaged water storage tanks, has further exacerbated the challenges.

To address these gaps, the MRC has deployed a mobile water treatment plant in Mukim Simpangan, Tumpat, to support Air Kelantan Sdn Bhd (AKSB) in delivering treated clean water to affected populations. AKSB, a state-owned company, operates and maintains water treatment plants in Kelantan. AKSB is tasked with managing the water supply services in Kelantan and functions as the state's main water operator. Regarding well cleaning, Bekalan Air dan Kebersihan Alam Sekeliling (BAKAS), or the Water Supply and Environmental Sanitation, has already taken action by treating contaminated water wells with a well chlorination schedule.

In Terengganu, while the water supply systems were reportedly unaffected according to the Terengganu Water Authority, stagnant floodwaters posed significant contamination risks, highlighting the need for focused sanitation interventions. Waste and debris left by the floods in residential areas have created hazardous living conditions, requiring immediate cleanup efforts to mitigate potential health risks.

In Kedah, the initial impact of the floods disrupted access to clean water, but the situation improved shortly after the floodwaters receded. Despite the recovery in water supply, the presence of waste and debris in affected areas has necessitated sanitation interventions. In both Terengganu and Kedah, post-flood cleanup efforts have been identified as critical to restoring safe living environments.

Poor drainage systems that lead to stagnant water accumulation have further heightened these risks. Additionally, a lack of sufficient water storage solutions, such as tanks or containers, and inadequate emergency water treatment units and portable filtration systems remain critical gaps.

The high number of evacuees in temporary evacuation centres (PPS) has further strained access to clean water, compromising hygiene and drinking water standards. This situation has led to a surge in waterborne disease cases, with the Ministry of Health (KKM) reporting 10,272 cases across Kelantan, Terengganu, and Kedah. These gaps underscore the urgent need for comprehensive water interventions, improved sanitation efforts, and targeted hygiene promotion activities to address the ongoing challenges in the WASH sector.



Protection, Gender And Inclusion

MRCS assessment teams in Kelantan found that in some rural areas, particularly in Kampung Gual Nering, many of the affected individuals are single mothers who rely on daily wages for their livelihoods. With the floods disrupting their income sources, these women are left to depend solely on aid from authorities, NGOs, or support from their extended families.

Vulnerable groups such as the elderly, children, and people with disabilities face additional challenges during the floods, as their limited mobility hinders quick evacuation and access to safety. Tragically, media reports indicate that some of the elderly were among the casualties of the disaster.

These findings highlight the heightened vulnerabilities of specific groups and the urgent need for targeted support, including income restoration and enhanced evacuation measures for at-risk populations.



Education

The recent floods in Malaysia have significantly impacted the education sector, as many schools are being used as temporary evacuation centres (PPS) for flood-affected families. According to the National Disaster Management Agency (NADMA), the distribution of PPS across states includes Johor (18), Kedah (18), Kelantan (62), Melaka (4), Negeri Sembilan (12), Pahang (20), Perak (5), Perlis (4), Selangor (2), and Terengganu (112). Terengganu has the highest number of PPS, reflecting the severity of the floods in the state. Nationwide, the latest reports indicate a total of 704 PPS, with 159 schools directly affected by flooding. This dual role of schools as both educational institutions and emergency shelters highlights the challenges faced by the education system during natural disasters, as it disrupts learning activities and strains resources. Addressing this issue requires a coordinated effort to ensure the continuity of education while providing adequate support for displaced families.

Furthermore, some students in the affected states are preparing for the Malaysian Education Certificate (SPM). These students, who are preparing for this crucial examination, have been significantly impacted by the floods. MRCS assessment findings and media reports indicate that many students have lost essential study materials, such as textbooks, notes, and stationery. This loss has highlighted the challenges they face, as they are not only displaced but also without the necessary tools to continue their preparation for exams. The interruption in their education, combined with the emotional stress of dealing with displacement and the loss of their belongings, further affects their ability to focus and perform well in their exams.



Migration And Displacement

Most of the affected migrant communities rely on daily wages and work in low-income jobs such as construction, agriculture, and other informal sectors. These jobs provide little to no job security or savings, making the rainy season particularly challenging for these communities. Floods prevent them from resuming work during this season, leaving them without income and exacerbating their vulnerabilities. With limited access to financial reserves or alternative income sources, they face mounting difficulties in meeting their basic needs, such as food, shelter, and healthcare.

Those unable to evacuate to official temporary evacuation centres (PPS) often seek refuge in the homes of their relatives, adding another layer of dependence on familial networks. In these situations, migrants rely on their relatives for shelter, food, and other necessities. The disrupted livelihoods of migrants also mean that they cannot contribute financially or otherwise to the households they are staying in, potentially creating additional burdens for their relatives.

Moreover, many migrants face challenges accessing government aid due to their undocumented status or lack of local connections. This exclusion forces them to depend on non-governmental organizations (NGOs) or informal community support networks, which are often underfunded or overwhelmed during such crises. The reliance on relatives and external support highlights the critical need for targeted



assistance to address the specific vulnerabilities of migrant communities. MRCS, in collaboration with Médecins Sans Frontières (MSF), the International Organisation for Migration (IOM), and the United Nations High Commissioner for Refugees (UNHCR), has taken proactive steps to address the needs of migrants and refugees. During assessments, MRCS connected with UNHCR Outreach Volunteers to gather critical information about the needs and vulnerabilities of refugees. In Kedah, MSF reported providing outpatient treatment, drinking water, and hygiene kits to migrant communities. However, in Kelantan and Terengganu, no information on assistance received was available during interviews with community leaders, highlighting significant gaps in aid distribution.

During the Community Engagement and Accountability (CEA) activities and beneficiaries' registration process, the Malaysian Red Crescent Society (MRCS) will identify the specific assistance provided by NGOs by documenting which organizations are offering aid, the types of support being provided (such as food, shelter, medical services, or financial assistance), and the regions or areas where these services are being distributed. This will help MRCS coordinate efforts with NGOs, ensuring that vulnerable migrant communities receive targeted support and that any gaps in aid delivery are addressed effectively.

Operational Strategy

Overall objective of the operation

After the initial IFRC-DREF assessment and findings outlined in the assessment report, MRCS has refined its overall strategy to address the evolving needs of 3,000 flood-affected households across three targeted states over a six-month period. The operation timeframe spans six months, with one month dedicated to assessment and planning for the remaining five months for response operations.

The updated strategy focuses on providing life-saving assistance and early recovery support, incorporating essential services, in-kind relief items, and Cash and Voucher Assistance (CVA) to meet critical needs in health, shelter, livelihood protection, education, and WASH.

The operation aims to restore income-generating activities, protect vulnerable groups, and promote a safer environment through mass cleaning efforts and disease prevention measures. By utilizing CVA, MRCS offers flexibility to affected households, allowing them to make informed decisions on how best to prioritize their recovery needs. This approach will help communities rebuild their lives and livelihoods, reduce dependence on negative coping mechanisms, and foster long-term resilience in preparation for future disasters.

Operation strategy rationale

The response operation will span six months, including the initial assessments and response activities. The six-month timeframe accommodates the unique challenges posed by the overlap with several major festive seasons, including Chinese New Year, Thaipusam, Ramadan, and Eid. These holidays may impact the availability of resources and services, requiring careful planning and coordination to ensure uninterrupted support for affected communities. The MRCS operational strategy focuses on a multi-sector, multi-state response that provides support at the household and community levels. While MRCS branches have already delivered food, health, and WASH services in nine states, this operation will prioritize three states: Kelantan, Kedah, and Terengganu, due to the scale of damage and the number of affected populations in these regions.

Areas with the most critical needs (Level 1 is the highest):

1. Kelantan (Pasir Mas and Tumpat): Basic needs (food or personal items), shelter (house repairs), and livelihood protection (securing/restarting income)
2. Terengganu (Hulu Terengganu, Setiu, and Kemaman): Basic needs (food or personal items), shelter (house repairs), and disaster preparedness (restocking food and water)
3. Kedah (Kota Setar and Kubang Pasu): Basic needs (food or personal items), shelter (house repairs), and health (medical treatment)

The above breakdown is based on secondary data analysis and primary data collected from key informants and household interviews, identifying the districts with the greatest needs and their critical sectors.

Critically, schools reopen in February, forcing families to make difficult decisions regarding their children's education while simultaneously struggling to rebuild their income-generating activities and homes.

Cash Voucher Assistance (CVA)

CVA provided by MRCS will complement the government's assistance programme, "Bantuan Wang Ihsan," which offers MYR 1,000 (CHF 200) per household. However, this aid is restricted to Malaysian nationals or non-Malaysians officially registered at government-managed temporary evacuation centres (PPS). Individuals who are unregistered but seeking shelter in mosques, community centres, or with host families may face a delay of 3 to 6 months in registration, thus delaying their access to government assistance. MRCS will ensure that these individuals are included in the beneficiary selection process.



Through this IFRC-DREF, MRCS plans to complement government assistance by providing financial support to affected households, with each household receiving MYR 650 (CHF 131). This includes MYR 350 (CHF 70) funded by the DREF allocation and an additional MYR 300 (CHF 60) raised through MRCS' fundraising efforts. The assistance is designed to address essential needs such as food, personal items, shelter repairs, and livelihood protection to help beneficiaries secure or restart income sources, as well as clean water, sanitation, and hygiene supplies. Of this amount, up to MYR 500 (CHF 101) will be allocated through Multi-Purpose Cash Assistance (MPCA) for these priorities funded by DREF and MRCS fundraising funds, while MYR 150 (CHF 30) will be provided through a voucher system for cleaning kits to support post-flood recovery efforts. Additionally, MRCS is finalizing the transfer value for back-to-school support, which is not included in the DREF budget line. This assistance will also be distributed via vouchers and funded through MRCS' fundraising initiatives.

The rationale for implementing CVA extends beyond easing the financial burden on the affected communities. It also aims to revive and stimulate economic activities in the impacted areas, fostering resilience and growth. By empowering affected individuals with purchasing power, CVA ensures that assistance directly supports local markets, enabling faster economic recovery and promoting long-term sustainability.

Maybank serves as the Financial Service Provider (FSP) for all CVA operations for MRCS, with transactions primarily conducted through bank transfers. In isolated cases, such as individuals with low literacy levels, the elderly, bedridden individuals, and other vulnerable groups, MRCS uses a cash-in-envelope modality to ensure inclusivity. For migrants without bank accounts, the cash-in-envelope method is used under the supervision of the village or local community head. Alternatively, beneficiaries may utilize the bank account of a family member, friend, nearest neighbour, or the village/community head as a representative. Currently, MRCS is selecting additional FSPs for a Framework Agreement to be used in the ongoing flood response, with the option to utilize the IFRC Global FSP Agreement. Transfer values are determined based on assessment results, consultations with government agencies such as the Department of Statistics Malaysia (DOSM), and consideration of assistance provided by other actors.

The procurement and distribution of cleaning kits will be overseen by the Procurement Department of MRCS National Headquarters (NHQ). Following standard procurement procedures, the NHQ will ensure compliance, transparency, and efficiency throughout the process. During the recently conducted market functionality assessment, MRCS identified potential vendors capable of supporting the voucher program in the targeted states and districts of intervention. This pre-assessment enables a streamlined procurement process and ensures that vendors are prepared to meet the requirements for the timely and effective distribution of cleaning kits to affected communities.

Health

In response to urgent health needs, MRCS has developed a comprehensive strategy focused on mental health, healthcare access, and disease prevention. This strategy includes a partnership with IHH Healthcare, which will provide funding and staff for health services, mobile clinics, and hygiene efforts. MHPSS will expand with support from Psychological First Aid (PFA) volunteers, ensuring targeted care for affected communities and volunteers. In addition, MHPSS will conduct refresher training on PFA for staff and volunteers to strengthen their capacity to respond effectively. The refresher is being organized due to time constraints related to the upcoming Malaysian public holidays. While many staff and volunteers have already been trained, some may need to refresh their skills to provide PFA with confidence and precision. Mobile health services will provide screenings, treatments, and medications, particularly in hard-to-reach areas. Vulnerable groups, such as the elderly, children, and individuals with special needs, will receive priority care, including screenings and chronic condition support. Health promotion will focus on preventing infectious diseases through health promotion and disease prevention activities.

Water, Sanitation, and Hygiene (WASH)

The WASH operational strategy focuses on addressing critical water and sanitation needs in Kelantan, Kedah, and Terengganu following the devastating floods. In Kelantan, MRCS is tackling water shortages by distributing clean water through water trucking and using a mobile water treatment plant to provide treated water in underserved areas. Additionally, the distribution of water storage solutions, such as jerry cans, will help households store clean water safely. The strategy also includes cash assistance for mass cleaning activities to address the widespread contamination caused by flood debris, along with hygiene promotion efforts to reduce the risk of disease. All WASH activities in Kelantan are supported by BHA USAID.

In Kedah and Terengganu, the response focuses on mass cleaning campaigns to remove debris and waste, which pose significant health risks to the affected communities. MRCS is also distributing cleaning kits to support these efforts and conducting hygiene promotion activities to prevent the spread of diseases. In both states, the procurement and distribution of water storage solutions, such as jerry cans, will ensure that families are able to store clean water while waiting for infrastructure to fully recover. All WASH activities in Kedah and Terengganu are planned under DREF support.

Cross-Cutting

To ensure transparency and build trust with affected communities, MRCS will conduct refresher workshops for staff and volunteers on



cross-cutting issues such as Community Engagement and Accountability (CEA), Protection, Gender and Inclusion (PGI), and Migrants. These will be integrated into the operation and communication strategy, which will inform communities about the assistance they will receive, targeting criteria, and other MRCS planned actions. This will include the CVA Standard Operating Procedure (SOP), which will guide the process, including introductions and briefings for targeted families to ensure confidence in providing personal data.

The MRCS PMER team will conduct Post-Distribution Monitoring (PDM) for CVA at least within two weeks after the distribution, while for other activities, monitoring will be conducted through methods such as focus group discussions with the community, KIIs, etc. This will involve gathering feedback from beneficiaries through surveys to assess the impact of the assistance provided, helping to evaluate the effectiveness of the support and identify any gaps. This feedback will be used to inform adjustments for future operations. Monitoring will be managed at the branch level, with each sector defining indicators, minimum standards, and procedures for post-distribution monitoring. Volunteers will engage with the affected population to collect feedback on the operation's effectiveness. Additionally, lessons learned sessions will be conducted at both the state and headquarters levels to improve future responses.

In the early stages of the 2024 floods, MRCS faced challenges in mobilizing its staff and volunteers, as they too were affected by the floods. However, MRCS quickly deployed trained personnel, including those with Emergency Needs Assessment and Planning (ENAP) and National Response Team (NRT) training, to support rapid assessments in the affected areas. Additionally, MRCS plans to continue mobilizing its multi-sectoral trained staff and volunteers from other states to support ongoing operations in the targeted states, ensuring an effective response and operation.

Targeting Strategy

Who will be targeted through this operation?

As of 4 December 2024, the floods in Malaysia had displaced over 235,706 people, with more than 40,922 families affected and evacuated to over 632 temporary evacuation centres (PPS). In coordination with local authorities, MRCS targeted three of the worst-affected states—Kelantan, Terengganu, and Kedah—and provided integrated relief assistance to 3,000 families (approximately 15,000 people), with 1,000 families targeted in each state. The selection of these target states was based on the following criteria:

1. Flood-affected areas with medium to heavy flood impacts;
2. Number of affected individuals evacuated to relief centres;
3. Areas that had not received assistance from other agencies.

The affected population included several marginalized and vulnerable groups. This included individuals whose homes, crops, and livestock were affected, severely impacting their livelihoods. Migrants, as non-citizens, were excluded from government relief efforts and required targeted assistance. Data analysis, based on both secondary sources and primary data collected from household assessments, revealed the following demographics: female (50.4%), male (49.6%), girls (14.9%), and boys (16.2%). Special consideration was given to vulnerable groups such as households with disabilities or chronic illnesses, families headed by women, pregnant women, households with children under 5 years old, and elderly individuals aged 65 and above.

Explain the selection criteria for the targeted population

The selection of the target population by MRCS was based on criteria established through initial and rapid assessments, augmented by data from the State Disaster Operations Centre (PKON) and District Disaster Operations Control Centres (PKOB) across three states. Priority was given to areas most severely affected by flooding, especially those that were under-supported by other organizations or government assistance.

Initially, PKON identified two to three districts in each state with the greatest needs. Assessment teams then evaluated the most impacted sub-districts (mukim) or villages within these districts. Key informant interviews and household-level surveys were conducted to gather detailed data on community needs and identify those most in need of assistance. This ensured that support was directed to areas with the greatest vulnerabilities and gaps in assistance.

The target population was selected using the following criteria:

1. Flood-affected areas with medium to heavy flood impacts.
2. Number of affected individuals evacuated to relief centres.
3. Areas that had received little to no assistance from government agencies and NGOs.

To further refine the selection process, during beneficiary registration and implementation, MRCS will prioritize households with vulnerable groups, including senior citizens, children and infants, persons with disabilities, pregnant mothers or breastfeeding children, chronic patients, and bedridden individuals. Additionally, MRCS will extend support to those affected including those who are not



residing in the temporary evacuation centres (PPS), particularly migrant groups who may not qualify for government aid.

This inclusive approach ensures assistance reaches those most in need, addressing immediate and long-term vulnerabilities. By collaborating with local communities and key stakeholders, MRCS complements government efforts while focusing on underserved populations based on their specific needs.

Total Targeted Population

Women	7,560	Rural	100%
Girls (under 18)	-	Urban	-
Men	7,440	People with disabilities (estimated)	2.2%
Boys (under 18)	-		
Total targeted population	15,000		

Risk and Security Considerations (including "management")

Please analyse and indicate potential risks for this operation, its root causes and mitigation actions.

Risk	Mitigation action
Injuries or death in road accidents	MRCS will ensure availability of first aid kits in vehicles, stay aware and away from potentially dangerous road conditions, communication of activities and movement with relevant staff.
Health related risks: Water borne diseases (Cholera, Malaria, and Dengue fever)	There is a risk in flooded areas of the spread of water-borne diseases, faecal-oral diseases. MRCS together with volunteers at branches will provide health promotion sensitization to affected people in assessed communities. Volunteers will be given information on how to properly protect themselves against waterborne diseases and will be provided with protective equipment such as alcohol gel.
Challenging Transportation and Access: Floodwaters can render roads impassable, disrupt supply chains, and isolate communities, complicating relief efforts and emergency responses.	Pre-Deployment Briefings: Briefings provide responders with the latest security context, safety protocols, and contingency plans.
Working with vendors for school equipment, shelter material and tools provision using voucher may bring additional technical burden for MRCS	Approach the Indonesian Red Cross (PMI) through the CASH IM surge, who are already familiar with the process, to send a technical expert to support system development and guide MRCS on multi-vendor voucher approaches. Clear Terms of Reference (ToR) should be established for the system development to ensure that MRCS can develop and maintain its own independent system.
Security Risks for Cash Handling	1. Conduct cash distribution in secure, controlled locations. 2. Employ trained staff and volunteers to manage cash.
Exclusion of Vulnerable Groups	1. Ensure the targeting process is transparent and inclusive. 2. Engage community leaders to assist in ensuring vulnerable groups are included.



	3. Use an accessible distribution system (e.g., home deliveries or mobile points).
Lack of Accountability	<ol style="list-style-type: none"> 1. Set up an independent monitoring mechanism to oversee distribution. 2. Organize post-distribution audits and beneficiary feedback mechanisms (e.g., Post-Distribution Monitoring - PDM).

Please indicate any security and safety concerns for this operation

The IFRC security plans will apply to all IFRC and MRCS staff and volunteers throughout the operation. Area specific Security Risk Assessment will be conducted for any operational area should any IFRC personnel deploy there; risk mitigation measures will be identified and implemented. All IFRC must, and MRCS staff and volunteers are encouraged, to complete the IFRC Stay Safe e-learning courses, i.e. Stay Safe 2.0 Global edition Level 1-3. Insurance of volunteers involved in the operation should be ensured.

Given the significant flood-related threats in Malaysia, including challenges with access to clean water and food, seasonal mosquito-borne diseases, and difficult road conditions in flood-affected areas, comprehensive measures are being implemented to ensure the safety and security of all IFRC and MRCS personnel engaged in this operation. These measures include but are not limited to continuous situation monitoring, timely security and safety updates, tracking of staff movements (via phone or WhatsApp), security assessments in operational areas, and pre-deployment briefings on the current security context. Additionally, contingency plans and completion of relevant IFRC e-learning courses Stay Safe 2.0 (such as Basic Knowledge and Prevention Measures for Responders, Personal Security, Security Management, and Volunteer Security) are required. The IFRC RO security team is maintaining close coordination with external humanitarian actors in the country, particularly regarding flood-affected areas, and is also working closely with MRCS branches and local authorities in the operational regions.

Has the child safeguarding risk analysis assessment been completed?

No

Planned Intervention



Multi Purpose Cash

Budget: CHF 231,315

Targeted Persons: 15,000

Indicators

Title	Target	Actual
Number of people provided with unconditional cash assistance	15,000	-
Number of people provided with voucher assistance.	3,000	-

Progress Towards Outcome

List of Activities:

1. Conduct CVA sensitization through CEA activities
2. Conduct beneficiary assessment and registration for 3,000 HH
3. Distribution of one-off MPCA to 3,000 HH
4. Development and implementation of PDM activities.

Budget: CHF 8,607

Targeted Persons: 10,000

Indicators

Title	Target	Actual
Number of people reached through primary health care / outreach services / mobile units / clinics operated by the National Society.	10,000	-
Number of people reached with mental health and psychosocial services (MHPSS) from IFRC Network	10,000	-

Progress Towards Outcome

List of Activities:

1. Provide health screening services through mobile clinics.
2. Provide MHPSS/PFA services for the targeted affected community.
3. Provide psychosocial support to volunteers and staff in the operation.
4. Produce IEC materials with the aim of increasing psychological literacy and positive coping.
5. Staff and volunteers' refresher training on PFA.



Water, Sanitation And Hygiene

Budget: CHF 42,594

Targeted Persons: 15,000

Indicators

Title	Target	Actual
Number of people reached with WASH actions in emergency response	15,000	-
Number of people covered with hygiene promotion activities	15,000	-
Number of people (and households) receiving protection from environmental sanitation activities	2,000	-

Progress Towards Outcome

List of Activities:

Kelantan (BHA-USAID)

1. Distribution of water through water trucking / producing water through mobile water treatment
2. Distribution of Water storage (Jerry can)
3. Multi-purpose cash/cash for mass cleaning activities
4. Hygiene Promotion activities and IEC material

Kedah & Terengganu

1. Mass cleaning activities (cleaning campaign)
2. Hygiene Promotion activities

3. Procurement and distribution of cleaning kits
4. Procurement of water storage (Jerry can)



Protection, Gender And Inclusion

Budget: CHF 1,599

Targeted Persons: 30

Indicators

Title	Target	Actual
Number of staff and volunteers trained in PGI including referrals.	30	-
Number of National Society's Programmes that have completed the IFRC Child Safeguarding Risk Analysis.	1	-

Progress Towards Outcome

List of Activities:

1. PGI in Emergencies for NHQ and States staff and volunteers (refresher training).
2. SADD data collection in identifying the most vulnerable people as it would determine the required interventions.
3. Child Safeguarding Risk Analysis done in targeted states to identify the risk level and the required follow up actions.

Progress:

Before deploying staff and volunteers to the ground for assessments, a refresher training on PGI was conducted. Additionally, Sex, Age, and Disability Disaggregation (SADD) data collection was incorporated into the interview questions to ensure the gathering of comprehensive and inclusive information during the assessments.



Migration And Displacement

Budget: CHF 1,598

Targeted Persons: 1,500

Indicators

Title	Target	Actual
Number of staff and volunteers trained in Migration & Displacement.	45	-
Number of people reached - Migration	1,500	-

Progress Towards Outcome

List of Activities:

1. Conduct refresher training to volunteers and staff on the Movement approaches on Migration and Displacement.
2. Review and adjust assessment and registration tools and linking states with migrant community leaders to ensure capturing migrants as part of target beneficiaries.
3. Monitor that responses targeting migrants are carefully adapted to uphold the principle of "Do no harm".

Progress:

The Health/WASH IEC materials will be translated and printed specifically for migrant communities. Once completed, these materials will



be distributed through community leaders and UNHCR Outreach Volunteers (OVs) to ensure effective outreach and communication within the target population.



Community Engagement And Accountability

Budget: CHF 5,751

Targeted Persons: 30

Indicators

Title	Target	Actual
Number of staff, volunteers and leadership trained on community engagement and accountability.	30	-

Progress Towards Outcome

1. Conduct CEA for NHQ and States staff and volunteers (refresher training).
2. Conduct CEA - beneficiaries sensitization.
3. Prepare communications strategy around CVA, in particular targeting process.
4. Review, adjust and print IEC materials (budget is under CEA budget for IEC materials)



Secretariat Services

Budget: CHF 37,923

Targeted Persons: 0

Indicators

Title	Target	Actual
Number of surge deployed to support the operation	3	1
Number of technical support and monitoring visit conducted	4	-

Progress Towards Outcome

List of Activities:

1. Deployment of Assessment Coordinator
2. Deployment of CASH IM surge
3. Deployment of Operation Manager Surge
4. Monitoring visit by IFRC Malaysia/IFRC APRO

Progress:

The assessment coordinator has been deployed to support the MRCS in conducting an assessment before initiating the response operation. In addition, while the previous budget allocation for Secretariat Services was CHF 11,608, an additional CHF 25,560 is now required to cover the costs of the response actions.



National Society Strengthening

Budget: CHF 67,491



Targeted Persons: 0

Indicators

Title	Target	Actual
National Society covers health, accident and death compensation for all of its volunteers.	1	-
Number of Lesson learned workshop conducted	1	-

Progress Towards Outcome

List of Activities:

1. Mobilization of staff & volunteers.
2. Provision of insurance for volunteers.
3. Provide communication tools to MRCS states for communication during operations.
4. Provide complete briefings on volunteers' roles and the risks they face.
5. Conduct lesson learned workshop.

Progress:

A total of 40 volunteers have been mobilized from the NHQ to the affected states for assessment, and an additional 244 volunteers from across the branches have been deployed for immediate response activities, including relief distribution and operational tasks. All volunteers and staff have been oriented on their roles and responsibilities. A risk and security briefing was provided to ensure that everyone is aware of the potential challenges they may face and understands the safety measures necessary during the operation.

In addition, while the previous budget allocation for National Society (NS) strengthening was 17,957, an additional CHF 64,878 is now required to support the response actions.

About Support Services

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

The overall response will be coordinated from headquarters with the support of about 15 staff (operations and support function). For this operation, an estimated total number of 64 volunteers will be deployed as per one rotation of operation. There will be a potential need of volunteer rotations, which may increase the number of volunteers involved in this operation.

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

MRCS identified the need for one international surge personnel specializing in CASH for at least one month to provide peer-to-peer support in enhancing MRCS's capacity for CASH interventions, particularly in voucher assistance and CASH information management. Additionally, MRCS recognized the need for an operations manager to support the DREF and other ongoing operations for a minimum of two months.

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

Procurement will involve a combination of efforts by the NS and the IFRC to ensure efficiency and timely delivery. Items such as jerrycans, already stocked in the IFRC warehouse, will be sourced through the IFRC, while many other WASH items will be procured locally to support national suppliers and expedite distribution. Additionally, some WASH and education interventions will be implemented through CVA, necessitating national-level procurement to address needs directly at the household level.



How will this operation be monitored?

This operation will be closely monitored through systematic data collection during the assessment and response phases, forming the basis of comprehensive reports to track progress, identify additional needs, and ensure effective, targeted interventions. Planning, monitoring, evaluation, and reporting (PMER) activities will be implemented to maintain quality throughout the operational cycle. MRCS will oversee daily monitoring at the branch and unit levels, while MRCS and IFRC monitoring teams, including volunteers, will conduct regular site visits to assess progress and provide support for better implementation of planned actions. Post-Distribution Monitoring (PDM) surveys will be conducted to evaluate the impact of assistance and gather feedback from recipients. Additionally, an internal lessons-learned workshop will review the operation's achievements, challenges, and insights for future improvement.

Efforts will prioritize PGI measures, such as collecting SADDD and applying Minimum Standards on PGI in Emergencies. MRCS will ensure equitable gender representation among staff and volunteers, fostering the inclusion of diverse groups in affected populations, including people with disabilities. Based on lessons from previous DREF operations, MRCS will enhance communication between headquarters and branches, conduct joint planning from the outset, and maintain regular coordination meetings. Staff and volunteers will receive orientation on the current DREF operation, with refresher training provided as needed to strengthen their capacities and ensure effective implementation.

Please briefly explain the National Societies communication strategy for this operation

The MRCS Communication Department has been actively maintaining open communication with the public, donors, and agencies through strategic media engagement, press releases, informative articles, and dynamic use of social media platforms. The team monitors news and media coverage to ensure timely and accurate dissemination of information, leveraging MRCS media channels to mobilize fundraising and donation efforts. To support the emergency response in Kedah, MRCS personnel have been deployed to assist with media coverage in the affected areas, capturing impactful visuals and success stories of beneficiaries supported through the operation.

MRCS will utilize its social media platforms and website to share updates on its activities, highlighting the positive outcomes of the response. The IFRC Communication team will provide training to MRCS communication staff on IFRC's standard procedures to enhance their capacity. Additionally, IFRC will use its social media channels to amplify MRCS's efforts, ensuring broader visibility and engagement for the operation.



Budget Overview



DREF OPERATION

MDRMY011 - Malaysian Red Crescent Society Malaysia Flood 2024

Operating Budget

Planned Operations	291,463
Shelter and Basic Household Items	0
Livelihoods	0
Multi-purpose Cash	231,315
Health	8,607
Water, Sanitation & Hygiene	42,594
Protection, Gender and Inclusion	1,599
Education	0
Migration	1,598
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	5,751
Environmental Sustainability	0
Enabling Approaches	105,413
Coordination and Partnerships	0
Secretariat Services	37,923
National Society Strengthening	67,491
TOTAL BUDGET	396,876

all amounts in Swiss Francs (CHF)



Contact Information

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

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IFRC focal point for the emergency: Farah Nur Wahyuni Zainuddin, Operations Coordinator, OpsCoord.SouthEastAsia@ifrc.org

[Click here for the reference](#)

