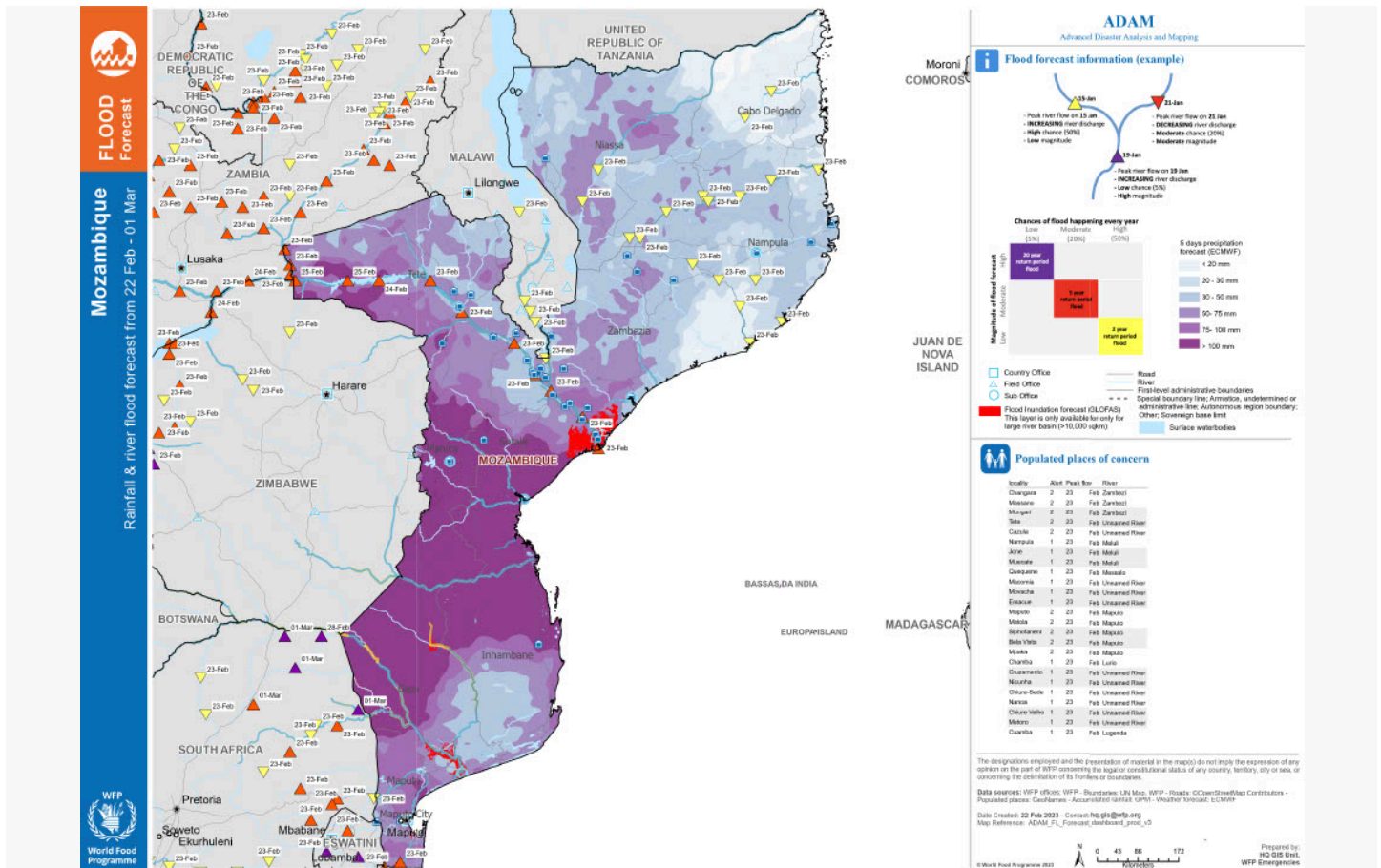




Appeal: MDRMZ020	Total DREF Allocation: CHF 973,954	Crisis Category: Orange	Hazard: Flood
Glide Number: GDCS ID: TC 1000961	People Affected: 500,000 people	People Targeted: 60,000 people	People Assisted: -
Event Onset: Sudden	Operation Start Date: 23-02-2023	Operational End Date: 30-11-2023	Total Operating Timeframe: 9 months
Targeted Regions: Gaza, Inhambane, Maputo (city), Maputo, Sofala, Zambezia			

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

Description of the Event



Date of event

11-03-2023

What happened, where and when?

Mozambique experienced a devastating period of flooding beginning in February 2023, as a result of heavy rains and the effects of Tropical Cyclone Freddy, which made landfall in the country on two separate occasions. Between February and mid-March, Mozambique received more than a year's worth of rainfall. The province of Zambezia was hardest hit by the various shocks, as it was also recently hit by Tropical Cyclone Freddy. According to the United Nations Satellite Centre (UNOSAT), the country recorded a peak of 18,500 km² of flooded areas. After hitting eastern Madagascar, Tropical Storm Freddy made its first landfall in Mozambique on 24 February. The tropical storm hit the district of Vilankulo in the province of Inhambane and brought another significant wave of heavy rainfall (between 250-300 mm) over a period of three days, affecting the provinces of Gaza, Inhambane, Manica and Sofala. The National Institute for Disaster Management and Risk Reduction (INGD) reported on 2 March that 9,892 people had been displaced, 10 people had died and almost 1,637 houses had been completely destroyed in the provinces of Gaza, Inhambane, Sofala, Manica, Tete and Niassa.

On 11 March 2023, two weeks after its first landfall in the Vilankulo district of Inhambane, Tropical Cyclone Freddy took a rare path. It moved backwards towards western Madagascar, reaching Mozambique for the second time. Tropical Cyclone Freddy's second landfall was in the province of Zambezia, with maximum sustained winds of 148 km/h. Although the cyclone lost intensity as it moved inland, its second landfall brought heavy rainfall (over 200 mm per day) to the provinces of Zambezia, Sofala, Manica, Tete and Niassa, flooding several provinces that had already been affected by flooding since early February.

The INGD report issued on 15 March showed the severe impact of TC Freddy's winds and rainfall in Zambezia, Sofala, Manica, Inhambane, Maputo, Tete and Niassa. In fact, the cyclone exacerbated the already challenging flood situation the country was experiencing prior to landfall. The landfall of TC Freddy also exacerbated the cholera situation in the country, as a new outbreak was declared. In total, 1,230,691 people were cumulatively affected by the direct impact of TC Freddy, while the indirect effects of flooding affected communities on a larger scale.

At the end of the intervention, Mozambique was in a recovery phase, focusing on rebuilding infrastructure and addressing ongoing



health concerns stemming from the cyclone's impact earlier that year. The cyclone caused widespread flooding, which severely damaged water and sanitation infrastructure, triggering a major cholera outbreak and increasing the risk of other waterborne diseases. Malaria cases rose due to stagnant water, while disruptions to health services limited access to essential care.



Picture above showing a large part of Zambézia province left flooded after TC Freddy's second landfall, resulting in widespread damages across the province.



Reception of Essential Household Items in Gaza Province

Scope and Scale

By April 11, cumulatively the number of affected people reported was 1,230,691 (of which 43,426 had been affected by the floods in February). The number of people affected by the 8 provinces was as follows:

- Zambezia-----741,136
- Sofala -----171,759
- Inhambane---107,614
- Tete-----101,407
- Maputo City---32,230
- Niassa-----15,609
- Gaza-----11,341
- Manica-----6,169

During these events 698 people were injured, and 183 deaths were reported. In addition, the report showed that 123,000 people were registered at accommodation centers as internally displaced people; 132,000 houses were destroyed, and 67,000 houses were flooded; 123 health facilities and 1,017 schools were reported to be damaged. A considerable impact to the livelihoods was also confirmed disrupted with total of 390,000 hectares of land destroyed. As mentioned above, the impact of TC Freddy' second landfall exacerbated the consequences for Zambezia. There was lack of access to safe water in the days following the landfall contributed to the widespread of Cholera, especially in Quelimane city. The province reported 2,250 new cases in only 15 days and this situation quickly caught the attention of most of the humanitarian agencies, generating challenges in terms of logistics, resources and prioritization to timely respond to both events.

As of April 04, 2023, there was high number of people internally displaced within the provinces accounting to 43,499 across 21 active accommodation centres/temporary also influenced the response actions. As it limited the development of needs assessment directly in the affected communities, allowing only to assist people's immediate basic needs at the accommodation centers. The final and actual number of figures that were shared weeks after the second landfall influenced all actor's response plans. Most of the temporary shelters were set in schools hence affected school operations, and due to the need of resuming educational activities, some families had to return to their communities even without the conditions to re-inhabit their houses. In some cases, new resettlement areas were improvised while their communities of origin were still flooded. The fact that many communities were isolated due to damaged roads and flooded areas, there was limited access to humanitarian aid workers to support/tackle basic needs of the affected people and repair their houses. This situation further created difficulties in the information flow about final figures of people affected.

In response to the disaster, the Mozambique Red Cross (CVM), supported by the IFRC and partners, launched a multi-sectoral emergency operation. By the end of the intervention, significant progress was made over 718,000 people were reached through hygiene promotion, more than 1,300 households received WASH kits, 767 volunteers were trained, and 97 handwashing stations were installed in high-risk



areas. While some planned activities faced delays due to access and procurement challenges, the intervention contributed substantially to reducing the health risks, supporting affected communities, and strengthening local preparedness, especially in areas most impacted by the cyclone and subsequent flooding.

IFRC Network Actions Related To The Current Event

Secretariat	<p>The IFRC, through its Maputo-based Country Cluster Delegation, supported the Mozambique RC (CVM) in the emergency response, in particular coordinating and monitoring the operation involving the CVM and its partners. Regular coordination meetings were held with the NS and PNS to provide strategic direction to enable the NS to respond effectively and meet the needs of the affected communities and resettlement centres.</p> <p>Prior to the first landfall, the IFRC mobilised three (3) of its cluster staff to support CVM branches in Sofala and Gaza provinces with preparedness, early action and needs assessments with the government. In preparation for the second landfall of TC Freddy, IFRC Africa Regional deployed the Regional Operations Coordinator to Mozambique to provide in-country support and continued to provide technical support remotely from the Regional Office. The operations manager and communications officer, based in the Maputo office, were deployed to Zambezia after the cyclone hit the province. In addition, communications support was provided by a mission from the IFRC Country Cluster Delegation in Pretoria.</p> <p>Through the IFRC's surge deployment mechanism, the IFRC supported the coordination of the Shelter Cluster in terms of mobilising and mapping partners and humanitarian actors with shelter stocks in country and in the pipeline.</p> <p>In addition, the Global Shelter Cluster deployed a Shelter Cluster Coordinator for one month to support the IFRC representation at national and provincial levels. This operation was also supported by the extension of the cholera response mission. A DREF field coordinator (surge) was also deployed for one month, as well as a finance officer and the recruitment of an operational management consultant for three months.</p>
Participating National Societies	<p>PNS present in the country, including the French RC, German RC, Belgian RC, Spanish RC, Italian RC and Swedish RC, continued to provide technical support to the NS in various capacities.</p> <p>The German Red Cross deployed 20 volunteers from its Urban DRR project, trained in first aid, life-saving skills and DRR activities in an urban context, to the city and province of Maputo to support the response to the floods. The Urban DRR project provided assistance in identifying the most affected households in Ferroviario, Minguene area, Quarteirao (block) 29 in Maputo city.</p> <p>The French Red Cross, through its Indian Ocean Regional Intervention Platform (PIROI), supported the CVM Zambezia branch with the DRR project and monitored weather forecast updates in close collaboration with Météo France.</p> <p>The Zambezia branch also received support from the French Red Cross Operations and Project Manager, who led the DRR project in the province. In addition, the Belgian Red Cross sent its relief officer to Zambezia for a month, and the Portuguese Red Cross sent a field coordinator to Zambezia, whose role was primarily to support the cholera DREF operation, but who also supported this operation for a month.</p> <p>In terms of internal coordination, there was close coordination between the host National Society, the IFRC and all PNSs in the country, with frequent meetings to define immediate actions.</p>

ICRC Actions Related To The Current Event

The ICRC is present in Mozambique through its operation in the northern province of Cabo Delgado. Although the ICRC did not directly support the response to this crisis, it was involved in the coordination mechanisms set up to prepare for and respond to the floods and TC Freddy.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	The INGD helped evacuate people from high-risk areas and provided food and health assistance to affected communities. Through the National Meteorological Institute (INAM) and the Department of Hydro (DNGRH), the local government was able to monitor the weather and water levels in the provinces. During the preparation for TC Freddy, the government deployed ministers to assist with coordination to support effective decision-making at the provincial level through the activation of the provincial EOC with all humanitarian actors, including CVM and IFRC.
UN or other actors	<p>Humanitarian actors, including UN agencies, helped with the initial needs assessment to estimate the damage caused by the floods and tropical storm Freddy, and supported the initial multi-sectoral emergency response, such as the provision of relief items and evacuation. This included supporting affected communities with food aid, WASH and protection in shelter centres. The Humanitarian Country Team (HCT), which normally coordinates monthly meetings, was activated and additional meetings were held to support and strengthen coordination.</p> <p>The emergency response was implemented under the leadership of the Government of Mozambique through the National Institute for Disaster Risk Management and Reduction (INGD), with strong inter-agency coordination supported by the Humanitarian Country Team (HCT) and various clusters, including Health, WASH, and Shelter. The IFRC, as co-lead of the Shelter Cluster, played a key role in mobilizing actors and coordinating shelter responses nationally and provincially.</p> <p>The coordination mechanism remained active until the end of the DREF operation, particularly in provinces like Zambézia where cholera cases and localized needs persisted due to prolonged rainfall. Coordination meetings continued to be held, ensuring that response efforts remained aligned and gaps were addressed collaboratively across actors.</p>

Are there major coordination mechanism in place?

The NS worked in coordination with the National Meteorology Institute (INAM), the National Directorate of Water Resources Management (DNGRH) and the National Institute for Disaster Management and Risk Reduction (INGD). The NS was also active in the national coordination platforms, including the Coordinating Council for Disaster Risk Reduction (CTGD) and the Humanitarian Country Team (HCT), which normally meets monthly or on an ad hoc basis as needed to update on humanitarian emergencies and coordinate response strategies. However, given the emergency situation, the Humanitarian Country Team met on a weekly basis.

Needs (Gaps) Identified



Shelter Housing And Settlements

Tropical Cyclone Freddy generated significant damage to infrastructure due to the compounded effects of flooding and TC Freddy (I & II). The return of cyclone Freddy brought major impacts to shelter and infrastructures that were not previously impacted, mostly in the provinces of Zambezia and Sofala.



As of 25 April 2023, the National Institute for Disaster Management and Risk Reduction (INGD) assessments indicated that a cumulative of 146,071 houses were reported as completely or partially destroyed as a result from both landfalls: 103,244 houses were in Zambezia province, 29,789 houses were in Sofala province, 9,414 houses located in Tete, 3,098 houses located in Manica, and 370 houses located in Niassa province. Until March 2023, 67,999 houses were still flooded, 3,566 schools and classrooms had been affected, and 5.059 kms of road damaged.

Many affected households continued to live in temporary or overcrowded conditions without access to safe and durable housing. The limited availability of shelter materials, combined with constrained resources for reconstruction, left vulnerable families at risk of prolonged displacement or exposure to future climatic events. Damaged schools, health centres, and public infrastructure had not been fully restored in several districts, hampering access to essential services. Additionally, damaged roads and bridges continued to affect the mobility of communities and hindered the delivery of humanitarian and recovery assistance. Long-term recovery efforts remain necessary to address these gaps and ensure resilient rebuilding of homes and infrastructure.



Livelihoods And Basic Needs

Although the basic needs of the people who were in the emergency settlements centers could be considered met as they received hygiene items, three meals a day (four in case of children), safe water and medical care, the greatest concern arose from two factors. The first one was caused by the people who had not abandoned their homes and/or those who swiftly left the centers and returned home in order to avoid robberies. According to the accounts of community leaders, these people lacked access to drinking water, hygiene items, and food, or were scarce thanks to the collaboration of neighbors. Moreover, some communities had their main means of livelihood (agriculture) ruined, since government figures recorded a loss of up to 54,760 Hectares of crops. Indeed, preliminary figures indicated that TC Freddy (I & II) had affected 286,769 Hectares of crops which posed a huge challenge to a large number of families on covering immediate needs.

The other factor was associated with the expected decrease in support once people left the settlements and returned to their communities. Such a thing could leave a large toll of households, especially those residing in remote area and risked experiencing food insecurity.

At the end of the operation, key livelihood and basic needs remained unmet. Households that returned to their communities faced continued food insecurity due to the loss of crops, seeds, and agricultural tools, with no immediate means to restart farming activities. Many families lacked stable sources of income and access to markets, especially in remote areas. Furthermore, the absence of early recovery support, such as cash or in-kind assistance for restoring livelihoods, meant that basic household needs such as food, shelter materials, and income generation opportunities remained unmet for a significant portion of the affected population.



Health

Flooding across the country significantly increased the spread of waterborne diseases at that time when the country was already struggling to contain cholera outbreak. Between January 1 and March 13, 2023, Mozambique accounted for 15% of regional recorded cholera cases (6,082) and 5% deaths (45) (See link here: <https://reliefweb.int/report/malawi/weekly-regional-cholera-bulletin-15-march2023-data-reported-13-march-2023>).

The International Coordinating Group (ICG) on Vaccine Provision responded to a request for 700,000 doses of Oral Cholera Vaccine (OCV) to address the cholera outbreak in Mozambique. Health workers began administering the oral vaccines on February 27, 2023. The campaign aimed to reach 719,240 people across the provinces of Niassa (districts of Lichinga, Lago, Mecanheles, Mandimba and Sanga), Zambezia (district of Milange), Sofala (district of Caia), and Gaza (district of Xai-Xai). Sites were selected based on vaccine availability, which was limited globally.

Deterioration of WASH facilities combined with high levels of stagnant water further formed an ideal environment for proliferation of mosquitos, the vector that causes malaria, a disease already considered to be endemic in the country. The disease is amongst the major killers in Mozambique as it has one of the highest mortality rates. This prone water-borne disease environment could be up other than post flooding diseases, such as Dengue fever. As a measure to mitigate the risk, the National Society worked closely with the Ministry of Health (MoH) to update messages that later on were disseminated in the affected communities in order to encourage the target population to adopt preventive measures.

At the end of the operation, several health needs persisted. Many affected areas still required continued access to cholera prevention and treatment services, as well as malaria control measures, particularly where stagnant water remained. Limited health infrastructure and overstretched health services affected the ability to respond to new outbreaks. There was also a need to strengthen community health outreach, especially in remote and resettlement areas, to ensure consistent delivery of health messaging and follow-up care.



Furthermore, mental health and psychosocial support (MHPSS) remained a gap in many affected communities, particularly for those displaced or who had experienced trauma during the disaster.



Water, Sanitation And Hygiene

A report by the National Institute for Disaster Management and Risk Reduction (INGD) indicated that three drinking water sources and 19 pumps had been partially disrupted, leaving both the city and province of Maputo without access to potable water. The report also highlighted that the consequences of the rains and flooding would worsen water and sanitation conditions, and that the restoration of services was also hampered by the poor condition of roads to communities, which in some areas had high levels of stagnant water.

Although awareness was raised in the shelters, only 36% of those affected were in the shelters at the time, leaving a huge gap and thousands still to be reached. The National Society's WASH team therefore identified the need to support volunteers in conducting awareness sessions.

There was also expected to be a significant impact on sanitation and waste management systems, as well as a deterioration in hygiene conditions due to the disruption of water supply, damaged infrastructure and destruction of latrines. This situation further increased the risk of contracting various water-borne diseases and, most importantly, limited access to safe drinking water for those affected.

At the end of the operation, key WASH needs persisted. Many affected communities, particularly those outside shelters, continued to lack access to safe water, functional latrines, and adequate hygiene services. The destruction of sanitation facilities and limited waste management infrastructure posed ongoing public health risks. There was also a continued need to scale up hygiene promotion activities, restore damaged water points, and ensure that vulnerable households in resettlement areas received support to rebuild basic WASH infrastructure.



Protection, Gender And Inclusion

Resettlement centers lacked separation in sleeping areas and washrooms, thereby making women and girls more susceptible to sexual harassment. Considering the increased exposure women and girls to potential episodes of sexual and gender-based violence (SGBV) during and after the disaster, the volunteers and PGI staff provided training in safeguarding. The elderly and people with disabilities who did not have their close relatives around had limited access to aid hence this required urgent attention.



Education

As a consequence of the floods in Maputo province and the impact of the cyclone in the east and northeast part of the country, schools were interrupted and used as temporary emergency shelters to host people who had been displaced from their houses. This scenario required urgent attention to make sure that learners are not affected wherever possible.



Risk Reduction, Climate Adaptation And Recovery

The floods in early February 2023, followed by the second landfall of Tropical Cyclone Freddy, drastically escalated humanitarian needs across southern Mozambique. The number of displaced individuals rose from 43,426 to over 210,000, with approximately 166,595 people directly affected by the cyclone's impact. The majority of these individuals were in urgent need of WASH services (chlorination, latrines, clean drinking water) and emergency shelter support, particularly those transitioning from collective centres to permanent or semi-permanent settlements.

By the end of the operation, several critical needs remained under the Risk Reduction, Climate Adaptation, and Recovery sector. Many resettled communities continued to lack access to durable shelter, with households living in vulnerable structures highly exposed to future climatic shocks. The rehabilitation of water and sanitation infrastructure in both new settlements and existing communities also remained incomplete, posing ongoing public health risks.

Additionally, there was a need to strengthen community-level disaster preparedness and early warning systems, particularly in flood-prone areas, to improve local response capacity and reduce dependency on emergency interventions. Investment in climate-resilient infrastructure, livelihood recovery programs, and nature-based solutions.





Community Engagement And Accountability

The floods and Tropical Cyclone Freddy significantly amplified the needs of affected communities, placing considerable pressure on the ability to address the demands of displaced populations in shelters and returnees. The widespread nature of the disaster posed a risk to coordination and effective community participation. Recognizing this, the Mozambique Red Cross (CVM), with support from IFRC, prioritized Community Engagement and Accountability (CEA) as a key pillar of the response.

Through pre-deployment community meetings and the establishment of feedback mechanisms, the operation ensured that communities were actively involved in shaping the intervention. These channels enabled the collection of meaningful, real-time feedback, which helped tailor the response to local priorities and strengthened community ownership and trust in the operation.

Despite these efforts, some CEA-related needs persisted at the end of the operation. Not all provinces had formal or well-documented feedback mechanisms due to resource and time constraints. In some areas, the absence of community committees or structured platforms for dialogue limited the ability to capture feedback systematically. Additionally, there remains a need to further strengthen two-way communication, ensure that community feedback loops are consistently closed, and expand CEA practices beyond emergency phases into long-term programming.

Operational Strategy

Overall objective of the operation

This operation aimed to contribute to the Government's efforts in providing assistance to people affected by the rains and floods in Maputo province and other at-risk provinces impacted by Tropical Cyclone Freddy, focusing on reducing vulnerabilities, addressing basic needs, health, water, sanitation, and hygiene (WASH), and disease prevention while also strengthening preparedness and early mobilization efforts in provinces forecasted to be affected.

Initially, direct assistance was planned to be provided to 5,000 people, or 1,000 households, in Maputo province, ensuring immediate relief, disease prevention, and readiness for further impact. Beyond this, readiness activities were expanded to reach 60,000 people in Gaza, Inhambane, Manica, Maputo, Sofala, Tete, and Zambezia through early warning activities, logistics support, and needs assessments to prepare for the potential escalation of flooding.

With support from the IFRC, CVM further expanded its response to directly assist 17,500 people, or 3,500 households, across Maputo City, Gaza, Inhambane, Sofala, and Zambezia. This assistance included interventions in shelter through the distribution of emergency shelter kits and support for reconstruction, health services with a focus on disease prevention and medical assistance, and WASH interventions to improve access to safe water and sanitation. Protection, gender, and inclusion measures, along with community engagement and accountability initiatives, were integrated to ensure the participation and ownership of affected communities.

Due to operational constraints encountered in the first six months, the operation was extended by three months, bringing the total duration to nine months, to allow the completion of all planned activities. Initially centered on Maputo province, the response was scaled up following the two landfalls of Tropical Cyclone Freddy to include Maputo City, Gaza, Inhambane, Sofala, and Zambezia, as these provinces faced increasing needs.

Readiness and preparedness efforts included the dissemination of early warning messages in districts at risk of impact, coordination with local and national authorities to establish a rapid response mechanism, and the prepositioning of essential relief items in vulnerable areas.

Operation strategy rationale

This operation aimed to ensure assistance was provided to people in dire need following the floods and the impact of Tropical Cyclone Freddy (I & II) in the affected provinces of Zambezia, Gaza, Sofala, Inhambane, and Maputo City. This scale-up was in addition to the activities already included in the initially approved operation to respond to floods in Maputo province.

CVM sought to meet the needs of people affected by the rains and consequent floods through its provincial and district representation. Preliminary assessments with qualified informants such as government and local health representatives were conducted at active accommodation centers and in some communities. Consultations were also held at high levels such as the Humanitarian Country Team (HCT) and Shelter Cluster. The findings suggested that the main needs included food security and livelihoods through the distribution of food baskets, seeds, and farming tools; WASH support through hygiene kits, items for safe water storage, chlorine (Certeza), and the rehabilitation of latrines in communities; health assistance, including mosquito nets; shelter assistance through the distribution of shelter



kits and other non-food items; and protection efforts, particularly through the dissemination of key messages and referral systems.

Taking this into account, CVM supported the response actions of the government and other actors through the distribution of essential household items directly to families in the most affected communities after they had left temporary settlements and returned to their homes.

This operation aimed to directly reach about 17,500 people (3,500 households) across Gaza, Sofala, Inhambane, and Maputo (Province and City), representing nearly 4% of the affected population. Additionally, 42,500 people were targeted through health and hygiene promotion, reaching an estimated 60,000 people in total, including indirect beneficiaries through community sensitization and awareness-raising activities.

The operation led to tangible improvements in living conditions for the most vulnerable households through timely distributions of shelter kits, NFIs, hygiene items, and mosquito nets. Health and hygiene promotion campaigns helped reduce the risk of waterborne diseases, particularly in cholera-affected areas. The response also strengthened CVM's institutional capacity at both the national and provincial levels through staff deployments, training of volunteers, and investment in preparedness measures. The coordination and partnership within the Movement also enhanced the efficiency and effectiveness of the intervention.

To ensure a smooth transition and sustainability of the results achieved, CVM integrated a Build Back Better approach into shelter and community mobilization activities. Volunteers trained during the operation remain active in their respective communities, ensuring continuity of risk communication and hygiene promotion. Additionally, CVM is engaging with IFRC and other partners to align future recovery and resilience-building projects, particularly in the areas of livelihoods recovery, shelter reconstruction, and WASH infrastructure rehabilitation. The integration of lessons from this operation into future planning is underway, including efforts to expand CVM's early warning and preparedness capacity.

Some challenges encountered included access constraints due to poor road conditions, delays in procurement, and limited availability of materials in-country. These were addressed through resource prepositioning, leveraging regional IFRC procurement systems, and reinforcing coordination with local authorities to navigate access bottlenecks. Coordination with government partners, regular internal monitoring, and flexibility in operational planning helped adjust to evolving conditions on the ground.

Throughout the operation, support services were essential to ensure implementation ran smoothly. The IFRC surge support, including an operations manager, finance officer, and field coordinator, allowed for close field-level supervision and efficient coordination with CVM branches. Monitoring tools and progress tracking were used regularly, and the IFRC Maputo Delegation provided both in-person and remote support to track implementation milestones. Communication activities included sharing key updates with Movement partners and the public, as well as conducting community engagement to ensure accountability and adapt interventions to feedback.

A Lessons Learned Workshop was held at the close of the operation, bringing together CVM, IFRC, and PNS partners. Key takeaways included:

The importance of early community engagement and feedback mechanisms to guide response actions.

The need to further invest in branch-level capacity for operational management and data collection.

The benefit of pre-crisis coordination and resource mapping to accelerate rapid response.

The value of flexibility and multi-sectoral approaches in complex emergencies where needs rapidly evolve.

Targeting Strategy

Who was targeted by this operation?

In total, this operation targeted 60,000 people broken down as follows:

A total of 17,500 people (3,500 HH) to be reached with direct assistance within the targeted provinces of Zambezia, Inhambane, Gaza, Sofala, and Maputo (province and city) through distribution of items as detailed below:

# of Affected people	Provinces	Total HH (Fed-wide response)	Total HHs (DREF)	Total people
211,784	Zambezia	1628	628	3,140
96,823	Inhambane	944	944	4,722
32,230	Maputo City	448	448	2,239
43,426	Maputo Province	534	534	2,669
60,491	Sofala	665	665	3,326
10,486	Gaza	281	281	1,404
455,240	TOTAL	4500	3500	17,500

CVM provincial delegations planned distribution of NFIs in the following provinces/districts and in parenthesis are specified current and new districts identified for the upcoming distributions:



Maputo province: Boane district

Maputo city: Katembe, Ka-mavota and ka mubukwana Gaza: Chokwe and Chibuto districts

Inhambane: Vilankulos, Mabote, Inhassoro and Govuro districts

Zambezia: Quelimane, Maganja da Costa, Namacurra, Mopeia and Luabo districts

Regarding the food baskets, it should be noted that there was no changes from the initial operation. No further activities in this regard were included as other agencies and organizations would be able to support with this need.

In addition to direct beneficiaries, the rest of the 42,500 people targeted would be reached indirectly through sensibilization activities at branch level, dissemination of messages on Health and WASH with focus on the prevention of waterborne diseases such as malaria. SGBV key messages would also be disseminated by trained volunteers.

The coordination efforts carried out since the first alerts of the arrival of the cyclone within the Movement was much appreciated. As with the support from the French Red Cross, CVM Zambezia branch received a direct contribution through financial support and shipment of NFIs to assist 1,000 HH. Such allowed an IFRC Wide response to directly target 4,500 HH.

Explain the selection criteria for the targeted population

Target figures were calculated based on the proportion of people affected by province over the total number of affected people. So, a total number of 3,500 HH was obtained and defined as the total number of families to be assisted by the operation and in consideration of other support provided (e.g. PIROI in Zambezia). In the section above, the distribution of items per district has been detailed.

This selection criteria were adopted because after TC Freddy second landfall, which occurred shortly after its first, the return of families to their communities was delayed due to inaccessible roads, flooded and isolated communities, as of July some families were still sheltered in the accommodation centers. Another reason behind this segmentation was due to the presence of other organizations that were also carrying out needs assessment processes and that together with the national government and local representations, were promoted and carried out coordinated planning.

This estimated and planned distribution segmentation was checked with WASH and Shelter Clusters in the country to avoid duplications, and the new districts targeted were already identified in the previous section.

It was important to note that as the NS planned new distributions, needs assessment was going through an update process in all the targeted provinces, including joint activities with other agencies that were also developing assessments in August.

Considering that this operation would cover about 4% of people affected by the three events, the target criteria included the most affected and vulnerable families in the flooded communities once they returned to their homes. Since the very beginning of the events, the NS worked closely to the Government, community leaderships and other actors involved in the humanitarian response.

Throughout the operation this approach contributed to a good acceptability of the work of the national society in the communities, also allowing a positive resolution of common operational challenges.

Although a significant decrease in cases of cholera was reported, the IFRC Health and Care coordinator was in direct and constant communication with the CVM provincial delegations to closely monitor the situation and take immediate actions to prevent the spread of the disease. Community-based targeting was done to ensure the most vulnerable ones were supported.

Total Targeted Population

Women	31,800	Rural	70%
Girls (under 18)	-	Urban	30%
Men	28,200	People with disabilities (estimated)	10%
Boys (under 18)	-		
Total targeted population	60,000		



Risk and Security Considerations (including "management")

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

Risk	Mitigation action
Natural disasters: The recurrence of disasters was increasing as well as the number of affected people. Other extreme weather events may have been likely to occur in the following months.	Monitoring weather updates from INAM and delivering security briefings to volunteers and operation team. Increased the coordination and communications with all the branches to take preparation measures as early warnings for the communities.
Goods hijack threats: After the TC Freddy second landfall some security incidents were reported in Zambezia province involving CVM-IFRC convoys and transport of goods. In the first days of August the provincial delegation of Maputo Province also reported threats of hijacking goods from some communities that demanded distributions for all the inhabitants of that location. It is important to note that other agencies also reported this kind of incidents during aid distributions.	The CVM CEA coordinator was deployed to Zambezia to support the community engagement activities prior to distributions, also the IFRC Security Unit was informed, and developed a security check list to be filled by all the provinces involved in distribution process. After the implementation of this tool, no security incidents were reported in Zambezia. The provinces were requested to fill in the checklist before scheduling new distributions. Maputo Province carried out CEA actions at eld level to ensure a good understanding of the RCRC actions by the community members.

Please indicate any security and safety concerns for this operation:

Mozambique is experiencing conflict in the province of Cabo Delgado, caused by armed groups' violent. This is not an area where this DREF Operation was implemented.

The National Society shall ensure continuous security monitoring in partnership with ICRC, Government, and other NGOs. Weekly security briefings of staff by the security officer. Risks were monitored and volunteers received briefings for individual security. Protection equipment was also pled for the engaged staff and volunteers.

Implementation



Shelter Housing And Settlements

Budget: CHF 155,090

Targeted Persons: 15,250

Assisted Persons: 7,200

Indicators

Title	Target	Actual
# Households that received shelter kits for house reconstruction	3,500	1,140
Number of volunteers trained in better house reconstruction	250	180



Narrative description of achievements

Under the DREF, only 1,140 HHs were distributed to the affected families, representing 33% percent achievement of the target. In addition to the kits distributed under the DREF, CVM also received support from France RC (PIROI and ECO-DRR project), which with technical and logistical support of the DREF operation, provided an additional 1,260 shelter kits in Zambezia province (545HH in Mopeia and 290HH in Luabo and 425 in Namacurra). Thus, the RCRC movement reached a total of 2,400 households in need.

The low achievement was due to delay in the procurement processes and logistical challenges in signing of the project agreement between IFRC and CVM. By the time shelter kits were in country, two factors impacted the need for their distribution. The first was that month after landfall, the need for shelter kits had decreased and a new assessment had to take place to see where shelter kits were still needed which further delayed distribution. Furthermore, once community and beneficiary selection had been reassessed, the country entered the period of Municipal Electoral campaigns and elections. Due to security reasons, the final distributions had to be delayed in order to ensure volunteer safety and prevent distributions from the Red Cross becoming associated with any given political party. Protests followed the campaign results, leading to further delays in distribution and consequently cancelling the final distribution.

The Global Shelter Cluster supported the coordination activities deploying a shelter cluster coordinator for one month (March) who was based in Zambezia, after that this position was held by the IFRC operations manager.

The project also trained 180 volunteers Zambezia (130) and Sofala (50) against the target of 250 to support better house reconstruction activities. Out of the trained volunteers, 89 were females. This achievement represents 72% which is slightly below the planned target because at time of implementing there were more needs of shelter support in Zambezia and Sofala, so those trainings were prioritized. Maputo, Gaza, and Inhambane did not conduct their trainings due to reprioritization of activities.

Lessons Learnt

On international procurement, there is need for timely planning on what is required by the NS so that items are delivered on time for distributions. This is the case because shelter tool kits are not locally available in the country. In the future, pre-positioning shelter kits and ensuring they are in good condition is necessary to be able to respond as quickly as possible.

Challenges

The main challenges faced included:

- Delays in shelter tool kits procurement and distributions.
- Municipal elections coincided with distributions hence for security reasons the distributions had to be cancelled.



Livelihoods And Basic Needs

Budget: CHF 65,087

Targeted Persons: 2,000

Assisted Persons: 10,075

Indicators

Title	Target	Actual
Number of HHs that receive food baskets (1 per family)	1,200	1,200
PDM conducted	1	0

Narrative description of achievements

CVM initial plan was to assist 400HH in Maputo using the initial approved imminent DREF for flood and tropical storm Freedy readiness. But due to a reduction on the time available to distribute more than once, an operational decision was taken together with the NS to reach more families instead of 400 HHs, the operation adjusted the target to reach 1,200HH through the distribution of food baskets as a single delivery.

In total 1,200HH received food baskets in Maputo Province-Boane representing an achievement of 100%. The food parcels procured



under the DREF and consequently distributed, consisted of 10 kg of maize flour, 5 kg of sugar, salt, 5 liters of cooking oil, 25 kg of rice, and 5 kg of beans.

As the food distribution was originally only planned for Maputo under the DREF, the NS received further support from Coca-Cola Company to distribute in Zambezia province-Maganja da Costa 614 food baskets. Therefore, all together, the NS supported a total of 1,814 families with food distribution.

After the distribution, a full PDM was not conducted, however CVM team conducted a perception and satisfaction survey involving 787 beneficiaries at food distribution points in Maputo Province. The findings showed that:

65% of the interviewees knew which products they would receive.

69% waited for more than 3 hours at the distribution site to receive the goods.

Lessons Learnt

- With some distribution delays, it is important to have a separate distribution plan for food items to avoid them spoiling.
- Warehousing storage needs to be assessed properly and the correct products pre-purchased to ensure food safety in cases when there are distribution delays.
- There was timely support from other local partners who provided resources to help reach out to more people in need of the basic needs especially food stuff.
- A lesson learned from the waiting time spent in the distribution site, is the importance of optimizing distribution processes to minimize wait times for beneficiaries. Long waiting periods can cause frustration and inconvenience for individuals in need, impacting their overall experience and potentially delaying aid delivery. To improve in the future, the NS need to adopted strategies such as streamlining registration procedures, increasing the number of distribution points, and implementing efficient queuing systems.

Challenges

- A large majority of beneficiaries waited for more than 3 hours at the distribution site to receive the goods.
- The main challenge faced was dealing with delays in distribution procedures as food items stored in warehouses are more likely to spoil. Food items were ready for distribution, but distribution had not taken place as it was meant to happen alongside other NFI distribution.



Budget: CHF 91,443

Targeted Persons: 60,000

Assisted Persons: 59,212

Indicators

Title	Target	Actual
Number of people reached with health awareness messages	60,000	59,212
Number of communities covered by needs assessment	20	21
Number of volunteers trained on health promotion including Infection prevention and control	250	230
Number of families reached with mosquito nets	3,500	2,631

Narrative description of achievements

- The operations conducted health awareness campaigns which reached 59,212 people against target of 60,000 which represents almost 100% achievement. The needs assessments were conducted in 21 communities following the different impacts of Freddy. It's important to note that the number of neighborhoods covered by assessment indicators under Health covered all the areas of intervention.
- There was also training on health promotion including Infection prevention and control which reached 230 volunteers against target of



250 representing 92% of achievement. Out of the trained volunteers, 45% were females. Although the target was not reached, a significant number of volunteers (767) were trained under the Cholera DREF on these same topics (over target). Therefore, there was no need to train even more, as there were already volunteers prepared to respond to the demand.

- The volunteers-initiated sensitization activities within the accommodation centres and door-to-door visits in Gaza, Maputo province and city, Inhambane, Sofala and Zambezia. Sensibilization activities included Hygiene promotion messages as well.
- It is important to also note that since the beginning of the emergency some provinces implemented PSS activities, reaching 4,135 people.
- To address the emergency, CVM utilized mosquito nets that were pre-positioned in various warehouses nationwide to meet the urgent needs of those affected, with the expectation of replenishing them with the DREF. In total, 2,631HH (75% of the target) ranging from 2 to 3 mosquito nets per HH. Breakdown by province: Maputo City – 312; Gaza – 429; Inhambane – 300 and Zambezia – 1590. The remainder mosquito nets were not distributed due to delays in procurement and distributions and eventually cancelled due to protests related to municipal elections.

Lessons Learnt

For an accurate response and avoiding duplications, specific needs assessments should be submitted before NFIs distribution plan as a way of validating the information. There was need for effective planning to avoid duplication of activities between cyclone Freddy response and cholera outbreak because of the activities were the same.

Challenges

There was lack of Health Coordinator by the NS to support implementation and monitoring of the activities. Municipal election campaigns posed a challenge to the distributions especially causing some delays to reach the affected people.



Water, Sanitation And Hygiene

Budget: CHF 194,228

Targeted Persons: 60,000

Assisted Persons: 59,215

Indicators

Title	Target	Actual
# of household reached through water supply materials distributions	3,500	2,212
# of people reached with Hygiene promotion (revised from HHs to people)	60,000	59,215
Number of household reached through Hygiene kits distributions	3,500	2,866
PDM conducted	1	0

Narrative description of achievements

The distribution plan initially aimed to provide water supply materials to 3,500 households, with the plan that each household would receive 1 bucket of 16L and 2 buckets of 25L. However, the actual distribution resulted in 2,212 households (63% of the target) receiving 16L buckets, while only 933 households (27%) received the 2 buckets of 25L. The target was not reached due to delays in procurement.

Hygiene promotion reached total of 59,215 people out of 60,000 planned targets representing nearly 100% achievement. This targeted people staying in the accommodation centers through information sessions, mobilization session and door-to-door visits in the communities, for hygiene promotion and emphasizing the risk of waterborne diseases contamination, with particular emphasis on cholera, for which an outbreak had already been declared.

A hygiene kit comprised: personal hygiene kits (5 bars of soap, 5 packs of hygiene pads, 3 toothpastes, 3 adult toothbrushes, and 3 children's toothbrushes), and a home hygiene kit (1 bucket 16L, 1 foldable jerrican, and 3 water purifiers). However, not all families received kits of this nature. Only 424 families (12%) benefited from, among other items (listed below), the personal hygiene kit, sourced



from the NS pre-stock. A total of 2,199HH (63%) received soap, 2,866HH (82%) received 1 foldable jerrican, and 1,952HH (56%) received 3 water purifier bottles. The kits were distributed in a non-standardized manner across provinces, primarily due to the prolonged procurement process and availability of pre-positioned stock, which resulted in the CVM initiating the distribution of some items available in its regional warehouses. As a result, the distribution was conducted based on availability, reaching around 82% of the HH with varied hygiene kit products.

Despite the efforts made by the NS to distribute hygiene items, it was not possible to achieve full standardized kit distributions. A significant quantity of hygiene kits is still stored in NS warehouses as their distribution was not feasible due to the aforementioned reasons. PDM was also not completed as the majority of items under WASH were not distributed.

Lessons Learnt

Training of the volunteers on how to use chlorine was important as this helped them to deliver correct message to the communities. The acceptance on the use of chlorine (Certeza) was well disseminated to enable people understand the type of brand being used compared to the other chlorine brand which was distributed (bamaru) though not preferred. For kit distribution, items should be standardized and packaged as kits rather than individual items. This process could be done in advance at the warehouse or by procuring kits already made to avoid delivering only parts of a kits to beneficiaries.

Challenges

- The accessibility issue in many districts in Zambezia province delayed the support that could be provided. In Luabo, it took around two months before being able to go on the field and assess first-hand the necessities, and in Maganja da Costa, the teams chose to switch districts because of the difficulty of reaching the communities, for a cost close to 20 times of what was initially planned. The distribution itself in Luabo was made possible by the help of WFP's Shepherds to transport the kits from Mopeia to Luabo.
- The need for proper equipment (vehicles such as boats and tractors) to be able to more easily and quickly access remote locations is tremendous and would greatly facilitate the work of CVM.
- Prolonged procurement process
- Unavailability of pre-positioned stock



Protection, Gender And Inclusion

Budget: CHF 21,232

Targeted Persons: 17,500

Assisted Persons: 345

Indicators

Title	Target	Actual
Number of women reached with SGBV materials.	33,390	0
Number of volunteers trained on SGBV	250	245
Percentage of feedbacks linked to protection concerns that are managed	100	100
Number of briefing in the intervention on PGI	10	25

Narrative description of achievements

- Despite volunteers conveying messages about SGBV during their mobilization sessions, the intended materials were not printed. Indeed, the late feedback from the authorities regarding the content of the materials contributed to their non-printing. As a result, this indicator is considered not achieved, as no leaflets were distributed in the communities.
- The NS trained 245 volunteers on PGI, including SGBV, achieving 98% of the target (Maputo city 20, Inhambane 20, Sofala 75, Zambezia 130). Of these, 49% were female.

- As a standard practice, NS volunteers receive a briefing on PGI minimum standards before any field intervention. This good practice enabled NS to achieve a level 250% above the planned target.

Lessons Learnt

During training, PGI must be included as a crosscutting topic, and an expert should be indicated to conduct the session to ensure that volunteers and staff are properly briefed before the mission. This will better prepare them for field expectations and increase their sensitivity to various aspects concerning the protection of communities. If materials are not available for distribution, the NS should familiarize itself with materials produced by other stakeholders to effectively refer people to the appropriate services. Overall, 19 pieces of feedback related to protection issues were collected by the volunteers, all of which (100%) were addressed.

Challenges

The low number of reported feedback responses (19 out of more than 59,000 people reached) from the communities clearly indicates a challenge at the National Society (NS) level in systematically collecting and forwarding community feedback for proper processing. This issue contributes to the low number of feedback reports submitted by volunteers during fieldwork.

The response also faced logistical challenges. Delays in logistical procedures and time constraints affected the printing of SGBV materials. Additionally, the late feedback from the authorities regarding the content of the materials contributed to their non-printing. In response to this challenge, the team quickly adopted a new approach and proceeded with disseminating essential SGBV awareness messages.



Risk Reduction, Climate Adaptation And Recovery

Budget: CHF 15,850

Targeted Persons: 15,000

Assisted Persons: 31,611

Indicators

Title	Target	Actual
Number of HH reached through preposition of goods	1,000	1,775
Number of people reached through early warning activities	15,000	31,611
Number of provinces covered by early actions (message dissemination, provision of goods, evacuation)	5	6
Number of volunteers involved on early warning activities	300	249
Number of communities reached by early warning messages	20	75

Narrative description of achievements

This DREF Operation supported the transport and distribution of prepositioned stock in early stage of TC Freddy before procurement was done. With prepositioned stock from the NS, 1,775, HH have been reached with some prepositioned stock from NS consisting of: 129 Shelter Kits, 2772 Mosquito nets, 8874 bars of soap, 1300 jerricans, 767 chlorine bottles, 1575 buckets of 16L and 2408 tarps. Not all households received all prepositioned items as these were distributed based on geographical availability and immediate need, while waiting for procurement of more items under the DREF.

The number of beneficiaries exceeded the planned target significantly. Initially, there was a plan to assist 1000 households, but as the emergency situation evolved, the demand for assistance grew. Consequently, the National Society (NS) had to mobilize goods from other prepositioned warehouses in the regions such as Nampula and Sofala. This proactive measure enabled them to support a larger number of families with prepositioned goods.

As previously stated, the emergency situation evolved, leading to an expansion of supported areas. Consequently, there has been a



notable increase in early warning activities within communities, surpassing the established target by a significant margin, reaching around 31,611 people.

The NS experience with early action protocols mobilized its volunteers in the six provinces at risk of the storm's occurrence. This action enabled these provinces to implement early warning dissemination, community mobilization, and evacuations.

A total of 249 (83% off the planned) volunteers were mobilized and participated within the first Freddy landfall early warning activities.

At the outset of the DREF, the NS strategically prepositioned seven boats for evacuation purposes across regions including Inhambane, Gaza, Sofala, and Zambezia. These efforts have resulted in the successful rescue of 302 individuals.

Indicator has been rephrased to: # of communities reached by early warning messages.

Lessons Learnt

All DREF operations are required to adhere to the Early Action Protocols (EAPS). In this instance, the NS did not activate the EAPS; however, all anticipatory measures were effectively implemented as part of this operation. This proactive approach ensured that the population received timely and valuable information.

Challenges

The unpredictability of the event made it difficult to allocate advance teams to support the response. The initial landfall indicated Sofala as the epicenter, prompting the NS to mobilize the team to Sofala. However, this changed, shifting to Inhambane. The advance team that was already in Sofala was unable to relocate to Inhambane, necessitating the activation of another team from Maputo, which arrived after the landfall.



Community Engagement And Accountability

Budget: CHF 5,887

Targeted Persons: 17,500

Assisted Persons: 292

Indicators

Title	Target	Actual
Percentage of feedback collected which is addressed	100	100
Number of volunteers trained on CEA	250	292

Narrative description of achievements

- Despite 292 volunteers receiving training (over target) and briefings on the Community Engagement and Accountability (CEA) component, the collection of feedback from communities remains notably weak, and the feedback collection strategies are proving ineffective, where most of the times, it is collected during door-to-door visits, where volunteers take note of the concerns raised by community members and subsequently channel them to the CVM. As a result, only 19 feedback reports were received and addressed across the six provinces involved in the DREF (being those in Zambezia – 12 and Sofala- 7). Communities were also told about the existence of the hotline managed by the INGD, where they could channel their concerns, however, the promotion of this channel was low.

- It is important to involve the communities that will not receive help, different points can be stressed on how to systematically take this into account:

- Alert and train the volunteers on a regular basis in CEA approach can only make this work with the communities easier and better appropriated.
- Work with community leaders and local authorities for each activity to make sure it's well understood and explained to the participants involved in the activities, but also the ones that will not benefit from the activity's outcome
- As far as distributions are concerned, try, when possible, to favor blanket distributions to spread the benefits instead on focusing on smaller targets.



- The NS conducted a quick perception survey at the time of distribution, following the receipt of goods. This survey aimed to collect their satisfaction level and assess the transparency and accountability of the process in its preliminary phase (beneficiaries' selection and communication about the expected goods to be distributed), thereby helping to enhance future interventions regarding community engagement in the operations.
- A pilot survey was conducted to quickly gather beneficiary perceptions regarding the distribution process and collect feedback from beneficiaries regarding any concerns they might have, so that they could be addressed and subsequently reported for process improvement in other provinces that had not yet conducted distributions. In total 882 beneficiaries interviewed were 787 from Maputo province who received Food baskets and 95 from Maputo City who received NFI's. Those were interviewed using a quick questionnaire administered through Kobo system for data collection. And they have been asked topics that could inform about the process transparency, accountability, and protection. The survey results were presented to the team involved in the DREF to facilitate improvements in subsequent locations of intervention.

Lessons Learnt

- The survey application proved invaluable in addressing certain questions that would typically only arise during the implementation of the PDM of which was not feasible to implement, as noted in the sections on livelihood and basic needs, and WASH. Conducting surveys of this nature immediately after the receipt of goods is crucial for gathering timely insights and ensure quality of the operations. Through this survey, it was possible to identify issues related to the protection of beneficiaries, such as payment for receiving assistance, sexual exploitation, and lack of information about the assistance.
- It is important to involve the communities that will not receive help to create a collective understanding of the situation to avoid creating social tensions and unsafe working conditions for the volunteers.

Challenges

- A security incident occurred in Namacurra which has stopped the activity due to the lack of explanation to the surrounding communities of the whole process and why they would not benefit from kits in their own communities
- Regarding the selection of beneficiaries, discontent arose within the community because they claimed that the same people always received aid. Therefore, during the Community Engagement and Accountability (CEA) sessions, participants suggested a methodology for selecting communities/beneficiaries.
- Difficulty in carrying out work due to elections, both pre- and post-election periods.



Secretariat Services

Budget: CHF 101,432

Targeted Persons: 5

Assisted Persons: 3

Indicators

Title	Target	Actual
Number of month with consultant services hired to support the operation management	3	2
Number of coordination meetings organized with IFRC participation	16	20
Number of missions from IFRC to support CVM	7	9
Number of surge deployments for the Rapid Response Team member (Surge, total above all deployments)	4	3

Narrative description of achievements

Due to the complex context encountered during the operation, which compromised its timeframe, it became necessary to extend the DREF period. Furthermore, as the tenure of the operation manager had concluded, it was imperative to hire a consultant to support emergency management, and a consultant was hired for a period of two months.



Coordination meetings organized with IFRC participation indicator increased due to the extension of time. However, even before the event occurred, the federation was already engaged in internal coordination meetings with the NS and PNS's, as well as external ones with the HCT, clusters and local DRM authorities.

Since before TC Freddy hits, the IFRC team participated in the pre-disaster meetings co-led by the NS and IFRC for readiness and early actions. In addition, IFRC participated and contributed to all the Emergency Operation Group (GODE in Portuguese)" led by the NS, and since late April new "operational meetings" were held, led by IFRC, involving all IFRC departments, PNSs, CVM Directors, Coordinators and Provincial secretaries. In this platform each week operational info was shared, and issues related the DREF implementation were addressed. Additionally, through this platform the IFRC built capacities on different topics such as disaster management, (response cycle, planning, needs assessments) communications (photography on emergency response activities) and PMER (data collection and reporting).

Number of missions from IFRC to support CVM indicator increased due to the extension. -Before the first TC Freddy landfall IFRC deployed the DM and Communications Officers to support preparedness activities in Sofala province including the representation of the Movement at inter-agencies coordination platforms. Other missions were at Gaza Provinces (IFRC OPS and Comms) to support distributions and needs assessments, Zambezia (IFRC OPS and Comms, Field Co, Relief Officer from Belgian red cross) to support coordination with other actors, needs assessments and distributions, Inhambane (IFRC Ops) for needs assessment and coordination with other actors. All these deployments also contributed building capacities at provincial and district level to support the CVM actions for the DREF implementation.

New indicator added for operation management consultant services, initially for 3 months but with potential extension to support the DREF closure. The consultant has been working with IFRC and CVM since the middle of June. This resource as also supported IFRC as National Shelter Cluster Coordinator.

A total of four surges were anticipated to be deployed to bolster the capacities of the CVM (Branch and HQ) for the DREF operation, but only three have materialized. The operation manager was initially slated for a three-month deployment but ended up spending five months due to the evolving situation of the disaster, necessitating an extension of the operation's timeframe. He was based in Maputo with regular travels to affected areas. A finance officer was deployed for two months and closely collaborated with the NS finance department at the HQ. Although two field coordinators were planned to be stationed in the affected provinces, but only one was deployed to Zambezia.

Originally, one IM officer was scheduled for deployment, but this was canceled due to the prevailing priorities, which emphasized field coordination. Additionally, the operations manager received support from the PMER and communication team, who assisted with data management and visualization for the weekly updates and periodic reports.

The surges diligently worked to ensure the transfer of technical competencies to the National Society, initiating capacity-building efforts to contribute to a sustainable development plan for NS branches and HQ, benefiting both staff and volunteers.

Lessons Learnt

There is a need to include the NS in risk and operational security sessions. Every delegate or staff member of the Federation follows the minimum-security standards established by the Federation; however, the NS does not adhere to the same standards and has its own. It is important to ensure that there is a focal point for the management and coordination of security-related aspects.

There should be an induction for delegates to ensure they respect the governance structure of the NS, understand communication lines, and have a better understanding of the country's context.

Proficiency in the Portuguese language should be one of the main requirements for the deployment of delegates who will support the NS to ensure better transmission of knowledge and support to the SN.

Challenges

Limited understanding of the organizational culture of the NS has led to several complaints from them. For example, there were instances where direct communication with the logistics sector occurred without the knowledge and consent of the program area (which in the previous procedure in the NS), resulting in discoordination between the parts.



National Society Strengthening

Budget: CHF 138,707



Targeted Persons: 300

Assisted Persons: 942

Indicators

Title	Target	Actual
Number of coordination meetings held in GODE	24	31
Numer of provincial response focal point mobilized and trained	6	6
Number of volunteers trained who are mobilized	250	942

Narrative description of achievements

GODE meetings were held at least 3 times a week since the beginning of the floods in Maputo Province to coordinate preparedness and response actions. Since late April these meetings moved to “operational weekly meetings” led by IFRC, and in total 31 meetings were held.

Around 942 volunteers have been mobilized for the operation and received refreshment/trainings on humanitarian response to support on the activities. Initially, the mobilization of 250 volunteers from four provinces was planned to support the operation readiness actions. However, with the scale-up of the event, additional areas were encompassed, and consequently, with the addition of more zones to support, there was a need to mobilize more volunteers. This resulted in a significantly higher number of volunteers being mobilized and trained than initially planned.

Number of provincial response focal point mobilized and trained indicator was corrected from 1 to 6. So far, the operational meetings are attended by the provincial secretaries and related staff at province level and an additional WhatsApp group was created to improve the response coordination. Other volunteers are appointed for specific tasks.

Supervision reports completed at districts level that are shared with coordinator- This indicator has been deleted because the NS was implementing a data sharing through PMER activities. This included the use of a matrix fed with information collected at province level. A specific PMER group was working with representatives from all the provinces involved in the operation.

Lessons Learnt

The GODE meetings should not have ceased, as this was the only platform available to the NS to monitor and deliberate on action plans for operations.

Communication lines within the NS must be clearly defined to allow agility in the implementation of operations. An operations organogram is essential to clarify the roles and responsibilities of the stakeholders.

Challenges

GODE meetings were interrupted, and the teams at the delegation's lacked follow-up on the operation.

There was a limited institutional coordination and understanding of the role of GODE, where discussions made during GODE meetings were not fully deliberated.

There was a limited strategic coordination between the Headquarters and Branches, as seen in the case of the municipal elections, which resulted in the overall distribution process being paralyzed. Despite the existence of zones unaffected by these elections that could have been deemed safe for distribution, they were not accounted for in the planning.

There was slow progress in the process of disbursing incentives to the volunteers involved in the project, resulting in volunteers complains and demotivation.



Financial Report

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DREF Operation

FINAL FINANCIAL REPORT

MDRMZ020 - Mozambique - Floods

Operating Timeframe: 23 Feb 2023 to 30 Nov 2023

Selected Parameters			
Reporting Timeframe	2023/01-2024/12	Operation	MDRMZ020
Budget Timeframe	2023/01-2024/12	Budget	APPROVED

Prepared on 28/Feb/2025

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	973,954
DREF Response Pillar	973,954
Expenditure	-724,539
Closing Balance	249,415

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction		10,139,147	-10,139,147
AOF2 - Shelter	248,945	209,725	39,220
AOF3 - Livelihoods and basic needs	69,318	57,868	11,449
AOF4 - Health	123,810	-10,126,061	10,249,871
AOF5 - Water, sanitation and hygiene	230,371	301,784	-71,413
AOF6 - Protection, Gender & Inclusion	22,613	12,743	9,870
AOF7 - Migration			0
Area of focus Total	695,056	595,206	99,851
SF11 - Strengthen National Societies	170,873	61,758	109,115
SF12 - Effective international disaster management			0
SF13 - Influence others as leading strategic partners			0
SF14 - Ensure a strong IFRC	108,025	67,575	40,449
Strategy for implementation Total	278,898	129,333	149,565
Grand Total	973,954	724,539	249,415

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Please explain variances (if any)

1) The unpredictability of Tropical Cyclone Freddy, occurring alongside other extreme weather events such as floods, led to the allocation of unexpected costs under Disaster Risk Management and Water, Sanitation, and Hygiene (WASH). This was due to the need to scale up early warning and early action measures, as well as the provision of WASH items, resulting in negative variances in these sectors.

2) Conversely, delays in procuring shelter toolkits and insecurity during the election campaign affected the operational budget. As a result, most Non-Food Items (NFIs) and shelter kits were not transferred or distributed as planned for these specific activities, leading to positive variances, particularly in the Shelter, Food Security, and Livelihoods sectors.



3) The operation has a final balance of CHF 249,415 (25% of total allocation) and un-used stocks. The main reason for the un-used budget and stocks is that many activities had to be cancelled or were not fully carried out, either because of inaccessibility, but also prolonged procurement process. The financial variance is also attributable to overbudgeting. Our review indicates significant cost savings in the procurement of items for Shelter, WASH, and Health.

4) Regarding the un-sued stocks below, they have been fully re-allocated to other humanitarian imperatives, allowing faster assistance from CVM under MDRMZ023 population movement DREF, but also the activation of MDRMZ021 EAP floods, MDRMZ022 EAP Cyclone. An important portion also went to scale-up the humanitarian assistance under the MDRMZ026 TC CHIDO Emergency appeal.

Mosquito Nets 3101

Jerrycan/also considered Balde 25L in inventory 4181

Shelter kits 2231

WASH kit Bucket 3076

WASH kits Certeza 2 28376

Soap bars (300gr) 15132

Pensos higienicos 5pack (wash kits) 33820

Kid toothbrush 19746

Adult toothbrush 12728

Toothpaste 19728

Chlorine bottles 18,376

Tarpaulins 2184



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