



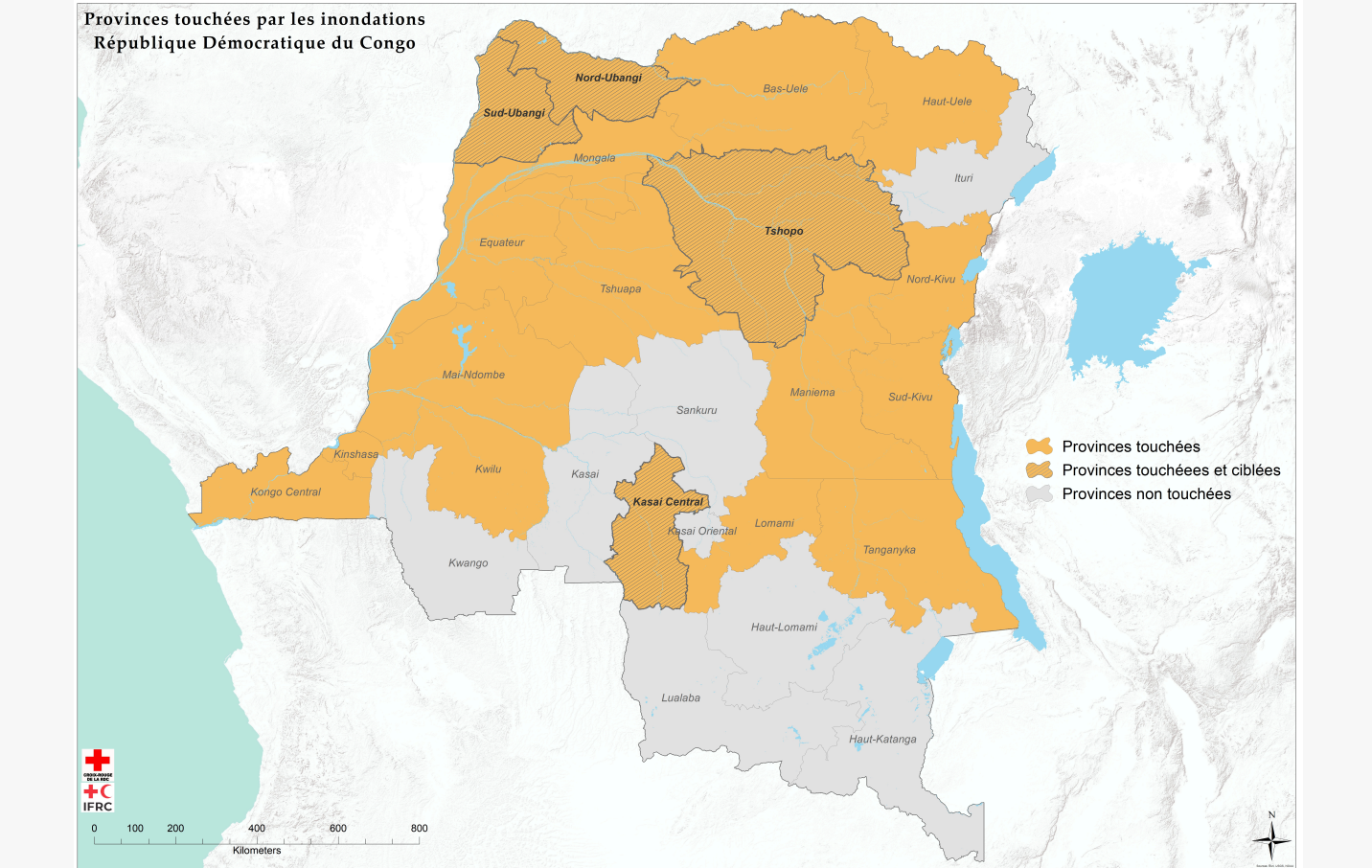
Preparation for the distribution of NFI to households affected by the floods

|                             |  |  |   |
|-----------------------------|--|--|---|
| Appeal:<br><b>MDRCD042</b>  | Total DREF Allocation:<br><b>CHF 396,254</b> | Crisis Category:<br><b>Yellow</b>          | Hazard:<br><b>Flood</b>                       |
| Glide Number:<br><b>-</b>   | People Affected:<br><b>1,827,126 people</b>  | People Targeted:<br><b>12,000 people</b>   | People Assisted:<br><b>103,199 people</b>     |
| Event Onset:<br><b>Slow</b> | Operation Start Date:<br><b>23-01-2024</b>   | Operational End Date:<br><b>30-04-2024</b> | Total Operating Timeframe:<br><b>3 months</b> |

Targeted Regions: **Kasai Central, Nord-Ubangi, Sud-Ubangi, Tshopo**

*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 DRC Red Cross, would like to extend thanks to all for their generous contribution.*

# Description of the Event



Flooded Provinces

## Date when the trigger was met

05-01-2024

## What happened, where and when?

In early January 2024, the Democratic Republic of Congo (DRC) experienced devastating flooding due to the worst overflowing of the Congo River for 60 years, following several weeks of torrential rain. On 29 December 2023, the Government of the Republic of Congo issued an alert for the level of the Congo River, with a flood of 5.94 m.

Following the floods, on 5 January 2024, the DRC Minister for Social Affairs, Humanitarian Action and National Solidarity launched an appeal for solidarity and emergency aid, addressed to the central government and the entire national and international community, to enable the deployment of aid and appropriate teams on site.

On 10 January 2024, the DRC authorities reported that the river was still above the overflow threshold, i.e. 6.20 metres above sea level. During the same period, according to the Régie des voies fluviales, the provinces most affected were: Tshopo, Mongala, Equateur, Nord Ubangui and Sud Ubangi, Kwilu, Mai-Ndombe, Kongo-Central, Lomami, Kasai, Kasai-Central, Sud-Kivu. Haut Uele, Kinshasa and Tshuapa. At least 30,4521 households have already been affected by the floods.

Following that, the DRC Red Cross (DRCRC) launched an operation to contribute to humanitarian aid by helping 12,000 people affected by the floods in the provinces of Kasai Central, Nord-Ubangi, Sud-Ubangi and Tshopo.

Kasai Central, Nord-Ubangi, Sud-Ubangi and Tshopo provinces. The operation was carried out with the support of the International Federation of Red Cross and Red Crescent Societies (IFRC) through the Disaster Response Emergency Fund (DREF).







A head of household receiving a NFI Kit in Tshopo



A head of household receiving a NFI Kit



Expression of joy from a head of household who has received a NFI Kit in Tshopo

## Scope and Scale

From October 2023 to January 2024, floods caused a great deal of damage in the country.

Most of the flooding was of pluvial and fluvial origin, following the overflowing of the Congo and Ubangi rivers. The country is confronted with recurrent floods, but the scale of these was unprecedented. More than 1,827,126 people were affected, and 18 of the 26 provinces suffered the disastrous effects of this historic natural disaster.

By 5 January 2024, according to the government, some 270 health centers had been damaged by the floods and needed to be rehabilitated throughout the country.

In Kasai province, at least 50% of the drinking water distribution network was destroyed by the mudslides. At least 1,325 schools were affected by the floods in all the provinces affected. In the province of Tshopo, more than 11,000 children had no access to their schools in the territory of Isangi.

As of 6 February, 300 people had died in the floods and more than 433,000 households had been affected in 18 provinces (OCHA). The provinces worst affected were Equateur, Kongo Central, Lualaba, Tshopo, Nord-Ubangi, Sud-Ubangi, Tanganyika and Mai-Ndombe (FAO). More than 1.6 million hectares of arable land were flooded (FAO).

According to Actualite CD (12 February), damage to basic infrastructure was considerable with at least 67,519 houses, 1,528 schools, 267 health facilities, 211 markets and 146 roads damaged. The floods intensified the pre-existing multi-sectoral vulnerabilities of host communities and displaced people, leading to a high risk of disease. The impact of the floods extended the destruction of agricultural fields, homes and critical infrastructure, including three roads and nearly 2,400 latrines, as reported by local media.

An assessment carried out by Red Cross teams revealed the following:

- In 5 communes of Kanaga (Kasai Central), 1,328 households were affected by flooding, with their homes completely destroyed, 172 houses partially destroyed, 5,855 people displaced, 4,605 host families and 8 schools destroyed.
- In 5 communes of Kisangani (Tshopo), there were 1,545 households affected by flooding, 444 houses completely destroyed, 671 houses partially destroyed, 9,436 people displaced, 673 host families, 14 health centers and 8 schools destroyed.
- In 3 communes of Gbadolite (North Ubangi), 19,051 households were affected by flooding, 1,793 houses completely destroyed, 2,301 houses partially destroyed, 7,898 people displaced, 837 host families, 8 health centers and 9 schools destroyed.
- In 2 communes in Zongo (Sud Ubangi), 3,945 households were affected by flooding, 781 houses completely destroyed, 2,534 houses partially destroyed, 14,256 people displaced, 1,946 host families, 6 health centers and 4 schools destroyed.

## Source Information

| Source Name                 | Source Link   |
|-----------------------------|---|
| 1. OCHA_DRC (January 2024)  | <a href="https://english.news.cn/20240113/95ace635a10645368180dad9fb9d094/c.html">https://english.news.cn/20240113/95ace635a10645368180dad9fb9d094/c.html</a>   |
| 2. OCHA_DRC (February 2024) | <a href="https://reliefweb.int/report/democratic-republic-congo/republique-democratique-du-congo-flash-update-2-de-graves-inondations-affectent-18-provinces-mis-jour-au-6-fevrier-2024">https://reliefweb.int/report/democratic-republic-congo/republique-democratique-du-congo-flash-update-2-de-graves-inondations-affectent-18-provinces-mis-jour-au-6-fevrier-2024</a> |
| 3. Euronews (January 2024)  | <a href="https://fr.euronews.com/2024/01/14/inondations-record-en-rdc-le-fleuve-congo-envahit-certains-quartiers-de-kinshasa">https://fr.euronews.com/2024/01/14/inondations-record-en-rdc-le-fleuve-congo-envahit-certains-quartiers-de-kinshasa</a>   |
| 4. Unicef (February 2024)   | <a href="https://www.unicef.org/drcongo/communiqués-presse/rdc-connaît-pires-inondations-60-dernières-années">https://www.unicef.org/drcongo/communiqués-presse/rdc-connaît-pires-inondations-60-dernières-années</a>   |

|                                   |   |
|-----------------------------------|---|
| 5. Le monde (January 2024)        | <a href="https://www.lemonde.fr/afrique/article/2024/01/12/en-rdc-la-province-de-l-equateur-paralysee-par-des-inondations-exceptionnelles_6210460_3212.html">https://www.lemonde.fr/afrique/article/2024/01/12/en-rdc-la-province-de-l-equateur-paralysee-par-des-inondations-exceptionnelles_6210460_3212.html</a> |
| 6. Actualite CD (February 2024) : | <a href="https://actualite.cd/2024/02/12/crue-du-fleuve-congo-et-inondations-meurtrieres-en-rdc-au-total-221-morts-et-des">https://actualite.cd/2024/02/12/crue-du-fleuve-congo-et-inondations-meurtrieres-en-rdc-au-total-221-morts-et-des</a>   |

## National Society Actions

|   |  |
|---|--|
| Have the National Society conducted any intervention additionally to those part of this DREF Operation? | Yes  |
| Please provide a brief description of those additional activities                                       | <p>During the implementation of the humanitarian response, the Democratic Republic of the Congo Red Cross (DRCRC) carried out several activities in the provinces affected by the floods. Its actions focused mainly on the 4 targeted provinces (Kasai Central, Nord-Ubangi, Sud-Ubangi, Tshopo) through the operation with the DREF. A total of 150 volunteers and 25 supervisors were mobilized in these provinces. They received continuous support from their provincial coordinator and the operations coordinator at the national level.</p> <p>At the national level, the DRC Red Cross had organized planning and steering committee meetings at the internal and external levels. The DRC Red Cross participated in the various meetings of the Shelter cluster in Kinshasa.</p> <p>At least 103,199 people have been reached by at least one awareness-raising intervention, NFI distribution and demonstration of how to set up emergency shelters and then install tarpaulins.</p> <p>Red Cross Volunteers also carried out community-based monitoring activities on the detection of malnutrition cases, which made it possible to refer 325 malnourished children in the 4 affected provinces.</p> <p>In addition, the Red Cross carried out Management of Mortem Remains (GDM) activities for the affected families in Kisangani and North Ubangi. These activities involved a total of 32 people buried with the contribution of first aid volunteers trained in dignified and safe burial.</p> <p>The Red Cross, in collaboration with the various Provincial Health Divisions (DPS) provided medical care for the injured and people affected in certain provinces affected by the floods.</p> <p>Apart from these, the DRC Red Cross also organized advocacy sessions with the political and administrative authorities so that the affected families find space to live since they had lost their plots of land and houses.</p> |

## IFRC Network Actions Related To The Current Event

|                                  |  |
|----------------------------------|--|
| Secretariat                      | <p>The IFRC has a Country Cluster delegation office in Kinshasa and an operational sub-office based in Goma and Tanganyika which ensures close management of the situation. Technical support was provided to DRC Red Cross teams in Kinshasa to guide assessments, the launch of the DREF including operational strategy.</p>   |
| Participating National Societies | <p>The DRC Red Cross works closely and maintains constant coordination with all partners in the country, including the French Red Cross, the Belgian Red Cross, the Swedish Red Cross, the Spanish Red Cross and the Luxembourg Red Cross. On Thursday, 14 March 2024, the DRC Red Cross received, through the Ministry of Defense, a donation of more than 348 emergency shelter tents for the most vulnerable victims of the floods. This action was as a result of a partnership between the DRC Red Cross and the Belgian Red Cross.</p> |





# ICRC Actions Related To The Current Event

The ICRC has an office in the country, and the DRC maintains constant coordination with the ICRC in the country, including the launch of this DREF. The DRC Red Cross has kept the coordination through Movement coordination meetings and monitored the security with ICRC.

## Other Actors Actions Related To The Current Event

|  |  |
|--|--|
| Government has requested international assistance  | Yes  |
| National authorities   | <p>On Friday January 5, the DRC's Ministry of Social Affairs, Humanitarian Actions and National Solidarity launched an appeal for solidarity and emergency aid to save lives in the face of the many cases of flooding across the country. As a result, multi-sectoral coordination was set up to respond effectively to this emergency. The government provided emergency food and non-food aid to affected households in Kinshasa, Kananga (Kasai Central) and Mbandaka (Mai-Ndombe).</p> <p>On January 11, 2024, a second meeting was held to assess the status of the recommendations made on January 05, 2024, meeting.</p> <p>The government developed a national response plan, in coordination with the United Nations agencies and its other humanitarian partners.</p> |
| UN or other actors   | <p>ACTED provided humanitarian assistance (household items, shelter, water and food) to flood-affected populations in the provinces of Nord Ubangi and Tshopo.</p> <p>WHO supported the Ministry of Health in coordinating the health response.</p> <p>Médecins Sans Frontières (MSF) provided emergency relief in flooded areas of Kinshasa.</p> <p>UNICEF supplied drinking water, water purification kits and health equipment to the affected areas. It also continued its child protection services, such as the reunification of children separated from their families and the provision of mental health services.</p>   |
| Are there major coordination mechanism in place?   |  |
| The Ministry of Social Affairs set up multi-sectoral coordination to respond effectively to this emergency. Humanitarian coordination through OCHA also continued. |  |

## Needs (Gaps) Identified



### Shelter Housing And Settlements

The needs assessment carried out by the Red Cross in the areas targeted by this operation also confirmed the gaps already identified in the shelter sector. In the areas of the Red Cross operation, 25,869 households were affected by the floods. The disaster caused the displacement to at least 37,445 people in the localities targeted by the Red Cross. There were 4,346 houses totally destroyed and 5,678 houses partially destroyed in these target localities. At least 8,061 people were in host families and others in camps for displaced people. They were also exposed to protection problems. Exposure to bad weather and departure conditions increased the vulnerability of displaced communities.



### Livelihoods And Basic Needs

The populations affected by the floods include families engaged in agriculture. Most of them have noticed a negative impact of the floods on their plantations and livestock. The waters blocked access to many pastures and swept away cattle and pirogues. The main sources of income for these agricultural populations were mostly affected. Given the seasonal calendar, the harvesting and fishing seasons were totally disrupted, with reduced harvests for most affected communities. This led to a very difficult period. The following needs were evident:



- Support for livelihoods (non-food items, purchase of fishing gear, improved harvests).
- Immediate food assistance to affected households, especially children under 5 years of age and pregnant women.



## Health

At the health level, it was noted that the majority of the population affected by these floods expressed a need for psychosocial support. Psychosocial needs worsened in most of the affected localities with the negative impact of the protection problems caused by the floods. Internally displaced persons (IDPs) including people with disabilities, the elderly, women and children, etc had specific needs, including exposure to trauma, the chronically ill and malnutrition.

A large number of diseases with epidemic potential were rampant in the DRC: cholera, measles, yellow fever, typhoid fever and haemorrhagic fever. The floods also had a negative impact on morbidity due to these diseases.

The injured had to be rescued and evacuated, to which the DRC Red Cross contributed, and the medical costs of treating those affected were very high. A need for essential medicines, first aid kits and then kits for urgent interventions in the event of epidemics was expressed by Red Cross teams in the target provinces.



## Water, Sanitation And Hygiene

The targeted provinces are among the localities where WASH conditions were already a concern. This situation was exacerbated by flooding, which made it difficult for the displaced populations to access safe drinking water. Flooding has a negative impact on the quality of water in wells, posing a significant health risk. Access to water sources was difficult as they were flooded in 18 out of 26 provinces, especially in rural areas where the majority of water sources are connected to the river. Several existing water sources such as wells or boreholes were submerged and were non-functional. In addition, unsanitary conditions, deteriorating hygiene conditions, difficulties in accessing water and overcrowding of host families created an environment conducive to the development of water-borne activities, diarrhea diseases and especially vector-borne diseases.

# Operational Strategy

## Overall objective of the operation

The DREF allocation was intended to deliver emergency assistance to 12,000 individuals (1,900 households) severely impacted by the floods, offering immediate support in water, hygiene and sanitation, shelter, and health. This effort was carried out in an inclusive and coordinated manner across the provinces of Tshopo, North and South Ubangi, and Central Kasai

As of April 30, 2024, the Red Cross had reached 12,000 people through direct assistance on NFIs. Outreach activities reached at least 103,199 people.

## Operation strategy rationale

There was no significant change in the Red Cross's initial strategy for responding to the floods in the northern and southern regions of Ubangi, Kasai Central, and Tshopo. The interventions remained focused on priority areas within the Shelter, WASH, Health, and Protection sectors, utilizing the cross-cutting approach of Community Engagement and Accountability (CEA). The priority needs in these sectors were validated during the needs assessment conducted by the Red Cross in the target areas of this operation.

### Shelter:

After registering and identifying affected households, the Red Cross planned to provide tarpaulins to 1,900 households, primarily targeting families who had lost their homes. These households were selected based on additional pre-established vulnerability criteria, with each household receiving two tarpaulins.

### WASH:

The plan included training community members in household water treatment methods across the four provinces, focusing on the most impacted communes. Red Cross volunteers conducted demonstration sessions within the communities. Immediate family hygiene support was provided through the distribution of hygiene kits, and dignity kits were distributed to women of childbearing age for two months. The strategy also addressed the sanitation of latrines and essential water points, as well as environmental remediation. Intensive and regular hygiene and environmental sanitation promotion was carried out in affected communities and at latrines and water points in the four provinces. Access to clean water was supported through the distribution of aqua-tabs and jerrycans for water treatment, with two jerrycans provided per household to facilitate correct dosage and storage. Additionally, 40 sanitation kits were distributed to



communities.

#### Health:

The strategy included providing psychosocial support and first aid to those affected, with 150 volunteers receiving two-day refresher training on psychosocial support, EPIC, and hygiene promotion/RCCE. Volunteers also assisted in referrals to health centers and in community surveillance of high-risk waterborne diseases and reported cases of diarrhea in villages. The distributed kits included mosquito nets, with each of the 1,900 households receiving two mosquito nets. Awareness sessions on epidemic and waterborne disease prevention were also planned and conducted.

#### Protection, Gender, and Inclusion:

Inclusive, protective, and gender-responsive activities were planned to ensure equitable and secure assistance for all groups within the targeted communities. The strategy aimed to reduce the risks of discrimination and violence and promote the meaningful participation of all individuals, regardless of gender, age, disability, or background. The intervention prioritized ensuring that the team involved in implementation understood and applied the minimum standards of the PGI in various activities.

#### Community Engagement and Accountability (CEA):

The CEA approach was integrated into the strategy across all priority sectors of the operation. A system for collecting and managing community feedback was established and implemented. Awareness activities included broadcasting radio messages in local languages about the floods, social mobilization to promote good practices through discussion groups, and monitoring of distribution to assess beneficiary satisfaction and the effective use of distributed items such as tarpaulins and mosquito nets.

## Targeting Strategy

### Who was targeted by this operation?

The operation targeted a total of 1,900 households, (12,000 people) as a result:

- People in Tshopo province were the priority target of the distributions, with a total of 6,000 people (1,000 households) targeted in the 5 most affected communes.
- In the provinces of North and South Ubangi as well as Central Kasai, a total of at least 900 people were targeted.

Criteria were defined for targeting to ensure the most affected families were selected for the initial target of 1,900 HHs.

First aid and psychological first aid were provided following the need in the provinces targeted while awareness was done in the temporary evacuation centers or others relocation sites.

### Explain the selection criteria for the targeted population

Targeted people were identified and selected from families whose homes were destroyed. Evidence showed that these households were the most vulnerable and exposed. They were therefore given priority due to their high level of exposure.

In the selection of 1,000 households in Tshopo, direct assistance and planned distributions were provided to households that had lost their homes and met the following criteria:

1) Households with people particularly vulnerable to the risks of water-borne and vector-borne diseases, including:

- Households with elderly people.
- Households with pregnant or breast-feeding women.
- Households with children under 5.
- Child headed of household.

2) Socio-economic vulnerabilities were also associated to filter the lists. Notably:

- Households that had lost their source of income in the floods, farmers, small traders, etc.
- Displaced people whose shelters had been washed away.

The targeting of the Red Cross took into account the actions undertaken or planned by other partners, whether in Tshopo or in the other provinces. Coordination was in place to facilitate information sharing.





# Total Assisted Population

|                           |         |                                      |     |
|---------------------------|---------|--------------------------------------|-----|
| Assisted Women            | 52,977  | Rural                                | 60% |
| Assisted Girls (under 18) | -       | Urban                                | 40% |
| Assisted Men              | 50,222  | People with disabilities (estimated) | 1%  |
| Assisted Boys (under 18)  | -       |                                      |     |
| Total Assisted Population | 103,199 |                                      |     |
| Total Targeted Population | 12,000  |                                      |     |

## Risk and Security Considerations (including "management")

|   |     |
|---|-----|
| Does your National Society have anti-fraud and corruption policy?                   | Yes |
| Does your National Society have prevention of sexual exploitation and abuse policy? | Yes |
| Does your National Society have child protection/child safeguarding policy?         | No  |
| Does your National Society have whistleblower protection policy?                    | No  |
| Does your National Society have anti-sexual harassment policy?                      | Yes |

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

| Risk   | Mitigation action  |
|--|--|
| Flooding was worsening, leading to increased displacement and more vulnerability in communities. | The DRC Red Cross continued to work with other Red Cross partners to identify how best to respond to the increased humanitarian needs and sought alternative sources of funding through its unified plan. This made it possible to obtain support in shelter kits from the Red Cross of Belgium. |

Please indicate any security and safety concerns for this operation:

The province of Tshopo, in the Democratic Republic of Congo, has been facing a deteriorating security situation. At the heart of this crisis the Lubunga commune, was a scene of violence between different communities. The overall security environment posed a threat across all targeted provinces and was closely monitored by the security team. As part of the operation, the DRC Red Cross, with support from the ICRC and IFRC, continued to hold regular security briefings for staff and volunteers. Security officers from the DRCRC, IFRC, and ICRC collaborated to monitor the health and security conditions that could impact mobilized personnel. Personal protective and visibility equipment were provided to ensure the safety of those involved.

|   |    |
|---|----|
| Has the child safeguarding risk analysis assessment been completed? | No |
|---|----|



# Implementation



## Shelter Housing And Settlements

**Budget:** CHF 102,336

**Targeted Persons:** 12,000

**Assisted Persons:** 16,819

**Targeted Male:** 8,264

**Targeted Female:** 8,555

### Indicators

| Title                                 | Target | Actual |
|---------------------------------------|--------|--------|
| # of households receiving tarpaulins. | 1,900  | 1,900  |
| # of PDM organized                    | 1      | 1      |

### Narrative description of achievements

At the beginning of the disaster, a rapid assessment was carried out with the heads of the provincial branches of the Red Cross. As a result, the localities and people most affected by the floods were identified. Depending on the resources available, the 4 provinces (Kasai Central, Nord-Ubangi, Sud-Ubangi and Tshopo) were targeted by the Red Cross. A needs assessment was carried out in these areas, confirming the scale of the disaster.

As part of the Red Cross humanitarian response, 150 volunteers were mobilised for distribution and awareness-raising activities on building safety and the risks of river flooding.

The NFI distribution included 3,800 tarpaulins for 1,900 households who received 2 tarpaulins per household.

On 22 April 2024, there was a training workshop on the use of telephones with the Kobo Collect application to carry out the PDM (Post Distribution Monitoring) survey. A dozen volunteer interviewers were trained. The workshop was led by the national Red Cross PMER and the Surge deployed by the IFRC Operations Manager. The survey took place on 24 and 25 April at various and separate locations, with 3 pairs of volunteers using a questionnaire to interview the heads of beneficiary households and 3 other pairs of volunteers using interview guides to conduct focus groups. This was a time for interaction with the people assisted, who gave us their feedback on the operation. Overall, it emerged that the majority of the beneficiaries were satisfied with the tarpaulins distributed and had started to use them. People interviewed during the post-distribution monitoring were satisfied that they had received what they did not have. A total of 77% of respondents said they were satisfied, 12% were not satisfied because they needed other goods instead of NFI and 11% said nothing. In addition, the Red Cross teams continued to coordinate their actions with the authorities and advocate for resettlement.

### Lessons Learnt

- Field teams reported that the kits distributed to disaster victims were of good quality, and recipients expressed their appreciation for the items provided during the DREF response. This underscores the importance of consistently ensuring the quality of distributed items in emergency operations.

### Challenges

During the distribution campaign, the teams encountered a significantly larger number of disaster victims than those initially registered and selected. This presented a major challenge for the volunteers and responders, who had to work diligently to maintain order and ensure the security of the distribution process. Many unselected victims appealed to the leadership of the Tshopo Red Cross branch, requesting to be considered for assistance in future operations.



## Health

**Budget:** CHF 91,567

**Targeted Persons:** 12,000



**Assisted Persons:** 103,199  
**Targeted Male:** 50,222  
**Targeted Female:** 52,977

## Indicators

| Title                                   | Target | Actual |
|---|--------|--------|
| # of volunteers retrained in PSS and PS | 150    | 150    |
| # of first aid kits purchased           | 40     | 40     |
| # of people trained in first aid        | 300    | 300    |
| # of households receiving mosquito nets | 1,900  | 1,900  |
| # of PDMs organized                     | 1      | 1      |

## Narrative description of achievements

Over three days, a total of 150 volunteers were trained or retrained in psychosocial support, first aid, epidemic management (EpiC), and hygiene promotion/RCCE. The trained teams then conducted cascade first aid training for an additional 300 volunteers. To support ongoing first aid activities, the DRC Red Cross also purchased and distributed 40 first aid kits to the teams.

The volunteers carried out awareness campaigns on the prevention of waterborne diseases and other post-flood illnesses, reaching at least 103,199 people, including 50,222 men and 52,977 women. Additionally, NFI distribution activities included the provision of mosquito nets to 1,900 households.

In the Post-Distribution Monitoring (PDM), 95% of respondents expressed satisfaction with the health interventions in the DREF operations across the four provinces. In light of the positive outcomes and community satisfaction with the response, a community leader in Tshopo expressed gratitude, stating: "Thank you to the Red Cross for this great assistance during this very difficult period when we lost everything we had. May God bless the Red Cross and its partners so that they continue to assist us."

## Lessons Learnt

The high level of satisfaction was attributed to the improved practices of volunteers, who benefited from various trainings in first aid, emergency response, and other relevant modules. Regular training and refresher courses are essential and should be prioritized in future operations to enhance overall effectiveness.

## Challenges

There were no other major challenges reported in the sector during implementation.



## Water, Sanitation And Hygiene

**Budget:** CHF 93,795  
**Targeted Persons:** 12,000  
**Assisted Persons:** 103,199  
**Targeted Male:** 50,222  
**Targeted Female:** 52,977

## Indicators

| Title | Target | Actual |
|-------|--------|--------|
|-------|--------|--------|





|  |       |       |
|--|-------|-------|
| # of households receiving aquatabs   | 1,900 | 1,900 |
| # of sanitation kits distributed   | 40    | 40    |
| % of population benefiting from hygiene promotion activities   | 90    | 100   |
| % of people aware of the issue who have confirmed that they have integrated and put into practice the hygiene messages | 50    | 90    |
| % of people aware of water treatment methods who have put them into practice   | 100   | 100   |
| # of demonstration sessions Completed  | 40    | 40    |
| # of PDMs organized  | 1     | 1     |
| # of correct jerrycan cleaning sessions organized  | 36    | 50    |

## Narrative description of achievements

A comprehensive training program was conducted for 150 volunteers and 25 supervisors on water, hygiene, and sanitation modules. The training emphasized the critical role of water in maintaining family health, including the proper use of water purifiers like Aquatabs. Volunteers were also trained in personal hygiene, with a focus on effective handwashing practices, and in environmental sanitation, particularly the maintenance of toilets.

During the operation, Non-Food Item (NFI) kits were distributed to 1,900 households, benefiting 16,819 individuals (8,264 men and 8,555 women) across four provinces: Tshopo, Kasai Central, Nord-Ubangi, and Sud-Ubangi. Each kit included essential items such as tarpaulins, mosquito nets, 25-liter canisters, Aquatabs, and hygiene products.

The intervention successfully provided safe drinking water through the distribution of 3,800 boxes of Aquatabs. Additionally, 40 sanitation kits were distributed to communities, with 10 kits per province. Volunteers carried out hygiene promotion, environmental sanitation, and disinfection activities, along with broadcasting flood-related messages in local languages.

Post-distribution monitoring (PDM) was conducted among 190 households (10% of those assisted) using a mixed-method approach. The results highlighted the following key points:

The humanitarian response was highly relevant to the beneficiaries, significantly contributing to the well-being of affected communities. The majority of beneficiaries appreciated the targeting process, the assistance provided, and the professionalism of the staff involved. Beneficiaries felt informed and engaged in the response process, indicating effective communication and community engagement. Overall, 98% of beneficiaries were satisfied with the distribution process, with all households beginning to use the distributed kits. However, some feedback highlighted the need to assist a larger number of people in future interventions.

## Lessons Learnt

- The good community acceptance of the Red Cross enabled the success of the WaSH activities. No serious incidents were recorded. The factors that contributed to this were the teams' regular dialogue with the community, training, and the assignment of team members to their usual environments, particularly the leaders of the various communities. It is therefore a good practice that could be applied to future post-flood operations.

## Challenges

- The funds available were insufficient to cover the many requests from the people affected. The teams had to explain the selection criteria several times in order to calm those who were not assisted through the distribution of Kits.





## Protection, Gender And Inclusion

**Budget:** CHF 1,291

**Targeted Persons:** 175

**Assisted Persons:** 175

**Targeted Male:** 140

**Targeted Female:** 35

### Indicators

| Title   | Target | Actual |
|---|--------|--------|
| # of volunteers and supervisors trained in minimum PGI standards. | 175    | 175    |

### Narrative description of achievements

A briefing on the minimum standards for PGI in emergency situations was provided to the 175 volunteers and staff from the branches involved in the operation. Concurrently, they were sensitized on the prevention of sexual and gender-based violence and child protection (PSEA and PGI). Additionally, the Red Cross teams carried out their activities in alignment with the principles of DAPS (Dignity, Accessibility, Participation, Safety) within the communities.

### Lessons Learnt

- Successfully integrating PGI/PSEA thematic guidelines into emergency operations fostered trust between volunteers and community members. This approach proved to be a critical success factor.
- Briefing volunteers on PGI, PSEA, and the Code of Conduct enabled them to adhere to principles of equity, equality, and gender sensitivity during implementation. Many volunteers reported that the activities were inclusive overall. Therefore, regularly incorporating briefings or training on PGI/PSEA/Code of Conduct into emergency operations is essential.
- The active involvement of all stakeholders, including partners and the Ministry of Health (Ministry of Health, Social Affairs, Planning, Town Hall, DPS, Red Cross, etc.), positively impacted the smooth execution of activities. Key contributing factors included contributions to training and team deployment, coordinated resource and tool availability, supply management, and effective joint supervision. This collaborative approach should be considered a best practice for future post-flood operations.

### Challenges

- Volunteer training was delayed due to lack of funds caused by a delay in the transfer of funds.



## Community Engagement And Accountability

**Budget:** CHF 14,633

**Targeted Persons:** 6,000

**Assisted Persons:** 103,199

**Targeted Male:** 50,222

**Targeted Female:** 52,977

### Indicators

| Title                              | Target | Actual |
|------------------------------------|--------|--------|
| # of feedback systems implemented. | 1      | 1      |



|                                   |    |     |
|-----------------------------------|----|-----|
| # of volunteers trained.          | 50 | 150 |
| # of lesson workshops organized.  | 1  | 1   |
| # of radio broadcasts carried out | 12 | 24  |

## Narrative description of achievements

For operational reasons, all 150 volunteers and 25 supervisors across the 4 provinces received training and retraining on topics including PSS, first aid, PGI, CEA, Health/WASH. A system was established to collect and manage community feedback, utilizing a standard Red Cross tool during home visits and discussions. The feedback primarily consisted of requests and expressions of gratitude, which also provided an opportunity for volunteers to clarify the selection criteria, as many affected individuals had not received the distributed kits.

Continuous social mobilization was carried out to promote best practices through discussion groups. Effective collaboration between the Red Cross team and community radio stations led to the organization of 24 radio broadcasts, allowing awareness-raising messages to reach a large audience indirectly.

A lessons learned workshop was held at the end of the operation, with participation from Red Cross staff and volunteers, IFRC representatives, local authorities, and beneficiaries. The outcomes of this workshop are detailed in this report.

## Lessons Learnt

- The Red Cross's approach to collecting and managing community feedback proved effective, as it allowed for the majority of community concerns to be addressed through regular dialogue sessions and interactive radio broadcasts focused on the quantity and nature of the assistance provided. This collaborative method was a key success factor in the operation and could serve as a model for future flood-related responses. Additionally, the volunteers involved in the operation reported that the CEA training specifically designed for the DREF enhanced their ability to contribute to the effective collection and management of community feedback.

## Challenges

The operation faced insufficient funding for the CEA approach, which led to delays in establishing the community feedback and complaints management mechanisms in some branches. This was primarily because volunteers in these branches had not yet received the necessary training. Additionally, the headquarters team was delayed in deploying to the field for training due to the late disbursement of funds.



## Secretariat Services

**Budget:** CHF 31,813

**Targeted Persons:** 4

**Assisted Persons:** 4

**Targeted Male:** 3

**Targeted Female:** 1

## Indicators

| Title                             | Target | Actual |
|-----------------------------------|--------|--------|
| # of follow-up missions organized | 2      | 2      |
| # of insured volunteers           | 175    | 175    |
| # of surge deployed               | 1      | 1      |





## Narrative description of achievements

• During the implementation of the activities, the IFRC deployed a staff surge (operation manager). He was deployed for 3 months in Tshopo to support the Red Cross response teams. In addition, an IFRC programme staff based in Kinshasa carried out a follow-up missions and also participated in the supervision of the distributions' activities and the lessons learned workshop. During the operation, there was the purchase of VHF radios for staff communication.

The other IFRC staff (PMER, Programmes, Finance, Logistics, Fleet, etc.) continued to support the DRC Red Cross teams.

## Lessons Learnt

The deployment of the surge with the operation manager profile had a positive factor in launching priority activities that were delayed at the beginning of the operation. Its deployment in the field in the target provinces was well appreciated by the NS, as it contributed to facilitate the kit distribution process. It is therefore an action to be recommended for future operations in the same context.

## Challenges

There were delays in transferring funds from the IFRC to Red Cross headquarters and from headquarters to the 4 target provincial branches. This was due to delays in administrative procedures. Discussions on this issue has been continuing between the IFRC Delegation in Kinshasa and the DRCRC in order to achieve greater agility in the future operations.



## National Society Strengthening

**Budget:** CHF 60,818

**Targeted Persons:** 175

**Assisted Persons:** 175

**Targeted Male:** 140

**Targeted Female:** 35

## Indicators

| Title                           | Target | Actual |
|---------------------------------|--------|--------|
| # of planning meetings held     | 1      | 1      |
| # of support missions organized | 2      | 2      |
| # of PDMs organized             | 1      | 1      |

## Narrative description of achievements

At the beginning of the humanitarian response, a meeting was organized with the heads of the provincial branches targeted by the Red Cross to carry out detailed planning of activities and to set up a system for monitoring and evaluating the operation. The meeting was chaired by the operation's managers at national level.

At the same time, personal protective equipment, waistcoats and bibs were made available to volunteers and supervisors. The Red Cross also deployed part-time staff (logistics, finance, programme, CEA, PMER) to support needs assessment, training, monitoring of activities, distribution, post-distribution monitoring and lessons learned activities.

The DRC Red Cross is part of the national disaster risk reduction platform. Thus, during the implementation of the DREF, it continued to collaborate with the administrative and political authorities and humanitarian actors.

• A total of 100 bibs were purchased for volunteers and 10 jackets for supervisors. A PDM mission was organized at the end of the operation. It showed that the majority (98%) of people interviewed were satisfied with the humanitarian assistance provided by the Red Cross.

## Lessons Learnt

• The equitable distribution of material resources and mobility on a permanent basis in operational areas is necessary for the effectiveness of humanitarian responses.



## Challenges

- Material and financial resources were insufficient to cover most of the reinforcement needs of the provincial branches of the Red Cross targeted by the operation.



# Financial Report

## DREF Operation

### FINAL FINANCIAL REPORT

#### MDRCD042 - DRC - Floods

Operating Timeframe: 23 Jan 2024 to 31 May 2024

| Selected Parameters |                |           |          |
|---------------------|----------------|-----------|----------|
| Reporting Timeframe | 2024/1-2025/06 | Operation | MDRCD042 |
| Budget Timeframe    | 2024/1-2024/05 | Budget    | APPROVED |

Prepared on 25/Jul/2025

All figures are in Swiss Francs (CHF)

### I. Summary

|                                 |                 |
|---------------------------------|-----------------|
| Opening Balance                 | 0               |
| <b>Funds &amp; Other Income</b> | <b>396,254</b>  |
| DREF Response Pillar            | 396,254         |
| <b>Expenditure</b>              | <b>-397,910</b> |
| Closing Balance                 | -1,656          |

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

| Description  | Budget         | Expenditure     | Variance        |
|--|----------------|-----------------|-----------------|
| PO01 - Shelter and Basic Household Items               | 102,336        |                 | 102,336         |
| PO02 - Livelihoods                                     |                |                 | 0               |
| PO03 - Multi-purpose Cash                              |                |                 | 0               |
| PO04 - Health  | 91,567         | 302             | 91,265          |
| PO05 - Water, Sanitation & Hygiene                     | 93,795         | -112,567        | 206,363         |
| PO06 - Protection, Gender and Inclusion                | 1,291          |                 | 1,291           |
| PO07 - Education                                       |                |                 | 0               |
| PO08 - Migration                                       |                |                 | 0               |
| PO09 - Risk Reduction, Climate Adaptation and Recovery |                | 0               | 0               |
| PO10 - Community Engagement and Accountability         | 14,635         | 545             | 14,090          |
| PO11 - Environmental Sustainability                    |                |                 | 0               |
| <b>Planned Operations Total</b>                        | <b>303,625</b> | <b>-111,721</b> | <b>415,345</b>  |
| EA01 - Coordination and Partnerships                   |                |                 | 0               |
| EA02 - Secretariat Services                            | 31,813         | 487,795         | -455,983        |
| EA03 - National Society Strengthening                  | 60,816         | 21,836          | 38,981          |
| <b>Enabling Approaches Total</b>                       | <b>92,629</b>  | <b>509,631</b>  | <b>-417,002</b> |
| <b>Grand Total</b>                                     | <b>396,254</b> | <b>397,910</b>  | <b>-1,657</b>   |

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

## Please explain variances (if any)

- 1.Overspent on Water, Sanitation & Hygiene: The over-consumption of this line is due to the fact that the costs related to awareness-raising and volunteers' per diems were recorded on this line.
- 2.Underspent on Protection, Gender and Inclusion: PGI training was included in the other training package, hence the under-consumption of this line
- 3.Regarding the other variances (Shelter and Basic Household Items, Health, Community Engagement and Accountability, National Society Strengthening), the activities were carried out by the NS. However, in the new ERP system, NS's expenditure is mainly recorded under the line Transfers National Societies.





# Contact Information

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

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**IFRC Project Manager:** MUMONAYI DJAMBA Irène, Health and care Officer, mumonayi.irene@ifrc.org, +243 819838346

**IFRC focal point for the emergency:** MUMONAYI DJAMBA Irène, Health and care Officer, mumonayi.irene@ifrc.org, +243 819838346

**Media Contact:** Susan Nzisa Mbalu, Communications Manager, susan.mbalu@ifrc.org, +254733827654

**National Societies' Integrity Focal Point:** Gloria LOMBO K. POLO, Secretary General, sgcrdc@croixrouge-rdc.org

**National Society Hotline:** 472222

[Click here for reference](#)



# DREF Operation

## FINAL FINANCIAL REPORT

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Prepared on 25/Jul/2025

All figures are in Swiss Francs (CHF)

### III. Expenditure by budget category & group

| Description                                 | Budget         | Expenditure    | Variance        |
|---|----------------|----------------|-----------------|
| <b>Relief items, Construction, Supplies</b> | <b>210,950</b> |                | <b>210,950</b>  |
| Shelter - Relief                            | 90,433         |                | 90,433          |
| Clothing & Textiles                         | 17,063         |                | 17,063          |
| Water, Sanitation & Hygiene                 | 86,347         |                | 86,347          |
| Medical & First Aid                         | 8,980          |                | 8,980           |
| Teaching Materials                          | 7,454          |                | 7,454           |
| Other Supplies & Services                   | 674            |                | 674             |
| <b>Land, vehicles &amp; equipment</b>       |                | <b>1,737</b>   | <b>-1,737</b>   |
| Office & Household Equipment                |                | 1,737          | -1,737          |
| <b>Logistics, Transport &amp; Storage</b>   | <b>4,311</b>   |                | <b>4,311</b>    |
| Transport & Vehicles Costs                  | 4,311          |                | 4,311           |
| <b>Personnel</b>                            | <b>95,985</b>  | <b>19,316</b>  | <b>76,669</b>   |
| International Staff                         | 21,553         | 10,367         | 11,186          |
| National Staff                              | 6,466          | 8,748          | -2,282          |
| National Society Staff                      | 8,621          | 20             | 8,601           |
| Volunteers                                  | 59,345         | 182            | 59,163          |
| <b>Consultants &amp; Professional Fees</b>  | <b>898</b>     | <b>252</b>     | <b>646</b>      |
| Professional Fees                           | 898            | 252            | 646             |
| <b>Workshops &amp; Training</b>             | <b>46,062</b>  |                | <b>46,062</b>   |
| Workshops & Training                        | 46,062         |                | 46,062          |
| <b>General Expenditure</b>                  | <b>13,864</b>  | <b>10,121</b>  | <b>3,743</b>    |
| Travel                                      | 8,980          | 9,655          | -675            |
| Information & Public Relations              | 1,114          |                | 1,114           |
| Office Costs                                |                | 296            | -296            |
| Communications                              | 180            | 1,120          | -940            |
| Financial Charges                           | 3,590          | -950           | 4,540           |
| <b>Contributions &amp; Transfers</b>        |                | <b>342,199</b> | <b>-342,199</b> |
| National Society Expenses                   |                | 342,199        | -342,199        |
| <b>Indirect Costs</b>                       | <b>24,184</b>  | <b>24,286</b>  | <b>-101</b>     |
| Programme & Services Support Recover        | 24,184         | 24,286         | -101            |
| <b>Grand Total</b>                          | <b>396,254</b> | <b>397,910</b> | <b>-1,657</b>   |