

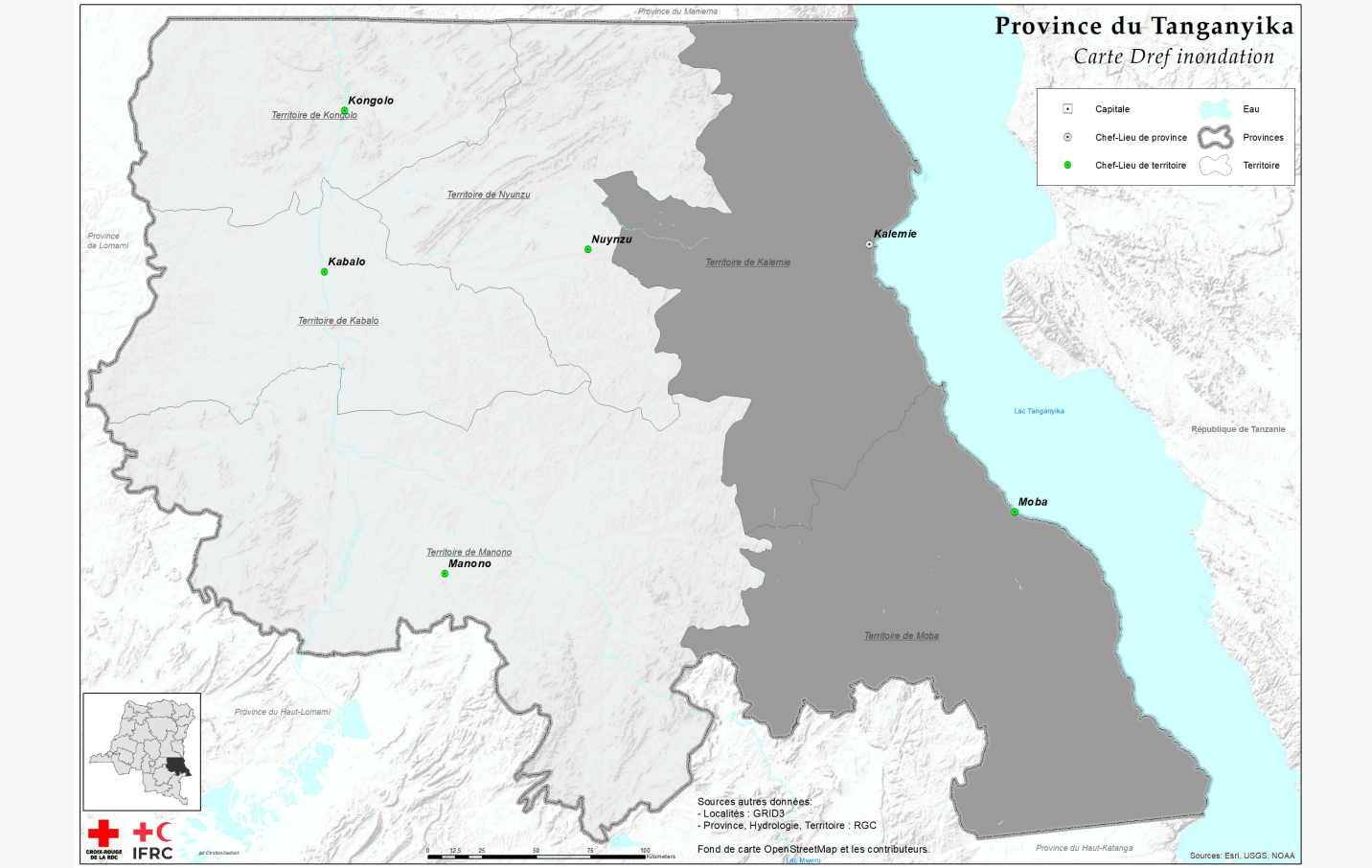


NFI kits and Cash transfer distribution in Kalemie

|                                     |  |  |   |
|-------------------------------------|--|--|---|
| Appeal:<br><b>MDRCD044</b>          | Total DREF Allocation:<br><b>CHF 499,831</b> | Crisis Category:<br><b>Yellow</b>          | Hazard:<br><b>Flood</b>                       |
| Glide Number:<br><b>-</b>           | People Affected:<br><b>289,412 people</b>    | People Targeted:<br><b>11,400 people</b>   | People Assisted:<br><b>29,403 people</b>      |
| Event Onset:<br><b>Slow</b>         | Operation Start Date:<br><b>16-05-2024</b>   | Operational End Date:<br><b>30-09-2024</b> | Total Operating Timeframe:<br><b>4 months</b> |
| Targeted Regions: <b>Tanganyika</b> |  |  |   |

The major donors and partners of the IFRC-DREF included the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, China, Czech Republic, 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. IFRC, on behalf of the National Society, would like to extend thanks to all for their generous contributions.

# Description of the Event



Areas affected by flooding

## Date when the trigger was met

02-05-2024

## What happened, where and when?

Between October 2023 and May 2024, unusually heavy rainfall—attributed to climate change—led to the overflow of rivers and lakes in eastern DRC, triggering widespread flooding across the region. In Tanganyika Province, particularly around Lake Tanganyika, numerous people lost their homes, farmland, and sources of livelihood. The flooding was primarily caused by rising lake and river levels. On March 14, 2024, the waters of Lake Tanganyika rose to 776.72 meters, surpassing the previous year's peak of 776.46 meters recorded on May 8, 2023. Rainfall intensified again in April and May 2024, worsening the flooding.

Access to homes was only possible by boat or by wading through waist-deep water. Many families sought refuge with host communities, in schools, or churches, and some were forced to relocate multiple times as water levels continued to rise. Stores and schools were submerged, disrupting daily life across the affected provinces. Farmers lost both their homes and crops and were forced to live in temporary shelters alongside their livestock. The international ports of Kalemie and Moba were submerged for several days, halting lake transport, while flooded roads cut off access to numerous areas.

According to OCHA, in Tanganyika Province, more than 163,000 people were affected by floods that damaged over 20,000 homes and around 2,000 hectares of crops, between January and April 2024.

As of May 2, 2024, Red Cross teams reported that 173,351 people were affected by the floods.

The rains continued and as of May 23, 2024, a detailed report from the "Division des Actions Humanitaires et Solidarité Nationale" showed that 289,412 people from 56,992 households were affected by the floods in Tanganyika province. The natural disaster caused 18 injuries and 11 deaths.

On May 2, 2024, Tanganyika's provincial Minister of the Interior and Security, alarmed by the heavy toll of flooding, appealed for solidarity and help to the DRC Red Cross in a letter requesting support for flood victims.

Following this situation, the Democratic Republic of Congo Red Cross (DRCRC) launched an operation to contribute to assist 11,400 people affected by the flooding in Kalemie and Moba. The operation was carried out with the support of the International Federation of



Red Cross and Red Crescent Societies (IFRC) through the DREF (Disaster Response Emergency Fund). This report presents the achievements of the humanitarian assistance operation.



Provincial authorities launch the first day of NFI Kit distribution in Kalemie.



Participants in the lessons learned workshop in Kalemie



Door-to-door awareness-raising in Kalemie

## Scope and Scale

The heavy rains that fell in 2023 and early 2024 in the city of Kalemie and in the territories of Tanganyika province, flooded several neighborhoods in the city of Kalemie and the territories. The hazard produced negative impacts on lives, livelihoods, well-being and infrastructure.

Basic socio-economic infrastructures were destroyed; the port of Kalemie and that of Moba were in a state of disappearance. Roads were cut off by the waters, making some areas inaccessible. In addition, the floods devastated several hectares of farmland around the city of Kalemie and in the neighbouring territories.

According to the Division des Actions Humanitaires et Solidarite Nationale the updated report as of May 23, 2024, was as follows. A total of 289,412 people, or 56,992 households, were affected by the floods in several Tanganyika territories. The territories most affected, in descending order, were Manono with 106,785 people (21,357 households); Kongolo with 48,020 people (9,604 households); Kabalo with 36,395 people (7,279 households), Moba: 35,580 people (7,116 households), Kalemie ville 36,250 people (7,250 households), Kalemie Territoire 15,125 people (3,025) and Nyunzu with 10,987 people (1,361 households). These people lost their homes, essential household items and food stocks.

The floods displaced thousands of people whose homes were destroyed. Most of these people found shelter in schools, churches and even in outdoor areas, in conditions that made them more exposed to bad weather, promiscuity and water-borne diseases. This situation increased the multi-sectoral vulnerability of host families and displaced populations, in particular the risk of disease transmission following the deterioration of water, hygiene and sanitation infrastructures, with 34 water points destroyed, including 24 in Manono and 10 in the Kabalo territory, and numerous latrines overflowing.

In addition, 05 health facilities were destroyed and the schooling of some 9,200 school children across the various territories was affected by the loss of teaching materials and the destruction of 184 classrooms, including 29 in Kabalo, 18 in Moba, 14 in Kalemie, 24 in Kongolo and 60 in Nyunzu.

In May 2024, Lake Tanganyika reached a peak of 777.36 m, after which the lake level gradually dropped to 776.51 m in June.

Through the DREF allocation, the DRC Red Cross set up a response to support the affected population in the following areas:

- Shelter
- Health
- WASH (Water, Sanitation and Hygiene)
- Multi-purpose cash and CEA (Community Engagement and Accountability)
- PGI (Protection, Gender and Inclusion)

A total of 11,400 people were targeted.

## Source Information

| Source Name  | Source Link   |
|--------------|---|
| 1. Red Cross | <a href="https://www.facebook.com/61565176963048/posts/122109352478505898/?mibextid=rS40aB7S9Ucbxw6v">https://www.facebook.com/61565176963048/posts/122109352478505898/?mibextid=rS40aB7S9Ucbxw6v</a>   |
| 2. OCHA      | <a href="https://www.unocha.org/publications/report/democratic-republic-congo/republique-democratique-du-congo-tanganyika-inondations-dans-la-province-du-tanganyika-au-30-avril-2024">https://www.unocha.org/publications/report/democratic-republic-congo/republique-democratique-du-congo-tanganyika-inondations-dans-la-province-du-tanganyika-au-30-avril-2024</a> |



|                |   |
|----------------|---|
| 3. Radio Okapi | <a href="https://www.radiookapi.net/2024/04/23/actualite/environnement/kalemie-la-crue-du-lac-tanganyika-impacte-les-activites">https://www.radiookapi.net/2024/04/23/actualite/environnement/kalemie-la-crue-du-lac-tanganyika-impacte-les-activites</a>   |
| 4. RFI         | <a href="https://www.rfi.fr/fr/podcasts/invit%C3%A9-afrique-midi/20240418-inondations-en-rdc-aujourd-hui-la-ville-de-kal%C3%A9mie-est-coup%C3%A9e-en-deux">https://www.rfi.fr/fr/podcasts/invit%C3%A9-afrique-midi/20240418-inondations-en-rdc-aujourd-hui-la-ville-de-kal%C3%A9mie-est-coup%C3%A9e-en-deux</a> |
| 5. FRYCOMS.NET | <a href="https://frycoms.net/2024/03/tanganyika-comment-eviter-les-degats-humains-et-materiels-dus-aux-inondations/">https://frycoms.net/2024/03/tanganyika-comment-eviter-les-degats-humains-et-materiels-dus-aux-inondations/</a>   |

## National Society Actions

|   |    |
|---|----|
| Have the National Society conducted any intervention additionally to those part of this DREF Operation? | No |
|---|----|

## IFRC Network Actions Related To The Current Event

|                                  |   |
|----------------------------------|---|
| Secretariat                      | The IFRC has a delegation in Kinshasa (covering the DRC, Rwanda, Burundi and the Republic of Congo) and an operational sub-office in Kalemie (Tanganyika province), which ensures that activities run smoothly. The delegation provided technical support, from the drafting and planning of activities to the implementation of the DREF, through monitoring missions in the field and weekly coordination meetings. |
| Participating National Societies | The DRC Red Cross works in close collaboration and maintains constant coordination with all the Movement's partners in the country, notably the French RC, the Belgian RC, the Swedish RC and the Luxembourg RC.<br>No Participating National Societies (PNS) was involved in any flood-related assistance.   |

## ICRC Actions Related To The Current Event

|   |
|---|
| The ICRC has an office in the country and maintains constant coordination with the DRC Red Cross in the country, including in connection with the launch of this DREF. No action was taken by the ICRC in connection with this disaster. However, ICRC colleagues provided a security briefing to the international staff deployed by the IFRC for the operation. |
|---|

## Other Actors Actions Related To The Current Event

|   |   |
|---|---|
| Government has requested international assistance | Yes   |
| National authorities                              | The Ministry of the Interior and Security was organizing disaster coordination meetings. The authorities launched an advocacy campaign with partners fighting the epidemic of cholera and were coping with clearing the waters of the Kalemie River to protect the port facilities. |
| UN or other actors                                | Cross-sectoral coordination meetings were held with humanitarian partners (OCHA, WHO, UNICEF, OXFAM, WFP, etc) to contribute to the humanitarian response. UNICEF distributed essential household items in Kabalo.  |

|  |
|--|
| Are there major coordination mechanism in place?   |
| During the Operation, several discussion platforms were set up, in which the DRC Red Cross regularly took part:<br>- Multi-sector and inter-agency meetings. |



- Disaster coordination meetings organized by the Ministry of the Interior.
- Internal coordination meeting DRC Red Cross/IFRC.

## Needs (Gaps) Identified



### Shelter Housing And Settlements

A total of 56,992 households were in need of shelter support. The floods caused the displacement of people whose homes were flooded or destroyed. Some 21,210 homes were destroyed in the areas already assessed. These households also lost their essential household items. Displaced families were housed with host families or in IDP sites. Fields of vegetables and food crops were flooded, while others were washed away. Flooded households were in need of essential household items and bedding, children's clothes etc. In addition, there was a collapsed retaining wall at the Kalemie Central Prison, which required rapid rehabilitation.



### Livelihoods And Basic Needs

According to the Ministry of Humanitarian Action and National Solidarity, a total of 2,505 agricultural properties were inundated 1,643 in Kalemie and 862 in Moba. As agriculture is the primary livelihood for much of the population, the floods had a devastating impact on food security and household incomes. Crops and livestock were swept away or destroyed, while surviving animals faced a lack of fodder due to submerged grazing areas. Extensive flooding affected numerous vegetable and staple crop fields, with thousands of hectares submerged, resulting in widespread crop rot. The territory of Kabalo experienced the most severe damage, followed by Manono and Kongolo.

Based on assessments, the following needs were identified:

- Livelihood support (Income-generating activities (IGAs), purchase of fishing gear, improved crops).
- Immediate food assistance for affected households, especially children under 5 and pregnant women.



### Health

Some of the injured were referred to the nearest health facilities by DRC Red Cross rescue teams. However, they were in need of first-aid equipment. There was also a shortage of wastewater treatment kits, which were crucial for the proper care of affected communities. Many of those displaced were housed in schools, churches, or outdoors, making them more exposed to the elements. Affected households lacked protective equipment and were vulnerable to malaria vectors. The distribution of blankets and mosquito nets was essential to mitigate the negative health effects and should be accompanied by awareness raising on managing water-borne diseases.

The risk of disease transmission did increase due to the deterioration of water, hygiene, and sanitation infrastructures, with 34 destroyed water points recorded and many overflowing latrines. People constantly waded through unsanitary water and were forced to wash their clothes and cooking utensils in it, exposing themselves to water-borne diseases, particularly cholera, which is endemic in the region. In March 2024, WHO reported 164 cases and 1 death (case-fatality ratio 1.5%) in 7 health zones in Tanganyika since the beginning of the year. The Moba, Nyemba, and Kalemie health zones were the most affected, and WHO deployed a management kit and other supplies in the province.

On September 30, 2024, the country confirmed cholera cases totaling 23,887, with 336 deaths. In Tanganyika province, there were 660 cases with 8 deaths. In the same period, a new outbreak was identified in the lake health areas of Nyemba and Kalemie in Tanganyika Province.

Cholera is of endemic nature in the region; it was likely that the floods exacerbated the situation. Cholera treatment is free of charge in the DRC.

Additionally, a significant proportion of the displaced population required psychological care due to the losses they had suffered and the precarious conditions they were living in.



### Water, Sanitation And Hygiene

Lake flooding severely disrupted access to traditional water sources, particularly for riverside communities. The inundation compromised water quality in nearby wells and boreholes, presenting significant health risks. According to the Ministry's report, 34 water points were damaged. The situation was especially critical in rural and peri-urban areas, where water supply systems were primarily dependent on the lake.



Sanitation infrastructure also suffered considerable damage, with 287,312 people affected by destroyed, weakened, or overflowing latrines. Many households experienced flooding of their family latrines, leaving them with no option but open defecation. This breakdown in sanitation barriers heightened the risk of fecal-oral disease transmission.

Furthermore, overcrowded conditions in non-flooded informal settlements, where many displaced persons sought refuge, exacerbated the spread of hygiene-related illnesses such as skin infections, respiratory diseases, and cholera.

# Operational Strategy

## Overall objective of the operation

The aim of the operation was to help improve the living conditions of 11,400 people (1,900 households) affected by the floods, by providing them with support in terms of Water, Hygiene and Sanitation, means of subsistence, shelter, health and community involvement in Tanganyika Province (Kalemie and Moba) for 4 months. These activities were carried out in an inclusive and coordinated manner in Tanganyika Province, in the territories of Kalemie and Moba for 4 months.

By 30-09-2024, the Red Cross reached 12,369 people through direct NFI assistance. Awareness-raising activities reached at least 29,403 people.

## Operation strategy rationale

To achieve its objective, the DRC Red Cross focused on the following areas:

### 1. Unconditional and multi-purpose cash support:

- Multi-purpose cash assistance was provided to support the livelihoods and other basic needs of the most vulnerable households. An amount of 100 USD was transferred to 1900 selected households. This amount was determined by the government according to the means of subsistence of the Congolese population.

- The experience gained from previous cash-based interventions and the training of cash focal points was beneficial for the operation. The National Society (NS) has an active contract with a financial services provider for direct cash transfers. A rapid assessment of the various markets was also carried out.

### 2. Health:

- Volunteers provided first aid to injured people and those in need, then directed them to the appropriate care structures.
- Psychosocial care was provided to those affected: Trained volunteers also identified and reported cases of high-risk water-borne diseases, diarrhea and cholera in the various villages, facilitating referral to the nearest health centers.

Intensification of prevention measures: Sessions were organized to reinforce prevention messages against potential water-borne diseases and epidemics through awareness campaigns aimed at the population.

NS used strategies proven effective in previous interventions, including direct communication, involvement and support of local leaders, awareness campaigns in public places using interactive methods, and group discussions adapted to convey sensitive messages or reach specific groups.

### 3. WASH:

- Vector control and sanitation support: Provide sanitation kits to Red Cross committees to help communities in their sanitation efforts. 50 sanitation kits in total, including brushes, bleach, chlorine, detergent, hoes, mixing containers, rakes, soap, sprayers and wheelbarrows, 100 protection kits including boots, gloves, helmets, silencers and other protective equipment were also distributed.
- Promotion of hygiene and environmental sanitation: Activities focused on promoting hygiene and environmental sanitation.
- Distribution of Aqua-tabs for water purification: The distribution of Aqua-tabs to 1,900 households, accompanied by hygiene messages and demonstrations on the correct dosage and storage of water treatment products to minimize risks to children.
- Post-distribution monitoring: Monitoring was carried out to assess beneficiary satisfaction and actual use of treatment products.

### 4. Shelter:

Distribution of shelter kits: NS provided shelter kits to 1,900 households, targeting families who had lost their homes on the basis of pre-established vulnerability criteria. Each household received two tarpaulins to protect themselves and their belongings from the elements.

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

- Setting up a community feedback system: Support for the system, including monitoring rumors and perceptions.
- Flood radio messages: Broadcasting messages in local languages.
- Social mobilization: Promotion of best practices through discussion groups.

### 6. Protection, gender and inclusion (PGI):



- Inclusive and gender-sensitive programs: Guarantee equitable and safe assistance for all groups in targeted communities.
- Volunteer training: Volunteers received training in water, sanitation and hygiene, epidemic management, psychological support and protection, including a refresher on needs and vulnerability assessment and data collection.

## Targeting Strategy

### Who was targeted by this operation?

DREF targeted the city of Kalemie and the Moba territory. These were in the areas most affected by the floods, but also the most accessible.

The people targeted were distributed as follows:

- Kalemie: 6,000 people or 1,000 households.
- Moba: 5,400 people or 900 households.

### Explain the selection criteria for the targeted population

The National Society's target took into account the needs not covered by other partners, as well as the food and non-food aid already provided in the context of these floods by the Ministry and other partners, and the USAID-funded food security project implemented by the DRC Red Cross in the same province. The intervention took account of the people targeted by this project, and the operational teams involved in the detailed assessment and identification of beneficiaries ensured that there was no duplication of effort, and the selection of beneficiaries was well coordinated.

As part of the cash and kit distributions carried out, they targeted the most vulnerable people, taking into account their needs, according to the following criteria:

- Households that lost their homes.
- Female heads of household.
- Pregnant and breast-feeding women.
- Households with disabled people.

## Total Assisted Population

|                           |        |                                      |     |
|---------------------------|--------|--------------------------------------|-----|
| Assisted Women            | 6,763  | Rural                                | 60% |
| Assisted Girls (under 18) | 8,123  | Urban                                | 40% |
| Assisted Men              | 6,765  | People with disabilities (estimated) | 1%  |
| Assisted Boys (under 18)  | 7,752  |                                      |     |
| Total Assisted Population | 29,403 |                                      |     |
| Total Targeted Population | 11,400 |                                      |     |

## 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  |
| <b>Please analyse and indicate potential risks for this operation, its root causes and mitigation actions.</b>   |  |
| Risk   | Mitigation action  |
| The Flooding worsened and led to an increase in displaced populations and the emergence of epidemics and waterborne diseases.  | The DRC Red Cross continued to advocate for more resources to contribute to the humanitarian response. Tanganyika Red Cross branch collaborates with UNICEF to contribute to cholera response.   |
| The Flooding caused the population numbers to rise and increased the risk of sexual abuse.   | NS raised awareness on the Protection, Gender and Inclusion and PSEA.  |
| Risk that the people to be assisted receive the cash transfer late   | Community feed-backs were shared regularly with the coordination team. Red Cross management pushed the Financial Service Provider (FSP) to transfer funds to the recipients before the end of the operation. The FSP workers distributed the SIM cards to the recipients and explained the process for receiving the monetary transfer. Red Cross teams raised awareness of the cash transfer process ( modalities, opening a mobile money account, etc.). |
| <b>Please indicate any security and safety concerns for this operation:</b>  |  |
| <p>In Tanganyika Province, as in other parts of eastern DRC, security remains a persistent concern. Incidents involving armed groups and criminal elements continued to be reported throughout the reporting period.</p> <p>In response, the DRC Red Cross, with support from the ICRC and IFRC, conducted regular security briefings for staff and volunteers deployed in the field. Security officers from the DRC Red Cross, IFRC, and ICRC collaborated closely to monitor evolving health and security conditions that could impact operational personnel.</p> <p>To enhance the safety of field teams, visibility materials and protective equipment were provided, ensuring that staff and volunteers could carry out their activities with an increased level of protection.</p> |  |
| Has the child safeguarding risk analysis assessment been completed?  | No   |

## Implementation



### Shelter Housing And Settlements

**Budget:** CHF 109,758  
**Targeted Persons:** 11,400  
**Assisted Persons:** 12,369  
**Targeted Male:** 6,060  
**Targeted Female:** 6,309

### Indicators

| Title                                  | Target | Actual |
|--|--------|--------|
| # of households receiving shelter kits | 1,900  | 1,900  |
| # of PDMs organized                    | 1      | 1      |



## Narrative description of achievements

- Beneficiaries were identified on the basis of pre-established selection criteria using the Kobo collect tool.

A total of 1,900 households (1,000 in Kalemie and 900 in Moba) were targeted, and each benefited from an emergency shelter kit (2 tarpaulins, wood (rafters and planks), binding rods, nails, etc.). The distribution launch took place in Kalemie on September 13, 24, with the town's first citizen represented by the Minister of Health and the Minister of the Interior. As part of the opening ceremony, the town of Kalemie was represented by the mayor of the town and another state technical service, who wanted to get a feel for the most publicized situation that week.

- During distribution, all selected households received their tarpaulins and other materials. No major security incidents were reported by any of the stakeholders during the operation.

• A post-distribution monitoring (PDM) was carried out. The survey collected the opinions of 190 people, including 133 women and 57 men. Overall, 99% were satisfied with the distribution process (safe, accessible, accountable and participatory distribution process). They appreciated the shelter/NFI kits and cash transfers received, but expressed additional needs. Despite the assistance to flood victims provided by the Red Cross, needs still persisted in the communities. Only 63% explained that their basic needs were being met. Among those who had less than 80% of their basic needs met, the following reasons were given:

- 35% explained that they needed food, 13% spoke of the lack of drinking water, 42% reported that the kits received were insufficient while 10% expressed a need for Essential Household Items (EHI). Community discussion groups were facilitated by the volunteers to hear the communities' views on the response in general and aid to the displaced in particular.

Overall, the men and women who took part in the focus groups explained their satisfaction with the Red Cross action but also explained that the needs were still enormous in the communities, especially for those who had not yet received aid.

- A key success factor was the presence of members of the provincial government during the activity. The political and administrative authorities were well involved in the implementation of the activities. The distribution activities were launched by the Minister of Health and Humanitarian Affairs. This was a strong point of the operation and is recommended for future interventions•

## Lessons Learnt

The management of disaster victims not selected for assistance was particularly challenging. The involvement of local authorities helped to mitigate the negative impact on the operation.

- Logistical delays were experienced in the preparation and delivery of shelter kits to distribution sites. This was due to logistical procedures which took longer. Measures will be taken for future operations to remedy this, including the setting up of a database of pre-selected suppliers.

## Challenges

- The resources obtained by this DREF allocation ,were insufficient for the shelter needs. Only 1,900 households received shelter kits, while over 5,000 were in need.



## Multi Purpose Cash

**Budget:** CHF 207,929

**Targeted Persons:** 11,400

**Assisted Persons:** 12,369

**Targeted Male:** 6,060

**Targeted Female:** 6,309

## Indicators

| Title  | Target | Actual |
|--|--------|--------|
| # of volunteers trained in cash transfer               | 50     | 68     |
| # of households receiving cash assistance              | 1,900  | 1,900  |
| % of households reporting satisfaction with assistance | 90     | 96     |



## Narrative description of achievements

• A total of 68 Red Cross volunteers and staff were trained in assessments and cash transfers then deployed in the affected sites for a rapid market assessment, particularly in the areas around IDP camps. Volunteers then selected recipients according to pre-established identification criteria for the most vulnerable households over the course of several days. The assessment confirmed the availability of food commodities on the markets, and then the feasibility of the cash transfer. Among the people assisted, 8 had expressed concerns about the modality, as they did not have phones to use the SIM cards they had been given. A meeting with OCHA's Cash Cluster Focal Point provided an opportunity to share information on cash transfers with recipients, and to ensure that the modality was in line with existing policies established. It was found that the minimum household basket was set at \$145, although the Red Cross was congratulated on its cash assistance.

• As a result, 1,900 households (1,000 in Kalemie and 900 in Moba) were selected and a cash transfer of 100 USD per household was made through mobile money. The cash transfer assistance reached 12,369 people in the households, including 6,060 men and 6,309 women.

• According to PDM, 96% of those surveyed were satisfied with the money transfer. The remaining 4% would have preferred other products such as food.

To receive money at the SIM card distribution station, it took less than 1 hour for 58% of respondents and between 1 and 2 hours for 42%.

• According to the cash transfer, 94% of respondents received money via their own phones and 6% via their biological children's phones. Regarding the use of the cash transfer received, the majority of respondents use it to pay for food (32.1%), 29.5% for rent, 18.4% to buy school kits and pay school fees, 14.2% to repay debts, 4.2% to buy clothes and 1.6% to buy household items.

## Lessons Learnt

• Delays in validating the lists of people to be assisted with the stakeholders, as well as partial coordination of the activity with the financial services provider (FSP) who was to lead the operation, delayed the distribution of cash on time.

The lack of cell phones and mobile money accounts affected some beneficiaries, who received the aid later. In the end, these challenges were overcome by the financial services provider and the Red Cross teams. These issues will be discussed in advance with the financial service providers for future operations to avoid delays.

• The use of Multipurpose cash contributed to a significant reduction in the risk of selling the NFIs received.

## Challenges

• There was a considerable delay in the cash transfer humanitarian assistance that was provided. The humanitarian assistance modality through cash transfer was useful, however it was particularly difficult to implement during this operation.

• The reason for that was the delay in validating the lists of people to be assisted with the stakeholders, as well as partial coordination of the activity with the Financial Service Provider (FSP) who was to carry out the operation.

• There were delays in transferring funds. In addition, some people in the field received assistance late, as they had difficulty using the Sim cards they had received and on which cash deposits had been made. These people do not have telephones, and some did not have mobile money accounts either. In the end, these challenges were met by the financial service provider and the Red Cross teams.



**Budget:** CHF 65,596

**Targeted Persons:** 11,400

**Assisted Persons:** 29,403

**Targeted Male:** 14,517

**Targeted Female:** 14,886

## Indicators

| Title   | Target | Actual |
|---|--------|--------|
| # of volunteers retrained in PSS and First Aid            | 100    | 100    |
| # of first aid kits purchased                             | 10     | 10     |
| # of people reached by outreach and other health services | 11,400 | 29,403 |



|   |       |       |
|---|-------|-------|
| # of people who received first aid      | 200   | 200   |
| # of households receiving mosquito nets | 1,900 | 1,900 |

## Narrative description of achievements

•A 3-day training/refresher training session was organized for 100 volunteers and 10 supervisors on health promotion, hygiene, Psychosocial Support (PSS) and first aid. These volunteers were then deployed to carry out awareness-raising activities in the community and at IDP sites. The aim was to carry out 2 awareness-raising sessions a week for 3 months. They carried out home visits and mass awareness-raising activities. A total of 29,403 people (6,765 men, 6,763 women, 7,752 boys and 8,123 girls) were reached by the health promotion messages, including Kalemie 9,231 and Moba 20,172.

In addition, following validation of the awareness messages by the health cluster and the DPS (Division Provinciale de la Sante), the radio messages were broadcasted to accompany the door-to-door awareness campaigns starting in July 2024.

•Volunteers were also able to provide first aid to the injured and refer to health services. First-aid sites were made available to all volunteers. As a result, 200 people were reached through PSS and first aid. For this activity, they received 10 First Aid Kits purchased by the Red Cross.

•Being in a malaria-endemic area, mosquito nets were distributed to 1,900 targeted households (1,000 in Kalemie and 900 in Moba) to prevent malaria. The post-distribution follow-up mission carried out among those assisted also revealed that the majority (99%) were satisfied with the items received.

## Lessons Learnt

Visibility (vests and bibs for volunteers) were not budgeted for, which meant that some volunteers were not easily identifiable during awareness-raising activities. This aspect will be taken into account during future operations.

## Challenges

- Low visibility of the Red Cross during awareness-raising activities.



## Water, Sanitation And Hygiene

**Budget:** CHF 7,281

**Targeted Persons:** 11,400

**Assisted Persons:** 29,403

**Targeted Male:** 14,517

**Targeted Female:** 14,886

## Indicators

| Title   | Target | Actual |
|---|--------|--------|
| # of households receiving acquatabs   | 1,900  | 1,900  |
| # of sanitation kits distributed  | 50     | 50     |
| # of protection kits distributed  | 100    | 100    |
| % of the population who have benefited from hygiene promotion activities                  | 90     | 90     |
| % of people aware of hygiene messages who have integrated them and put them into practice | 50     | 90     |
| % of people aware of and using treatment systems  | 100    | 100    |



## Narrative description of achievements

-To prevent water-borne diseases, the DRC Red Cross, through this DREF, distributed aquatabs to 1,900 households (1,000 in Kalemie and 900 in Moba), with two packs of 10 tablets per household. Volunteers organized demonstrations in each household on the correct use of the tablets, focusing on dosage to avoid dosing errors.

-Sanitation kits were made available to communities, a total of 50 kits in Red Cross territorial offices to support community hygiene and sanitation activities. The kits included brushes, bleach, chlorine, detergent, hoes, mixing containers, rakes, soap, sprayers and wheelbarrows. Sanitation campaigns were organized for this purpose.

-In addition, 100 protective kits (boots, gloves, helmets, mufflers and other protective equipment) were distributed to volunteers for sanitation activities.

-They also carried out hygiene promotion activities in conjunction with health promotion. This included the design/printing of IEC WASH/Health materials for volunteers.

-Hygiene promotion and environmental sanitation reached 29,403 people (9,231 in Kalemie and 20,172 in Moba).

## Lessons Learnt

The Aquatabs tablets provided for home water treatment were insufficient compared to the number of households. As the province of Tanganyika is endemic for cholera, this will be taken into account in future operations.

## Challenges

- Insufficient aquatabs for home water treatment. The need was rather high in relation to the resources available for the humanitarian assistance operation.



## Protection, Gender And Inclusion

**Budget:** CHF 1,094

**Targeted Persons:** 110

**Assisted Persons:** 110

**Targeted Male:** 80

**Targeted Female:** 30

## Indicators

| Title  | Target | Actual |
|--|--------|--------|
| # of volunteers and supervisors trained in minimum PGI standards | 110    | 110    |

## Narrative description of achievements

All volunteers (68 in Kalemie and 42 in Moba) were trained in the PGI minimum standards during a one-day training session organized by the DRC Red Cross. During the training, volunteers and supervisors were made aware of sexual and gender-based violence and child protection.

An overview and basic information on SGBV, its root causes, contributing factors and consequences and its consequences. During the meeting, the teams ensured that everything was done with equity for all community groups.

## Lessons Learnt

The implementation of GBV prevention activities was delayed. The lack of internal coordination between the national and provincial levels of the Red Cross has delayed the implementation of ERP activities. The IFRC delegation now has an AIP delegate who will ensure coordination and provide guidance from the beginning of the operation in future operations.

## Challenges

- The implementation of GBV prevention activities was delayed. It was due to a lack of internal coordination between the national and provincial levels of the Red Cross. However, with the contribution of the Surge Operation Manager deployed in the field, a solution was



established.



## Community Engagement And Accountability

**Budget:** CHF 2,492

**Targeted Persons:** 11,400

**Assisted Persons:** 29,403

**Targeted Male:** 14,517

**Targeted Female:** 14,886

### Indicators

| Title                                   | Target | Actual |
|---|--------|--------|
| # of feedback systems implemented       | 1      | 1      |
| # of volunteers trained at CEA          | 50     | 110    |
| # of lesson learned workshops organized | 1      | 1      |

### Narrative description of achievements

•To ensure effective implementation of CEA activities, all 110 volunteers received training in the topic. Using the printed cards, volunteers collected feedback from different households during home visits, focus groups, radio broadcasts and distributions. A total of 24 interactive radio broadcasts in the local language Swahili were organized, accompanied by messages on flooding. Community feedback was compiled, analyzed and used to better direct messages and monitor rumors.

•A total of 195 community feedback were collected and analyzed, including 12% questions, 67% suggestions/requests, 10% Observations/Perceptions/Beliefs and 11% Encouragements/Thanks.

•According to the results of the PDM, 82% of beneficiaries reported that they were aware of the existence of complaint collection and management mechanisms, using certain channels including the complaint table, Red Cross volunteers and community leaders. Of those who were aware of the existence of complaint collection and management mechanisms, 59% used the various feedback channels and all found satisfactory responses to their complaints. In general, 41% of respondents were very satisfied with Red Cross activities in their community, and 59% were satisfied. There is therefore a good perception of the Red Cross in Kalemie and Moba.

•Following the involvement of the CEA approach in the project, 79% of respondents confirmed that they were aware of the selection criteria that had been explained prior to the assistance.

•A workshop on lessons learned and the capitalization of best practices was organized in Kalemie with the participation of head office staff, project staff, Ministry representatives and community representatives.

•The main lessons learned are presented in this report in the implementation narratives.

However, the recurrent nature of floods, the vulnerability of communities and the growing number of people in need of assistance require a continuous synergy of action between humanitarian and development actors, such as administrative and governmental authorities.

Overall, the feedback from the workshop was positive.

The distribution operations served to respond to the various priority challenges facing the Red Cross DRC on several fronts. These operations were carried out with satisfaction, although some weaknesses were noted at both institutional and operational levels, hence the recommendations:

- o Provide cash assistance directly to beneficiaries without using the services of a Financial Service Provider (FSP), as other humanitarian actors in Kalemie and Moba were doing, in order to reduce the risk of losing money for illiterate people and those who don't have telephones.
- o In the event of cash transfer intervention by a Financial Service Provider (FSP), Red Cross agents should distribute SIM cards to all those assisted, to ensure greater transparency
- o The authorities have recommended that, as far as possible, all flood victims should be assisted. This reflects the need to seek more funds to better achieve this recommendation in this type of context
- o Prepare and make available a flood response plan to the provincial branch.
- o Provide volunteers with more logistical capacity at the provincial branch level to ensure their accessibility to the intervention site
- o Be more agile in humanitarian assistance interventions and in sharing information (Assessments, Sitrep, Data) with the IFRC.
- o Implement anticipatory actions linked to the rising waters of Tanganyika Lake and the Kalemie floods, then help define the triggers.



- o For future cash distributions, revise the amount of assistance to households to bring it into line with the new standards/guidelines of the food security and livelihoods cluster on the minimum household basket.

## Lessons Learnt

- The integration of the Community Involvement and Accountability (CEA) dimension during implementation was acceptable. It contributed to ensuring that activities were carried out without major safety incidents and responded to complaints and feedback from community members. The CEA approach is always necessary in this type of operation, in order to respect the “do no harm” principle. The approach of dealing with certain complaints directly at the distribution site has enabled us to make good progress with the activities as planned.
- Facilitating exchanges between the National Red Cross Coordination, the provincial branch of the Tanganyika Red Cross and the political and administrative authorities at the key stages of the operation, on the planning of activities and the quality of humanitarian assistance (shelter, cash), followed by a lessons-learned workshop, is a good example of collaboration that is recommended.

## Challenges

- The mechanism for collecting and managing community feedback was implemented, but with a delay. It was due to a lack of internal coordination in this area between the national and provincial levels of the Red Cross. The gap was subsequently filled with the contribution of the Surge Operation Manager deployed in the field in Kalemie, who helped boost coordination between Red Cross headquarters and the Tanganyika Provincial Branch. In this way, existing local capacities were capitalized on with the CEA focal points already trained under previous projects.



## Secretariat Services

**Budget:** CHF 52,532

**Targeted Persons:** 110

**Assisted Persons:** 110

**Targeted Male:** 80

**Targeted Female:** 30

## Indicators

| Title                                   | Target | Actual |
|---|--------|--------|
| # of insured volunteers and supervisors | 110    | 110    |
| # of monitoring missions organized      | 2      | 1      |
| # of surge deployed                     | 1      | 1      |

## Narrative description of achievements

- During the operation, the IFRC deployed a surge with the profile of the Operations Manager who contributed to providing close support to the DRC Red Cross. With the support of the IFRC, 111 people from the DRCRC (100 volunteers and 10 supervisors) were insured. In addition, logistical and financial support was provided by the IFRC for the purchase, transport and storage of shelter kits in an IFRC warehouse in Kalemie prior to distribution. This kept delivery costs to a minimum.
- There was regular support from the IFRC technical team (Project Manager, IM, PMER, finance, Logistic, surge, driver, etc) to the CR RDC team. A monitoring mission was organized by the delegation's MI to support the teams in the various evaluations and identification of recipients. Due to the unavailability of funds, the IFRC team in Kinshasa was unable to make the second mission to take part in the lessons-learned workshop. However, the IFRC surge and field officer deployed to Kalemie were able to support the DRCRC in organizing the lessons-learned workshop.

## Lessons Learnt

- During the operation, there was valuable support from IFRC staff. The organization of regular briefings during the implementation of the operation and the technical support of the IFRC through the PMER and IM staff in Kinshasa, then the Surge and the fields officer of



the food security project in Kalemie was remarkable. The close proximity between Red Cross headquarters and the provincial branches in the implementation of emergency operations is a recommended success factor.

## Challenges

- There were challenges in the agility of the IFRC's logistical and financial processes that made it impossible to carry out the last monitoring mission and lessons-learned workshop with the participation of staff based in Kinshasa.



## National Society Strengthening

**Budget:** CHF 53,151

**Targeted Persons:** 115

**Assisted Persons:** 115

**Targeted Male:** 85

**Targeted Female:** 30

## Indicators

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

## Narrative description of achievements

•At the beginning of the operation an online meeting was organized between the IFRC staff based in Kinshasa and Kalemie on the field with DRC Red Cross teams. During the meeting, teams were briefed on the strategy to be implemented and the planning of activities. Then meetings were organized with the supervisors, coordinators and IFRC technical staff to monitor and coordinate the operation. During implementation, supervision missions were carried out by the team on the field. Two monitoring missions were carried out by headquarters staff. The team was composed of the following:

IM, PMER and the project manager. The DRC Red Cross team purchased and distributed vests and bibs for volunteers. They provided logistical support for transporting items and handling/warehousing then organized a post-distribution monitoring mission.

## Lessons Learnt

•Since August 2022, the Tanganyika provincial branch has been implementing a food distribution project for internally displaced persons and host families. The project, which is funded by USAID/BHA, complements the Unirr project supported by Unicef, which distributes NFIs. In addition, with the support of the ICRC, the Red Cross has been implementing ECOSEC (Economic Security) activities for several years, also aimed at distributing food and inputs to disaster victims.

All these previous projects are factors that have strengthened the capacities of the Tanganyika Provincial Branch in humanitarian assistance. Volunteers and staff have good skills in distribution operations. Volunteers have actively participated in activities, and the Provincial Committee has been involved in the implementation of activities after taking part in refresher training sessions on various topics.

## Challenges

• Funds were insufficient to carry out full training sessions on certain topics requested by the volunteers. Short briefings were given. Thus, according to volunteers, there was still a need for training/refresher courses on first aid, psychosocial care, data collection and management, the DREF process and contingency planning, cash transfer, etc. Additional needs were noted in terms of the purchase of telephones for community information gathering. Additional needs were noted in terms of the purchase of telephones for the collection of community information to facilitate the work of the CEA team in the field.



# Financial Report

## DREF Operation

### FINAL FINANCIAL REPORT

#### MDRCD044 - DRC - Floods

Operating Timeframe: 16 May 2024 to 30 Sep 2024

| Selected Parameters |               |           |          |
|---------------------|---------------|-----------|----------|
| Reporting Timeframe | 2024/5-2025/6 | Operation | MDRCD044 |
| Budget Timeframe    | 2024/5-2024/9 | Budget    | APPROVED |

Prepared on 28/Jul/2025

All figures are in Swiss Francs (CHF)

### I. Summary

|                                 |                 |
|---------------------------------|-----------------|
| Opening Balance                 | 0               |
| <b>Funds &amp; Other Income</b> | <b>499,831</b>  |
| DREF Response Pillar            | 499,831         |
| <b>Expenditure</b>              | <b>-470,588</b> |
| <b>Closing Balance</b>          | <b>29,243</b>   |

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

| Description  | Budget         | Expenditure    | Variance       |
|--|----------------|----------------|----------------|
| PO01 - Shelter and Basic Household Items               | 109,758        | 118,993        | -9,235         |
| PO02 - Livelihoods                                     |                |                | 0              |
| PO03 - Multi-purpose Cash                              | 207,929        | 191,528        | 16,401         |
| PO04 - Health  | 65,596         | 57,047         | 8,549          |
| PO05 - Water, Sanitation & Hygiene                     | 7,281          | 65,923         | -58,642        |
| PO06 - Protection, Gender and Inclusion                | 1,094          | 1,907          | -813           |
| PO07 - Education                                       |                |                | 0              |
| PO08 - Migration                                       |                |                | 0              |
| PO09 - Risk Reduction, Climate Adaptation and Recovery |                | 37             | -37            |
| PO10 - Community Engagement and Accountability         | 2,492          |                | 2,492          |
| PO11 - Environmental Sustainability                    |                |                | 0              |
| <b>Planned Operations Total</b>                        | <b>394,149</b> | <b>435,434</b> | <b>-41,285</b> |
| EA01 - Coordination and Partnerships                   |                |                | 0              |
| EA02 - Secretariat Services                            | 52,532         | 34,810         | 17,721         |
| EA03 - National Society Strengthening                  | 53,151         | 343            | 52,808         |
| <b>Enabling Approaches Total</b>                       | <b>105,682</b> | <b>35,153</b>  | <b>70,529</b>  |
| <b>Grand Total</b>                                     | <b>499,831</b> | <b>470,588</b> | <b>29,244</b>  |

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

## Please explain variances (if any)

At the end of the operation, an unspent balance of 29,244 CHF will be refunded to the DREF pot. The operation carried out most activities as planned according to the plan and budget, noting that most of the expenditures are currently recorded overall under the line of National Society Expenses. The variances (Water, Sanitation & Hygiene, PGI, Community Engagement and Accountability, Secretariat Services, National Society Strengthening) are explained by the fact that the NS's expenditure was recorded under the line National Society Expenses. For instance:

There are exceptions such as under-utilized funds for vehicle leasing (NS used their own vehicles thus the cost was allocated to the



sectors) and the hiring of consultant (NS used existing HR support).

Activities around relief items, construction and supplies, along with surge, volunteer per diems, trainings and travel we all carried out accordingly.



# Contact Information

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

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**IFRC Appeal Manager:** Mercy Laker, Head of Country Cluster Delegation, mercy.laker@ifrc.org, +256 772920725

**IFRC Project Manager:** MUMONAYI DJAMBA Irène, Senior Roving Officer, Disaster Management., Mumonayi.IRENE@ifrc.org

**IFRC focal point for the emergency:** MUMONAYI DJAMBA Irène, Senior Roving Officer, Disaster Management, Mumonayi.IRENE@ifrc.org

**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

### MDRCD044 - DRC - Floods

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| Selected Parameters |               |           |          |
|---------------------|---------------|-----------|----------|
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| Budget Timeframe    | 2024/5-2024/9 | Budget    | APPROVED |

Prepared on 28/Jul/2025  
All figures are in Swiss Francs (CHF)

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| <b>Enabling Approaches Total</b>                       | <b>105,682</b> | <b>35,153</b>  | <b>70,529</b>  |
| <b>Grand Total</b>                                     | <b>499,831</b> | <b>470,588</b> | <b>29,244</b>  |

# DREF Operation

## FINAL FINANCIAL REPORT

### MDRCD044 - DRC - Floods

Operating Timeframe: 16 May 2024 to 30 Sep 2024

| Selected Parameters |               |           |          |
|---------------------|---------------|-----------|----------|
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| Budget Timeframe    | 2024/5-2024/9 | Budget    | APPROVED |

Prepared on 28/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>292,269</b> | <b>64,933</b>  | <b>227,336</b>  |
| Shelter - Relief                            | 88,723         |                | 88,723          |
| Clothing & Textiles                         | 17,745         |                | 17,745          |
| Water, Sanitation & Hygiene                 | 6,836          |                | 6,836           |
| Medical & First Aid                         | 934            | 64,933         | -63,999         |
| Teaching Materials                          | 584            |                | 584             |
| Cash Disbursement                           | 177,447        |                | 177,447         |
| <b>Logistics, Transport &amp; Storage</b>   | <b>18,352</b>  | <b>2,205</b>   | <b>16,147</b>   |
| Distribution & Monitoring                   | 9,339          |                | 9,339           |
| Transport & Vehicles Costs                  | 9,012          | 2,205          | 6,807           |
| <b>Personnel</b>                            | <b>134,161</b> | <b>28,159</b>  | <b>106,002</b>  |
| International Staff                         | 39,225         | 5,169          | 34,056          |
| National Staff                              |                | 597            | -597            |
| National Society Staff                      | 49,767         | 263            | 49,503          |
| Volunteers                                  | 45,170         | 22,130         | 23,039          |
| <b>Consultants &amp; Professional Fees</b>  | <b>934</b>     | <b>20,927</b>  | <b>-19,993</b>  |
| Consultants                                 |                | 20,698         | -20,698         |
| Professional Fees                           | 934            | 229            | 705             |
| <b>Workshops &amp; Training</b>             | <b>14,289</b>  | <b>4,341</b>   | <b>9,948</b>    |
| Workshops & Training                        | 14,289         | 4,341          | 9,948           |
| <b>General Expenditure</b>                  | <b>9,321</b>   | <b>765</b>     | <b>8,556</b>    |
| Travel                                      |                | 2,695          | -2,695          |
| Information & Public Relations              | 28             |                | 28              |
| Office Costs                                | 934            |                | 934             |
| Communications                              | 2,942          | 153            | 2,788           |
| Financial Charges                           | 1,868          | -2,083         | 3,951           |
| Other General Expenses                      | 3,549          |                | 3,549           |
| <b>Contributions &amp; Transfers</b>        |                | <b>320,536</b> | <b>-320,536</b> |
| National Society Expenses                   |                | 320,536        | -320,536        |
| <b>Indirect Costs</b>                       | <b>30,506</b>  | <b>28,721</b>  | <b>1,785</b>    |
| Programme & Services Support Recover        | 30,506         | 28,721         | 1,785           |
| <b>Grand Total</b>                          | <b>499,831</b> | <b>470,588</b> | <b>29,244</b>   |