



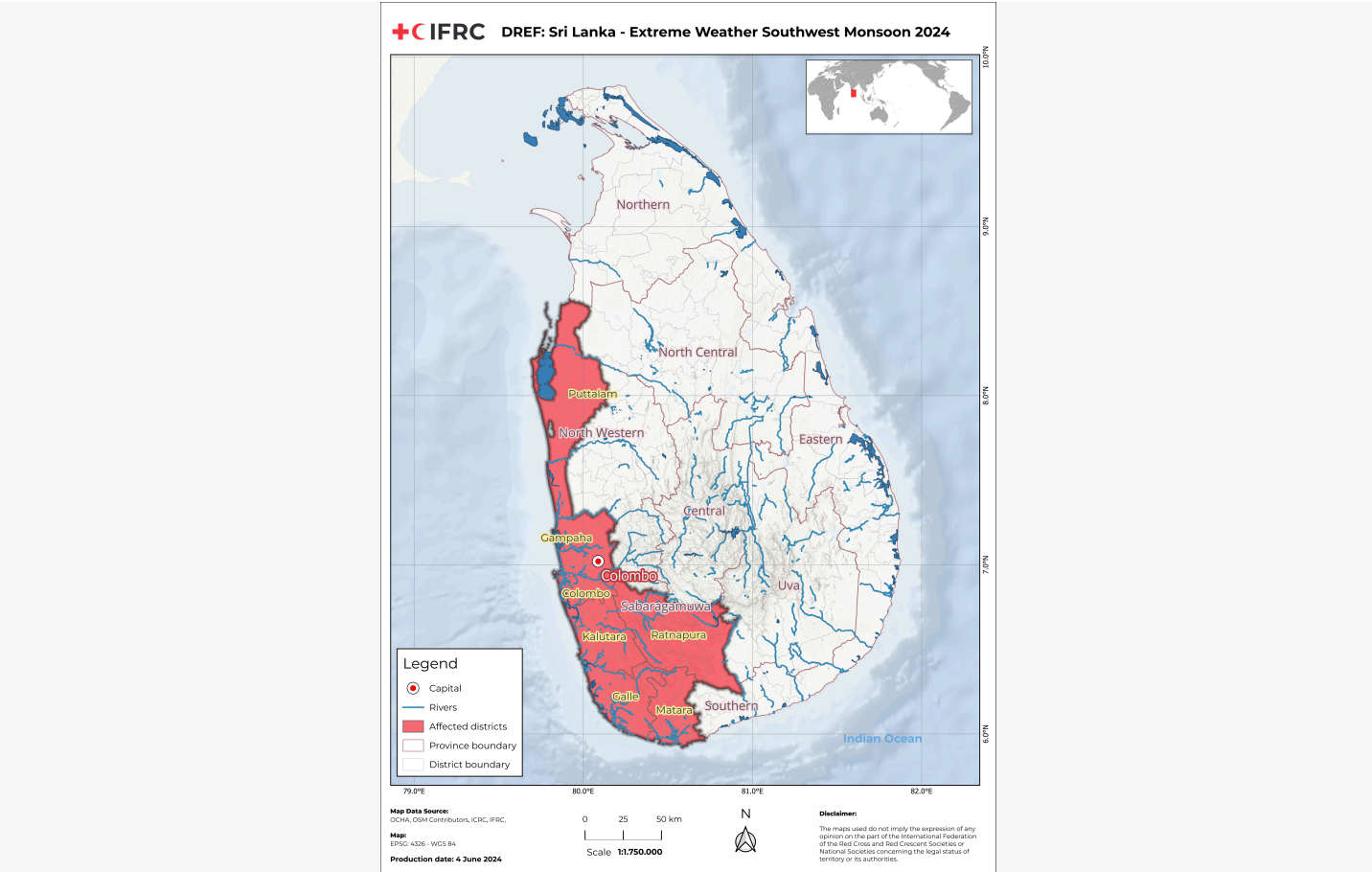
The SLRCS BDRT team evacuates residents to safer shelters and distributes clean drinking water, Rathnapura district.(Photo: SLRCS)

Appeal: MDRLK019	Total DREF Allocation: CHF 491,993	Crisis Category: Yellow	Hazard: Flood
Glide Number: FL-2024-000077-LKA	People Affected: 253,581 people	People Targeted: 77,000 people	People Assisted: 125,882 people
Event Onset: Sudden	Operation Start Date: 20-06-2024	Operational End Date: 31-10-2024	Total Operating Timeframe: 4 months

Targeted Areas: **North Western, Sabaragamuwa, Southern, Western**

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

Description of the Event



Extreme weather - Severely affected districts. Map: IM IFRC

Date of event

02-06-2024

What happened, where and when?

The significant intensification of the southwest monsoon, which began in mid-May 2024, escalated on 2 June 2024. Several areas in the Western, Southern, Sabaragamuwa, and Northwestern provinces recorded unprecedented rainfall exceeding 200 millimetres during this period. This exceptional weather event led to severe flash floods, mudslides, and substantial wind damage in the Colombo, Gampaha, Kalutara, Matara, Galle, Ratnapura, and Puttalam districts.

Key rivers, including the Nilwala Ganga in Matara, the Gin Ganga in Galle, the Kalu River, the Attanagalu Ganga in Gampaha, and the Kelani River in Colombo, experienced rising water levels, resulting in overflow. According to the Disaster Management Centre (DMC), as of 5 June 2024, more than 65,000 families residing in low-lying areas of these districts were affected.

The main impacts of the monsoon included heavy rainfall, strong winds, flooding, damage to homes and infrastructure, and the displacement of thousands of people. Agricultural lands and crops were destroyed, and access to essential goods and services was severely limited.

Vehicular movement was disrupted on major roads connecting key towns, and several coastal roads were restricted due to flooding and damage. Additionally, railway services were temporarily halted because of floodwater along the tracks.

As a result of the severe weather conditions, over 2,500 families (more than 10,000 individuals) were displaced nationwide and accommodated in 154 safety centres established by the Disaster Management Centre.

Government and Organizational Response:



The Sri Lankan government deployed relief teams, including Navy and Army personnel, to assist the flood-affected districts. These teams rescued over 102 individuals across the affected areas during the severe weather events. As a precautionary measure, electricity was cut off in up to five districts to prevent electrical shocks in flooded areas, causing many people to spend the night without power. Several flights arriving at Colombo's main international airport were diverted to Matale airport.

The Ministry of Education announced the closure of all schools across the island on 2 June 2024. Schools in the Galle, Matara, Gampaha, and Kalutara districts closed on 3 June, and schools in the Sabaragamuwa Province closed on 4 June due to the severity of the conditions. Many schools were flooded, and students in low-lying areas lost their materials and stationery.

Meteorological Warnings:

Landslide Risks: The severely affected districts were also at risk of landslides due to the intensified rainfall. The National Building Research Organisation (NBRO) issued landslide warnings at various levels (1 to 3) starting 2 June 2024. NBRO issued 'Red' (Level 3) landslide alerts for several areas in the Colombo, Kalutara, Ratnapura, and Kegalle districts. 'Amber' (Level 2) and 'Yellow' (Level 1) alerts were issued for other areas in the Southern, Western, and Sabaragamuwa provinces [02].

The Department of Meteorology warned that the Southwest Monsoon had intensified significantly due to global warming and the conditions associated with La Niña. The increased intensity resulted in a greater volume of rainfall within a shorter period, marking a departure from the usual spread over a longer duration.

The rainfall intensity increased from 3 to 5 June 2024, reaching up to 100 mm per hour, attributed to changes in atmospheric wind patterns [03]. As the water levels in rivers continued to rise downstream due to runoff from higher lands, many low-lying areas were further impacted.

By August 2024, the severity of the situation had returned to normal. However, weather conditions remained abnormal, with districts continuing to experience significant rainfall.

Displacement and Relief Operations:

In June 2024, displaced individuals returned to their homes after a week, following the flash floods. At one point, high water levels in low-lying areas made it difficult for branches and volunteers to deliver relief items to affected locations. Despite the ongoing heavy rain, dengue prevention activities remained active throughout the operation.

Due to climate change, the country experienced another round of flash floods from inter-monsoon rains at the end of October 2024. This unexpected event severely impacted the country. In response, the Sri Lanka Red Cross Society (SLRCS) launched its second DREF request to support the three most affected districts at the end of October and early November 2024.

Reference links:

[1]https://www.dmc.gov.lk/images/dmcreports/Situation_Report_on_2024__1717580244.pdf

[2] https://nbro.gov.lk/index.php?option=com_content&view=article&id=304:warnings-test&catid=20:warnings&lang=en&Itemid=299

[3]https://www.dailymirror.lk/print/main_image/Southwest-monsoon-to-pour-in-high-volumes-in-SL-this-year/346-284040#google_vignette





SLRCS branch volunteers support in the medical camps in the flood-affected areas. (Photo: SLRCS)



SLRCS branch volunteer distributes essential household items to the flood-affected families in Rathnapura district. (Photo : SLRCS)

Scope and Scale

Reporting on a more extended period from 15 May to 11 June and covering a wider array of districts (including in the Eastern province), the National Disaster Relief Services Centre (NDRSC) reported over 235,000 people affected by the flooding, including 37 dead, nearly 50 injured, and three missing, with the worst effects in Colombo district in Western province (almost 75,000 affected); Ratnapura district in Sabaragamuwa province (nearly 65,000 affected); Kalutara district in Western province (nearly 42,000 affected); and Gampaha district in Western province (nearly 27,000 affected).

The Puttalam district experienced significant challenges due to extreme weather patterns associated with the southwest monsoon, which resulted in heavy rainfall on May 20, 2024. According to an update from the Disaster Management Centre (DMC) on May 22, 2024, approximately 42,546 individuals from 11,194 families in the Puttalam district were affected by the adverse conditions.

By June 5, 2024, the DMC's situational report indicated that the districts of Ratnapura, Gampaha, Matara, Kalutara, Colombo, Galle, and Puttalam had been significantly impacted by floods, strong winds, and mudslides. The Western Province, notably the districts of Gampaha, Colombo, and Kalutara, experienced the most pronounced effects, impacting over 160,000 individuals from 41,886 families.

Affected Population and Casualties:

According to the DMC report dated 5 June 2024, these extreme weather conditions have regrettably led to 21 fatalities in the following severely affected districts, distributed as follows:

- Ratnapura: 5 deaths
- Matara: 6 deaths
- Galle: 3 deaths
- Gampaha: 2 deaths
- Kalutara: 2 deaths
- Colombo: 3 deaths

Missing people: Total 05

Ratnapura: 2 individuals from the same family

Gampola: 1 individual, a mother of three children

Displacement:

As of 5 June 2024, 154 safer locations sheltered 10,737 people from 2,565 families nationwide. Water and sanitation facilities in these communities were in serious disrepair due to flooding, which had affected sewerage lines, drinking water systems, and community-based water purification centers. Households in low-lying areas had lost basic amenities due to flash floods and mudslides, highlighting a critical need for essential household items.

There were 42 houses fully damaged and 4303 houses with partial damage reported. In Kalutara district, a high number of house damages were reported; there were a total of 14 houses fully damaged, while 576 houses were partially damaged.

Agricultural Damage:

The heavy rains, strong winds, landslides, and floods caused significant damage to lives, homes, and infrastructure. A total of 177 Divisional Secretary divisions were significantly impacted, with powerful winds exceeding 70 km/h causing extensive damage to residential properties and blocking essential access routes with fallen trees. Over 15,000 farmers lost their crops, and daily wage workers faced severe hardships, including the loss of household belongings due to flooding. Water levels surged to 10 feet in some areas, leading to the submersion of livestock, public buildings, and local markets.

Economic and Social Impact:

The prolonged crisis that led to a surge in inflation in the country significantly impacted the lives of the most vulnerable populations, further exacerbated by extreme weather conditions.

Many families in the hardest-hit districts of Colombo, Gampaha, Kalutara, Ratnapura, Matara, Galle, and Puttalam—especially those in semi-urban areas—temporarily lost their income, as most relied on daily wages. Impoverished and vulnerable farmers living along riverbanks and in low-lying areas also lost their livelihoods. Families with infants, individuals with disabilities, those suffering from chronic illnesses, and pregnant and lactating women required special support due to the sudden floods.

Impact on Water and Sanitation Facilities (WASH)

According to the Disaster Management Centre (DMC), many dug wells, the primary source of safe drinking water for the affected communities, urgently require immediate cleaning after the severe weather conditions. The action was essential to prevent the spread of waterborne diseases following the floods. The DMC emphasized that rehabilitating these wells was one of the most critical early recovery measures needed for the communities to restore access to safe drinking water and significantly enhance the health and well-being of the affected population.

The operation aimed to assist those severely affected in seven districts: Ratnapura, Gampaha, Colombo, Kalutara, Matara, Galle, and Puttalam. The operation included several key interventions, such as providing first-aid services, organising medical camps to address health-related needs, distributing multi-purpose cash to individuals who suffered livelihood losses, supplying non-food items to households in need, conducting well-cleaning initiatives to ensure access to potable water, and organising clean-up campaigns in public places and flooded homes.

Additionally, efforts were made to mitigate the increase in dengue outbreaks, which were prevalent after the flooding, with the support of the Singapore Red Cross Society.

Source Information

Source Name	Source Link
1. National Building Research Organization - Landslide warnings	https://nbro.gov.lk/index.php?option=com_content&view=article&id=304:warning-s-test&catid=20:warnings&lang=en&Itemid=299
2. Disaster Management Center - Situation update	https://www.dmc.gov.lk/images/dmcreports/Situation_Report_on_2024_1717580244.pdf

National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?	Yes
Please provide a brief description of those additional activities	The Sri Lanka Red Cross Society has implemented dengue control activities, particularly in the Western Province, where a significant number of dengue cases have been reported in the districts of Colombo, Gampaha, and Kalutara. This intervention was simultaneously being implemented as part of the planned actions under the DREF operation.



	Sri Lanka faced the dual challenge of dealing with the immediate effects of the flooding and the looming threat of a dengue epidemic. The stagnant water left by the floods created ideal breeding grounds for mosquitoes, raising concerns about a potential outbreak. A group of volunteers, including SLRCS unit members at the GN level, staff from the National Dengue Control Unit (NDCU), and public health inspectors (PHI), was mobilised. This team was engaged in dengue prevention activities, such as conducting house-to-house surveillance campaigns to eliminate mosquito breeding sites in selected areas. A total of 20,430 houses (81,720 people) in the three districts were visited and monitored under household surveillance, and 142 schools were cleaned under this intervention. They also implemented dengue awareness campaigns in schools and provided training for volunteers on outbreak control to prepare communities for any potential dengue outbreaks.
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IFRC Network Actions Related To The Current Event

Secretariat	The in-country IFRC team was in close coordination with SLRCS and the ICRC. The IFRC CCD and APRO offices had supported SLRCS in preparing the DREF application and planning the response. Furthermore, the IFRC CCD regularly shared in-country situation updates and developments with the IFRC APRO. IFRC provided technical support to SLRCS for the operation and coordinated with SLRCS for information sharing with the movement and external partners. The IFRC CCD in Delhi and APRO provided further coordination support for information sharing and resources. IFRC country staff and the CCD programme support made regular field visits to the districts during the implementation of the activities, engaged with the branches, and monitored the process, especially under the CEA component, to get feedback from the affected people. Further, IFRC country staff and CCD programme support regularly participate in the bi-weekly progress review meeting with all branches and cross-check their progress toward the timely completion of the DREF response activities. IFRC PMER staff at the country level supported the entire process of analyzing the Post-Distribution Monitoring survey. They reviewed the findings, participated in a lessons-learned workshop, and provided input to address the challenges faced during implementation and to improve future interventions
Participating National Societies	There were no Partner National Societies (PNS) permanently present in the country. However, the Singapore Red Cross Society supported the implementation of dengue control activities during the operation. These activities were carried out in three districts: Colombo, Gampaha, and Kalutara. The primary actions during this operation included household surveillance and school clean-up campaigns to eradicate the spread of dengue after the flood water recedes.

ICRC Actions Related To The Current Event

	The SLRCS works with the ICRC to implement various programs in the country. However, during this DREF response, the SLRCS was not directly involved with ICRC in any activities related to the flood emergency response.
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Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	National and local disaster management agencies and district administrative units led the response to floods and landslides across the country. According to the Disaster Management Centre (DMC), the Army, Air Force, Navy, and police were deployed to all affected areas to conduct necessary rescue operations. The Department of Irrigation monitored water levels in river basins and low-lying regions, was issuing alerts and warnings to the public in close coordination with the DMC. The government allocated immediate relief funds to the affected districts to support people in safety centres, including cooked meals and other essential relief items. Additionally, the tri-forces were involved in repairing houses damaged by landslides. A memorandum outlining the president's plans to deliver immediate relief and long-term solutions for the Colombo suburbs and the Kolannawa Divisional Secretariat division was issued. It instructed relevant authorities to take urgent actions, such as prohibiting new riverbank construction, removing illegal structures, suspending landfill activities, repairing drainage systems, and assessing the need for water pumping stations. The DMC was central to managing the safety centers and arranging necessities for affected individuals across all districts. The National Water Board distributed drinking water, while the Ministry of Health offices oversaw sanitation facilities at these centers. Furthermore, local civil society organisations, sports clubs, temple committees, politicians, and mosques cooked meals for displaced individuals in all districts. The National Disaster Relief Services Centre (NDRSC) also provided cooked meals and non-food items, with financial allocations of LKR 600 per person for meals and LKR 1,800 to 3,200 per family for dry rations. The military also prepared 20,000 meals and provided them to the people in safer locations.
UN or other actors	The United Nations Development Programme (UNDP) in Sri Lanka has provided 10 submersible water pumps to the Disaster Management Centre (DMC) to aid flood response efforts in the Kalutara, Colombo, and Galle districts. This support will help the DMC to clean the dug wells to restore access to safe drinking water and enhance the health and well-being of the affected population. Save the Children Sri Lanka responded to the people affected by the flood in Rathnapura and Kalutara districts and provided drinking water and assistance to schoolchildren.

Are there major coordination mechanism in place?

The coordination efforts were primarily led by the government on a bilateral basis. The Sri Lanka Red Cross Society (SLRCS) played a key role in closely coordinating these initiatives. The National Disaster Relief Services Centre (NDRSC) at the district level coordinated with all stakeholders to update the damage information for the Disaster Management Center (DMC). Additionally, the NDRSC was responsible for distributing cooked food and non-food items to people in the safety centers.

The Disaster Management Centre (DMC), the Meteorological Department, the Divisional Secretariat, and the Irrigation Department collaborated on responses and early warning activities related to the adverse weather conditions. SLRCS branches worked closely with district-level authorities to conduct assessments and provide relief. Additionally, the National Building Research Organisation (NBRO) was involved in coordination efforts to inform and advise about landslide risks and warnings.

The WASH Technical Working Group organized a WASH Cluster meeting where the Water Board and the Irrigation Department shared information about the damage caused by flash floods to pipelines and water purification centers, and the required steps were taken to repair the systems and continue the services back to normal.

Needs (Gaps) Identified



Shelter Housing And Settlements

Since June 1, 2024, many homes in the targeted districts have experienced significant damage due to extreme weather conditions. The Disaster Management Centre (DMC) reported that approximately 80 houses were destroyed and around 6,350 were partially damaged between June 1 and June 9. The most extensive damage occurred in the Ratnapura district, with nearly 25 houses destroyed and 3,650 damaged; followed by Matara, where around 20 houses were destroyed and 945 damaged; Kalutara, with about 20 destroyed and 890 damaged; and Galle, which saw nearly 20 houses destroyed and 400 damaged.

Residents whose homes were damaged have been relocated to host families in nearby villages or towns, while over 8,000 people have found shelter in more than 122 safe centres established by government authorities. Those affected require assistance to repair their partially damaged homes and need non-food items to support their livelihoods.

The government has instructed the tri-forces to assist in rebuilding both fully and partially damaged houses. Cleaning the mud from homes once the water recedes is a priority, necessitating additional tools and disinfectants to sanitise kitchens, utensils, and clothing.

Medical health officials and public health inspectors have urged the public to clean and eliminate stagnant water in homes and public drainages to mitigate the risk of a dengue outbreak, which is expected to become critical in the affected districts after the water recedes.

Moreover, in the flooded areas, the belongings of vulnerable individuals had been submerged, and there was an urgent need for essential items such as clothing, sanitary napkins, and hygiene packs. The Sri Lanka Red Cross Society (SLRCS) branches received multiple requests from Divisional Secretariats across all districts, and during assessments, volunteers identified a pressing need for these items.



Livelihoods And Basic Needs

On June 11, the DMC reported that floods, heavy rain, and landslides had damaged over 1,250 medium and small businesses. This damage impacted people's access to essential goods, including food. The adverse weather conditions also disrupted the growing processes for maize and rice.

More than 150,000 individuals across the seven targeted districts were affected, suffering a loss of livelihoods and daily income. Over 7,500 people in these areas were relocated to safer locations and needed food, water, and non-food items, such as essential clothing and sleeping mats.

Over 15,000 farmers were also impacted, losing their crops and farming activities. These farmers required immediate assistance to protect their remaining crops until harvest time. Many vulnerable individuals in the affected districts, particularly unskilled daily laborers, could not work due to inaccessibility and high water levels.

The most vulnerable struggled after the floodwater receded to restore and clean their homes and surroundings. It costs them to buy disinfection liquids and other cleaning tools. Many of those most affected in Matara, Galle, and Puttalam districts were unskilled daily laborers and coolie workers who supported their families by working in agricultural fields and small businesses. The sudden flooding destroyed farming fields and inundated workplaces, including carpentry and masonry shops. It took several days to get back to normal.



Health

The population affected by extreme weather events relied heavily on government hospitals for their healthcare needs. However, access to these health facilities was limited due to transport disruptions and the relocation of individuals to safer areas. The situation became exacerbated by shortages of medicine and complications arising from the ongoing economic crisis, which worsened the health conditions of the affected population.

The health departments issued warnings to the impacted districts, noting that various health issues emerged as floodwaters receded. Common diseases such as diarrhoea, leptospirosis, and dengue affect the public. Additionally, there was a high risk of contaminated water intake and the spread of diseases due to polluted water. The Health Department also cautioned about the risk of skin diseases and respiratory disorders following the receding of floodwaters.

There was an urgent need for first aid services and general medical care to reduce the risk of hospitalisation and other health complications. Cleaning campaigns and dengue awareness programs were essential for an immediate response, especially as dengue cases and waterborne diseases tended to rise during the rainy season.

Due to disruptions to their livelihoods, all districts were in critical need of food and water. People living near the river were particularly vulnerable, having lost their sources of income and struggling to provide food for their children.



Water, Sanitation And Hygiene

The floodwater level had risen above 10 feet, contaminating all drinking water sources, including pipe-borne water from the water supply systems. The strong flow of floodwater also damaged water pipes and submerged purification centers, limiting access to drinking water facilities in Gampaha, Rathnapura, and Kalutara districts.

The Department of National Community Water Supply reported that 32,853 people were affected by the lack of drinking water, with 25,000 residing in the Rathnapura district.

Household wells, the primary source of drinking water in the affected areas, had become polluted due to the high floodwater level, mainly along riverbanks and in low-lying areas of the impacted districts. As a result, well-cleaning became an essential requirement in all inundated areas within the districts.

Given the poor condition of existing sanitary facilities, sanitation and hygiene conditions deteriorated due to extreme weather. It was crucial to promote hygiene awareness using Information, Education, and Communication (IEC) materials to limit the spread of waterborne and other communicable diseases. Furthermore, addressing the need for sanitary napkins became essential to alleviate hygienic difficulties among teenage girls and older women in safe centers and neighboring households.

Additionally, the Epidemiology Unit of the Ministry of Health prioritized conducting dengue awareness campaigns and clearing debris that blocked drainage as immediate response activities, as many areas had been identified as high-risk for dengue.

The consumption and accumulation of contaminated and untreated water contributed to the spread of waterborne and vector-borne diseases. Dengue transmission had increased during the monsoon season. According to a Ministry of Health update from the first week of June 2024, the districts with the highest reported cases were flood-affected Colombo (approximately 5,115 cases), Gampaha (around 2,235 cases), Kalutara (approximately 1,255 cases), and Ratnapura (around 1,180 cases).



Education

Extreme weather events have resulted in significant loss of children's school supplies due to flash floods, mudslides, and related property damage. Floodwater levels rose well above normal, destroying educational materials in low-lying areas of the affected districts.

On June 3 and June 4, 2024, the government announced the closure of schools across the island, particularly in the Sabaragamuwa, Western, and Southern provinces. Inundated conditions made it extremely difficult for teachers and students to access schools.

Additionally, families affected by landslides have lost all school supplies for their children. It is crucial to urgently provide stationery and educational materials to low-income students in these impacted districts.



Community Engagement And Accountability

Integrating community engagement accountability and feedback mechanisms had been pivotal for the operation, ensuring access to timely and accurate information about the services and conduct of the Sri Lanka Red Cross Society (SLRCS). These mechanisms were crucial for maintaining transparency around SLRCS's assistance and volunteer behaviour.

The SLRCS established a hotline for recording community feedback, serving as a direct link to the community, which is a continued practice. Additionally, community consultations, meetings, and household visits were conducted to reinforce these systems, ensuring accountability and improving the quality and effectiveness of aid delivery. The program targeted a specific group of affected farmers, and it was crucial to communicate the selection criteria to the target group and the broader community through various communication channels.

SLRCS volunteers and community members were essential in assessing needs throughout the operation. They played a crucial role in



conducting surveys, gathering feedback, and identifying the community's most pressing needs. District branches kept in touch with aid recipients, ensuring continuous communication during relief distributions.

Operational Strategy

Overall objective of the operation

The response activities, as planned, were implemented in seven districts: Colombo, Gampaha, Kalutara, Puttalam, Matara, Galle, and Rathnapura in the Western, Southern, and Northwestern provinces over four-month implementation periods.

Overall, the operation reached approximately 125,882 people (directly and indirectly) from 31,470 households in all seven districts. The direct reach was particularly from CVA (12,000 people), essential household items (14,000 people), WASH (93,582 people), and health interventions (8,700 people). Further, during the same implementation periods, the National Society has also reached 81,720 people from 20,430 families through dengue control activities.

The intervention successfully reached a total of 12,000 individuals from 3,000 households through the provision of multipurpose cash assistance. Additionally, it facilitated well-cleaning for 2,912 individuals and distributed essential household items to 14,000 individuals across 3,500 households.

Furthermore, under the WASH initiative, 7,133 households were assisted with drinking water during the displacement, and after the flood, the water receded; more than 53,400 people from 13,350 households benefitted through the clean-up campaigns. Under the health programme, 6,300 individuals benefitted from medical and first-aid services.

Operation strategy rationale

The operation's strategy was fully aligned with the policies, procedures, commitments, and mandates of both the SLRCS and IFRC. With the support of the IFRC, SLRCS aimed to provide immediate assistance to the most vulnerable households within the affected populations across seven districts.

The selection process for assistance involved community members from the affected areas and was conducted in close coordination with local authorities. The specific intervention areas (Divisional Secretariat divisions and Grama Niladhari divisions) were identified based on the assessments conducted by the respective branches of the most affected populations.

This proposed strategy was designed to address the immediate, short-term needs of those affected and was consistent with the government's plan. The response operation was implemented over four months, from June to October 2024.

(A) Multi-purpose cash grants: Reached 12,000 people from 3,000 households

A total of 3,000 households were assisted in Colombo (600 HHs), Gampaha (780 HHs), Rathnapura (360 HHs), Kalutara (300 HHs), Galle (240 HHs), Puttalam (420 HHs), and Matara (300 HHs) accordingly. A detailed assessment was carried out with the support of GN and community leaders in the severely flood-affected divisions in all seven districts.

The team volunteer who carried out the assessment analysed the market conditions and the availability of the food and household items and the capacity of the restocking.

The community feedback and redressal process played a key role in finalising the most vulnerable people to get the cash assistance.

The value of the cash grant of LKR 20,000 per family was already determined based on the Minimum Expenditure Basket (MEB) analysis by the Cash Technical Working Group, which coordinates with all organisations implementing cash interventions in the country. The money was transferred through the bank account transfer to the beneficiary's account. The affected families were free to use cash grants without restrictions, allowing them to maintain their dignity by prioritising their specific needs.

After the cash transfer was completed, post-distribution monitoring was conducted to assess the effectiveness of this intervention. Key findings were the appropriate modality of cash transfer. Cash support was the most appropriate intervention during the response, as most of the people lost their daily income. The affected people utilised the cash mainly for food items.

(B) Essential household items: Reached 14,000 people from 3,500 households

The most vulnerable people, whose homes were inundated by floods and displaced to safer locations, neighbouring villages, and relatives' houses, were targeted for assistance.

The need for essential household items and the required quantity were determined based on initial assessments conducted by the branches.

The essential household items included adult kits (toothbrush, sanitary napkin, underwear, towel, comb, small torch, plates, cup, umbrella, bed sheet), baby kits (napkin, vest kit, bowl, towel, flannel, feeding cap, feeding bottle, spoon & cup, safety pin, diaper), folding

mattresses, towels, bed sheets, sarongs, Kaplan, and mosquito nets.

(C) Health: Reached 6300 people through medical camps and first aid activities

A total of 35 medical camps and seven first-aid services were organised across all seven districts. The first-aid services took place at safety centres due to numerous urgent needs caused by transport disruptions during sudden floods and high water levels. In addition, mobile medical camps are being established to assist individuals trapped by floodwaters.

At the medical camps, registered medical doctor volunteers treated patients, provided advice, and arranged for further treatment at hospitals when necessary.

The medical officer for health supplied logistical support, and some medical camps received ambulance services from the nearby regional hospital for emergency assistance.

(D) Water, Sanitation, and Hygiene: Reached 93,582 people through the distribution of drinking water, well cleaning, and clean-up campaigns under the vector control.

WASH interventions involved well cleaning, providing drinking water, and assisting vulnerable households in cleaning their homes and surroundings. Drinking water bottles were distributed among the people who were displaced and whose drinking water sources were inundated.

The well-cleaning activity was carried out in the areas where the dug wells' drinking water was polluted due to the floodwater. The public health inspector monitored the cleaning process, and the branches followed the operation manual for the dug-well cleaning of Oxfam. Volunteers, NDRT & BDRT members with Red Cross unit members at the GN level, and Public Health Inspectors (PHI) participated in community clean-up operations to remove waste from low-lying areas and riverbanks to prevent dengue mosquito breeding.

Additionally, volunteers provided information, education, and communication (IEC) materials to promote good hygiene practices and minimise the health risks caused by flood water. They educated the community on how to reuse plastic water bottles to reduce environmental impact after the sudden flood.

(E) Community Engagement & Accountability

Risk communication and community engagement were integrated into each response activity. SLRCS was committed to creating a strong community feedback mechanism during its operations to ensure that all community voices were heard and valued.

To achieve this, SLRCS held additional community meetings in various locations in the districts during the implementation phase, alongside providing hotline services. Throughout the implementation, SLRCS established a comprehensive feedback system to foster a sense of community ownership throughout the operation.

Local volunteers played an active role in the response and relief efforts. A feedback mechanism was also established to address any grievances from the community.

(F) Protection and Gender Inclusion

SLRCS ensured that planned interventions under this operation were aligned with its gender commitments and IFRC minimum standard commitments to gender and diversity in emergency programming.

Specific considerations on the most vulnerable people, including the elderly, persons with disabilities, pregnant and lactating women, women-headed households, migrants, and households with infants or young children, were given to confirm the access to nutrient-rich food and safe water and were more susceptible to diseases and infections.

(D) Coordination with Government authorities

After the comprehensive assessment, the relevant government authorities were promptly informed and coordinated to prevent overlapping assistance efforts.

The initial list was shared with government authorities to ensure that those who genuinely needed assistance were notified. SLRCS ensured sufficient assistance was provided in the affected districts.

At the end of the operation, SLRCS organised a lessons-learned workshop to review the operation and identify areas for improvement.

Targeting Strategy

Who was targeted by this operation?

Through detailed assessments and household surveys, SLRCS identified the most severely affected people, including the elderly, persons with disabilities, pregnant and lactating women, women-headed households, migrants, and households with infants or young children in

the targeted districts.

Priority was given to the damages and losses to livelihoods and houses due to floodwaters, river overflows, and impacts on health. Beneficiary selection was a community-driven process conducted in close coordination with local authorities.

SLRCS had developed pre-established beneficiary selection criteria for Multi-Purpose Cash Assistance (MPCA), which were further detailed and explained to the volunteers. Branches coordinated with government authorities to identify the worst-affected Divisional Secretariat (DS) divisions, considering previous DREF operations and ensuring the inclusion of the most affected households to prevent duplication in geographical areas.

The list of selected beneficiaries was shared with government authorities for verification and confirmation, making them aware of beneficiary details to avoid overlap with assistance from other partners. Once Grama Niladhari (GN) officers (government authorities) confirmed, the list was posted in public places or GN offices at the village level, along with a hotline number for community feedback.

Explain the selection criteria for the targeted population

This operation aimed to assist the severely affected population in the districts of Gampaha, Colombo, Kalutara, Rathnapura, Galle, Matara, and Puttalam according to specific predefined criteria tailored to the situation.

Priority was given to people displaced by floods, mudslides, and heavy winds who were residing in safe centers and those who had lost their livelihoods. Additionally, affected individuals who were returning to their homes after the floodwaters receded were prioritized. This is done through a detailed assessment and community grievance process for community consultation to select the most affected people.

During the detailed assessment, more information on vulnerable groups such as the elderly, disabled, pregnant and lactating mothers, and women-headed households was collected to target them for assistance.

Total Targeted Population

Women	31,722	Rural	60%
Girls (under 18)	8,161	Urban	40%
Men	30,320	People with disabilities (estimated)	1%
Boys (under 18)	6,797		
Total targeted population	77,000		

Risk and Security Considerations

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

Risk	Mitigation action
inadequate human resource capacity (NHQ & branches)	The National Society implemented the main activities within the first three months and mobilized adequate volunteers. Accordingly, NS allocated the required support to the branches and mobilized further support from BDRT and NDRT members to support the response activities. NS implemented the activities through community engagement and partnerships with government stakeholders, which led branches to complete the activities in time.
Potential delay in obtaining tax exemption for import shipment	For mosquito nets, as the total nets were 600, NS has managed to procure those in the country with the same specifications.

Upcoming election & political intervention: delay the beneficiary selection	NS coordinated in advance with branches and government stakeholders to speed up the activities before the election. The selection criteria for cash assistance were shared through the community-based process, and the CEA was strengthened during the implementation period to finalise the cash beneficiaries before the election to avoid political group interference.
Ongoing southwest monsoon: delaying the implementation of the activities	Pre-planning of activities and better coordination Local authorities helped NS implement the activities without delay.
Risk of contracting the dengue virus: volunteers	This risk was mitigated by providing self-care packs, which consist of mosquito repellents, gloves, and hand sanitisers, to all volunteers working in the field.

Please indicate any security and safety concerns for this operation

The SLRCS security framework was in place during the entire operation to support staff and volunteers. For personnel under IFRC security's responsibility, existing IFRC country office or CCD security plans were in place. All IFRC and RC/RC staff and volunteers were encouraged to complete the IFRC Stay Safe 2.0 e-learning courses. The National Society had a good level of community acceptance countrywide, with established networks of community-based volunteers.

Has the child safeguarding risk analysis assessment been completed?

Yes

Implementation



Shelter Housing And Settlements

Budget: CHF 38,001

Targeted Persons: 14,000

Assisted Persons: 14,000

Indicators

Title	Target	Actual
# of households provided with essential household items assistance	3,500	3,500

Narrative description of achievements

Detailed Assessment

The branches conducted a detailed assessment to identify affected people who had lost essential household items and to verify the lists of those who were immediately evacuated from the inundated areas of each district.

Distribution of Essential Household Items

From the most affected households, SLRCS selected 500 households per district based on predefined selection criteria and distributed essential household items to a total of 3,500 households, covering 500 households in each district-representing 100 per cent of the target reached..

Additionally, 600 mosquito nets were distributed to households in the Colombo district, which had been identified as a high-risk area for dengue (red zone). This intervention mainly aimed to protect children from dengue-carrying mosquitoes.

The essential household items were distributed to families whose homes were severely damaged by the floods. The distributions were carried out in coordination with the district Disaster Management Centres (DMCs) and local authorities. The distributed kits included sarongs, kaftans, bedsheets, towels, baby (50 HHs), and adult kits (50 HHs).

Post Distribution Monitoring (PDM)

At the end of the operation, a PDM survey was conducted, targeting those who received the essential household items. Key findings are as follows:

- 161 households (5 per cent of the total 3,500) participated in the PDM survey.
- 98 per cent of respondents reported no challenges in receiving the items and confirmed they were informed in advance about the date, time, and location of the distribution. The remaining 2 per cent received this information indirectly through neighbours, relatives, or government officials.
- 97 per cent of respondents were satisfied with how the distribution process was organised, while the remaining expressed that they were "somewhat happy."
- 99 per cent of respondents were satisfied with the behaviour of volunteers and staff during the distribution process.
- 97 per cent of respondents were satisfied with the quality of the items distributed and with the overall services provided during the emergency by the SLRCS.

The PDM results demonstrate a strong level of satisfaction among affected people regarding the quality, relevance, and delivery of assistance. High satisfaction rates reflect effective coordination, respectful engagement by volunteers, and efficient logistical arrangements. Minor gaps in direct communication channels highlight opportunities for further strengthening community engagement strategies in future operations.

Lessons Learnt

- Using local experts attached to the BDRT and NDRT for deployments would boost their response management capacity and increase their understanding of international operational mechanisms. It would also improve the branch's response readiness and the capacity of local volunteers.
- The PDM survey targeting the people who benefitted from essential household items improved the understanding of the distribution process. It helped branches understand the need for changes in the implementation strategy.

Challenges

- Selecting vulnerable people for assistance and avoiding the duplication of assistance presented significant challenges due to the large number of affected families. However, with support of the DMC, Divisional Secretary offices, and Grama Niladharis (local authorities), the project team was able to effectively identify the most vulnerable people .
- The most affected areas, which were prioritised, were widely scattered, diverse, and located far apart from each other. As a result, the project team had to travel long distances, which proved to be time-consuming.



Multi Purpose Cash

Budget: CHF 210,176

Targeted Persons: 12,000

Assisted Persons: 12,000

Indicators

Title	Target	Actual
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# of targeted households provided with cash assistance.	3,000	3,000
# of post distribution monitoring conducted	1	1

Narrative description of achievements

Detailed Assessment

With the support of local authorities, the SLRCS conducted assessments to identify the most vulnerable beneficiaries based on a list provided by government authorities. This final list was shared with the community and government officials for feedback and validation. After addressing any grievances, the staff and volunteers from local branches prepared the final list, which was then re-verified by government officials.

The selection criteria were thorough, ensuring that the most vulnerable households affected by the floods—such as women-headed households, families with pregnant and lactating mothers, persons with disabilities, and elderly individuals—were adequately represented.

Distribution of Multipurpose Cash

A total of 3,000 families received multipurpose cash assistance of LKR 20,000 across all seven targeted districts: Colombo (600), Gampaha (780), Kalutara (300), Matara (300), Galle (240), Puttalam (430), and Rathnapura (350). All cash transfers were carried out through individual bank transactions.

Based on the Minimum Expenditure Basket, the Cash Technical Working Group recommended a monthly cash grant of LKR 20,000 (CHF 56) to help affected families meet their basic needs. Transfers were made directly to their bank accounts, promoting fairness and equity in the process.

Post-Distribution Monitoring

At the end of the operation, a PDM survey was conducted using KOBO mobile data collection. Trained volunteers from the respective branches interviewed selected households in person to evaluate the effectiveness and appropriateness of the intervention.

A sample of 244 households (8 per cent of the 3,000 HHs who received CVA) participated in the survey across the seven districts. The sample selection was based on the number of GN divisions supported by the CVA. Key findings:

- 93 per cent of respondents reported no difficulties receiving cash via bank transfer. However, 7 per cent—mainly from remote villages—faced challenges due to transportation issues or inactive bank accounts that required system updates.
- 52 per cent of respondents said the cash amount (LKR 20,000) was sufficient to cover food and other essential needs for 3 to 4 weeks.
- 11 per cent suggested increasing the cash amount, particularly in households with many family members, while 6 per cent recommended adjusting for inflation and high market prices of essential items.
- 96 per cent of the funds were spent on food, 75 per cent on medical expenses, and 23 per cent on utility bills.
- 97 per cent of beneficiaries were satisfied with the cash transfer method. Only 3 per cent suggested the use of cash-in-envelope distribution due to challenges in withdrawing money from banks.
- Overall, 97 per cent of respondents expressed satisfaction with the assistance provided during the emergency.

The survey underscored the effectiveness of cash and NFI assistance in meeting the immediate needs of vulnerable communities. However, areas for improvement were identified in community engagement, volunteer training, and distribution planning. Improved distribution logistics are necessary by standardizing distribution dates and enhancing communication to ensure seamless and accessible distribution points.

Lessons Learnt

- The Red Cross's commitment to transparency, quality service, and community-centered approaches was reinforced throughout the PDM process.

- The multipurpose cash grants targeted vulnerable groups affected by the floods, effectively supporting those who had lost income and livelihoods. The initiative focused on the rapid identification and verification of those supported through coordination with government officials, while also assisting local markets.
- Challenges encountered during the verification process highlighted the need for strong community engagement and oversight. Collaboration with community leaders, promoting transparency in the selection process, and implementing appropriate safeguards were critical in mitigating risks of collusion and favoritism.

Challenges

- In certain districts, people supported had to travel long distances to withdraw cash from banks, incurring considerable time and financial costs. This highlights the need for greater community awareness and alternative solutions during emergencies.
- Additionally, the selection process was lengthy/time-consuming, as the number of eligible individuals exceeded the available support slots. This required further prioritization to ensure the most vulnerable people were reached.



Budget: CHF 35,929

Targeted Persons: 21,000

Assisted Persons: 8,700

Indicators

Title	Target	Actual
# of medical camps and First aid services conducted	28	35
# of people reached by medical camps and First aid assistance.	21,000	6,300
# of households supported with the mosquito nets	600	600

Narrative description of achievements

Medical Camps

The SLRCS conducted 35 medical camps in the flood-affected districts, fulfilling 100 per cent of the planned target. The breakdown by district is as follows: Colombo (7), Gampaha (4), Kalutara (4), Matara (5), Galle (5), Puttalam (4), and Rathnapura (6). In addition, seven first aid services were carried out in each district.

The medical camps primarily addressed post-disaster health needs, including treatment for wounds, minor injuries, and waterborne diseases. The majority of individuals reached included women, pregnant women, older people, persons with chronic illnesses, and persons with disabilities.

The camps were coordinated jointly by Public Health Inspectors (PHIs) from the Medical Officers of Health (MOH) offices and trained SLRCS volunteers. Medical officers from district hospitals also supported the camps, while the MOH offices provided ambulance services for referrals requiring further treatment. Overall, more than 5,000 people received medical assistance across the seven districts.

First aid services were provided during the initial response phase in the most affected areas. Trained volunteer teams were deployed to safety centres to offer immediate support. All SLRCS branches had active and trained first-aid volunteers who were promptly mobilised to assist individuals sheltering in these centres.

Distribution of Mosquito Nets

Furthermore, as part of dengue prevention efforts, clean-up campaigns were carried out in high-risk zones (Red zones) within Colombo District. In these identified red zones, 600 households were provided with mosquito nets to reduce the risk of vector-borne diseases.



Lessons Learnt

• Implementing first aid and psychosocial support (PSS) training for more volunteers before an emergency would have enhanced their ability to assist their communities. The SLRCS continues to offer first aid training and conducts additional refresher courses for registered volunteers at the branch level.

Challenges

• There were delays in getting approval from the relevant health departments to conduct the medical camps in the affected areas. However, close coordination with the MOH office helped SLRCS to coordinate and complete the activity within the timeframe.



Water, Sanitation And Hygiene

Budget: CHF 116,279

Targeted Persons: 30,000

Assisted Persons: 93,582

Indicators

Title	Target	Actual
# of people reached by hygiene promotion activities during the response periods	30,000	30,000
# of people receiving protection from Environmental sanitation activities	7,000	53,400
# of people who have been supplied with an improved protected source of drinking water (well)	12,000	11,648
# of people supported with drinking water bottles	7,500	28,534

Narrative description of achievements

The SLRCS branches promptly activated their contingency plans and initiated flood response actions as mandated. They mobilised unit members and volunteers across the affected districts in coordination with the district-level DMC, Divisional Secretary offices, Medical Officers of Health (MOH), Public Health Inspectors (PHIs), community members, and other government officers.

Dengue Clean-up Campaigns

Planning meetings were held in each district branch with the participation of MOH and PHI offices, relevant government officials, Red Cross unit members, and volunteers. These meetings aimed to raise awareness and coordinate the Clean-up Campaigns. Mapping exercises were conducted to identify high-risk and flood-affected areas with potential dengue outbreaks.

By the end of the operation, the National Society had successfully conducted 178 clean-up campaigns across seven districts, exceeding the original target (106 per cent achieved):

- Colombo (34)
- Gampaha (24)
- Kalutara (24)
- Matara (24)
- Galle (24)
- Rathnapura (24)
- Puttalam (24)

Colombo Branch conducted 10 additional campaigns in response to increased dengue cases in the district.



The Clean-up Campaigns involved clearing canals, drainage systems, culverts, and abandoned lands—areas identified in collaboration with communities and local authorities. These efforts significantly contributed to eliminating mosquito breeding grounds and improving public health as part of broader dengue mitigation strategies.

Cleaning of Drinking Water Sources (Dug Wells)

The intervention began with orientation sessions and mapping of severely flooded areas where dug wells are primarily used for drinking water. Stakeholders were briefed on the well-cleaning procedures and roles.

A total of 2,912 dug wells were cleaned across six districts:-

- Colombo (555)
- Gampaha (780)
- Kalutara (300)
- Matara (277)
- Rathnapura (330)
- Puttalam (670)

While the original plan included all seven districts, the Galle branch, after initial assessments and consultation with MOH and PHIs, found that dug wells in their area were not significantly affected. Consequently, the activity was not implemented in Galle, and the allocated wells were reassigned to other districts. All wells were cleaned following OXFAM guidelines, ensuring safe access to drinking water. This intervention reached 100% of the revised target.

Distribution of Bottled Drinking Water

To ensure safe drinking water in safety centres, SLRCS distributed 5-litre water bottles to displaced families in DREF-supported branches. A total of 14,267 water bottles were distributed among families in safety centres—except in Puttalam, where the National Water Supply Authority provided drinking water. Over 7,000 displaced individuals benefited from this intervention.

Hygiene Promotion

SLRCS conducted hygiene awareness sessions among both schoolchildren and community members, promoting good hygiene practices in the aftermath of the floods. The outreach included:

- Over 14,000 schoolchildren
- More than 15,000 community members
- Distribution of 10,000+ IEC materials promoting proper hygiene practices and behaviors.

Dengue Household Surveillance

With support from the Singapore Red Cross Society, SLRCS expanded dengue control interventions by implementing household-level surveillance. This activity aimed to raise awareness and encourage community members to maintain dengue-free surroundings, particularly in high-risk "red zone" areas. This intervention reached over 20,000 households across Colombo, Gampaha, and Kalutara district

Lessons Learnt

- The clean-up campaign was a very successful intervention during the response to this DREF. It was a timely activity, as dengue cases rose after the floodwater receded. The respective MOH offices in each district were more cooperative and supportive of the activity, and it successfully reduced the spreading of dengue cases.
- The initial activity planning with MOH, PHI, Red Cross units' members, and other stakeholders was the key start-up to implementing the intervention timely.
- Cleaning up dug wells needed proper planning at the early stage as it involved more logistics, and with the support of relevant stakeholders, it would have been able to be implemented without any delay. Community participation was the key to successful implementation.

Challenges

- Continuous rains impacted the response to cleanup campaigns in all districts, and conducting cleanup campaigns in public places posed a significant challenge due to the high density of the population and the amount of waste and areas being huge.

- Implementing the well cleaning program was quite challenging, particularly when finding the necessary equipment, such as water pumps and ladders, at various heights of the wells.

- As the areas affected by the flood were huge in each district, identifying the most affected areas was very challenging. However, community participation and the support of government offices eased the process.



Protection, Gender And Inclusion

Budget: CHF 0

Targeted Persons: 77,000

Assisted Persons: 125,882

Indicators

Title	Target	Actual
# of individuals covered through dignity, access, and protection activities	77,000	125,882
# no of volunteers oriented on PGI and Code of conducts	350	210

Narrative description of achievements

A total of 125,882 individuals from 31,470 households were reached through the implementation of the DREF operation. PGI considerations were systematically integrated across all phases of the response, including capacity building for staff and volunteers, assessments, targeting, and awareness activities at both community and household levels.

The operation ensured the inclusion of individuals from all age groups and promoted equal participation and decision-making opportunities for both women and men. During the household needs assessments, data disaggregated by sex, age, and disability were collected and analysed. This approach supported effective targeting, facilitated an inclusive community grievance mechanism, and helped ensure that the most appropriate individuals and households were reached with assistance.

SLRCS conducted community consultations to strengthen the selection process and maintained hotline services to ensure transparency and accountability throughout the operation.

As part of the multipurpose cash assistance programme, the SLRCS distributed information sheets and awareness posters to supported households and the wider community. These materials aimed to raise awareness of the selection criteria and process among both recipients and non-recipients, thereby helping to reduce misunderstandings and potential disputes within communities.

Lessons Learnt

- During the implementation of the responses, SLRCS enhanced coordination and collaboration among different stakeholders, including government agencies, non-governmental organizations, and local community-based organisations.

- SLRCS improved its efforts and filled gaps in addressing PGI concerns by closely coordinating with stakeholders and sharing information on time. This collaborative approach likely contributed to a more comprehensive and effective response to the complex challenges posed by the floods. Coordination and collaboration are crucial in addressing multifaceted issues, especially when dealing with emergencies and natural disasters.

Challenges

- IFRC-DREF response efforts typically prioritise addressing immediate needs. Still, there can be difficulties in maintaining the long-term sustainability of PGI initiatives, particularly after the emergency phase.

- The response plan needed to be implemented quickly, and there might be difficulties in efficiently and promptly incorporating all the considerations related to PGI.





Community Engagement And Accountability

Budget: CHF 5,519

Targeted Persons: 77,000

Assisted Persons: 125,882

Indicators

Title	Target	Actual
# of people informed about the MPCA/NFI selection process of the beneficiaries	12,000	12,000
# of people reached through social media on awareness	77,000	125,882
# of staff/volunteers oriented on CEA and community feedback mechanism	350	210
# of community or orientation meetings conducted	42	45

Narrative description of achievements

The SLRCS established clear selection criteria to ensure that the most vulnerable individuals affected by the floods were prioritised. These included female-headed households, single-headed households, families with persons with disabilities, pregnant and lactating women, families with infants and young children, and elderly individuals.

A grievance redress mechanism was set up to address concerns related to the selection process. This system integrated key elements of CEA to ensure transparency and responsiveness.

Key CEA activities included:

- Raising awareness among affected individuals about selection criteria and assistance processes.
- Conducting community meetings to explain the response plan and engage people in discussions about implementation. These meetings were crucial for promoting two-way communication and strengthening community trust in the Red Cross response.
- Evaluating market functionality to ensure the appropriateness of cash-based interventions.

The SLRCS communications team worked diligently to keep affected communities informed. They produced and shared photos, video clips, and news updates across traditional and social media platforms, providing timely information about the operation and enhancing Red Cross visibility.

To further support community engagement, SLRCS operated a dedicated hotline system, managed centrally from headquarters. Two 24/7 hotline numbers were available to community members, enabling real-time feedback and enquiries. During the distribution of multipurpose cash grants and household items, the community feedback desk received 178 enquiries, with:

- Over 65 per cent of queries related to timing of cash transfers to bank accounts.
- Around 30 per cent seeking information about documentation requirements for receiving assistance.

All feedback was recorded, addressed promptly, and managed by the CEA focal point at each branch.

At the conclusion of the intervention, the SLRCS conducted a PDM survey to assess the effectiveness and relevance of the assistance provided. The survey also collected feedback and suggestions directly from supported individuals, with particularly active engagement noted in urban districts such as Colombo and Gampaha.

In collaboration with partners like Save the Children, the SLRCS enhanced visibility and communication at distribution sites using Red Cross-branded materials.

Key Findings from the PDM Survey on Community Feedback Mechanisms:

- 71 per cent of respondents were aware of the community feedback mechanisms established by SLRCS.
- 42 per cent reported that they fully understood the process, as explained during face-to-face interviews with volunteers.
- 24 per cent reported that they understood through the "beneficiary information sheet" distributed during the community meetings.

These findings highlight the importance and impact of continued investment in community engagement efforts to ensure transparency, trust, and accountability in humanitarian operations.

Lessons Learnt

- The Red Cross should prioritise radio and television broadcasts to disseminate information effectively. Additionally, they should create and distribute more visually engaging IEC materials, such as posters and leaflets, within the community. Further, the community feedback system allows for the gradual monitoring and correcting of information.
- To improve coordination and communication at the community level, it is essential to strengthen the involvement of local committees and leaders in meetings. This includes engaging with volunteers, authorities, and community members to discuss selection criteria for the most vulnerable populations and addressing issues related to targeting and complaints management.

Challenges

- There is a shortage of volunteers and staff members with the required communication skills at the branch level of SLRCS. Creating effective communication materials at the branch level can be particularly challenging during times of emergency.
- Sometimes, different levels of literacy or community mobilisation skills of some field volunteers in the communities have reduced the understanding of the collection and reporting of information as needed. Volunteer meetings and short refresher sessions supported the team in quickly responding to this issue.



Coordination And Partnerships

Budget: CHF 9,304

Targeted Persons: 350

Assisted Persons: 210

Indicators

Title	Target	Actual
# of communications materials produced (social media, media articles, interviews, etc.)	8	18
# of volunteers supported with T-shirt, Caps and Jacket to ensure the visibility to the intervention	350	210

Narrative description of achievements

IFRC and SLRCS conducted timely monitoring visits to ensure effective implementation of activities across all target districts. Although the original plan included two visits per district, additional monitoring trips were conducted—particularly in Ratnapura District—where more in-depth support was required due to the branch's first experience implementing cash interventions for emergency response. These additional visits ensured detailed assessments were completed in a timely manner to identify eligible cash assistance recipients.

IFRC CCD IFRC and country officials visited two times for each operation to ensure the quality implementation of the activities.

Furthermore, the SLRCS communication team visited all target districts to capture success stories and gather feedback from community members. These stories were shared across SLRCS's social media platforms, showcasing the impact of the DREF-supported interventions and giving voice to the experiences of affected people.

Lessons Learnt

- Timely monitoring visits ensured the completion of the activities within the anticipated time, and it strengthened the coordination with the branches and externally with the government stakeholders.
- Regular monitoring visits enhanced the visibility of the National Society among the community members, and it supported the effective community feedback mechanism.

Challenges

- The continued rain affected the field plan during the implementation, and some visits were postponed due to the adverse weather in the districts. However, the Red Cross unit members and the volunteers tirelessly supported the affected community and took prerequisite measures during the adverse weather.
- In the Ranthnapura district, coordination with government authorities was delayed in implementing cash assistance intervention as the DREF operation was being implemented after so many years, so a proper orientation was required to make awareness and clarify the planned intervention to the government officials.



Secretariat Services

Budget: CHF 14,652

Targeted Persons: 0

Assisted Persons: 0

Indicators

Title	Target	Actual
# of surge support deployed to during the implementation period	1	0
# of monitoring visits conducted	4	14

Narrative description of achievements

The IFRC Country Cluster Delegation (CCD) and Country Office staff closely monitored the implementation of DREF-funded activities. They actively participated in weekly progress review meetings, provided ongoing technical support to the National Society headquarters (NHQ) and PMER teams, and contributed to the analysis of PDM survey findings. Based on these analyses, they offered timely recommendations to enhance the effectiveness of response activities. Throughout the operation, the National Society did not request surge support and successfully implemented planned interventions using existing internal resources and capacities.

Lessons Learnt

- Practical measures, collaboration, and financial analysis were crucial in identifying gaps and making timely decisions to allocate additional resources for the most affected individuals in the operation. This was achieved by conducting weekly review meetings and continually following up with the team at the branch level.

Challenges

- The procurement process and unavoidable delays in respect of item procured locally delayed the distribution of the relief items to the affected people. However, the branches made it possible to adjust the distribution process without delay through close coordination with the relevant stakeholders in the field, reducing further delay.



Budget: CHF 62,134

Targeted Persons: 0

Assisted Persons: 0

Indicators

Title	Target	Actual
# of progress review meeting conducted	8	16
# of rapid and detailed assessment teams deployed at branch level (Target: 2 teams per branch)	14	14
# of project staff involved in the NHQ and branch-level	18	18
# of monitoring visits conducted at the NHQ and branch level	8	14
# of volunteers involved in the operation insured	350	210
# of lessons learned workshop conducted	1	1

Narrative description of achievements

Volunteer Mobilization

Approximately 210 volunteers were deployed across the seven districts, contributing a wide range of skills and field experience. All volunteers received orientation on the Fundamental Principles of the Red Cross, in addition to technical briefings related to the operation, including Cash and Voucher Assistance (CVA).

Assessment and Monitoring

The SLRCS conducted assessments in seven districts—Colombo, Gampaha, Kalutara, Matara, Galle, Puttalam, and Ratnapura—and carried out PDM activities across all target locations. These actions provided valuable insights into the effectiveness and relevance of the response.

Regular monitoring visits were conducted by officials from the SLRCS National Headquarters, the IFRC Operations Manager, the IFRC Country Cluster Delegation, and respective Branch Executive Officers. These visits played a crucial role in tracking operational progress and ensuring accountability and quality implementation.

Lessons-Learned Workshop

Following the operation, lessons learned workshops were organized with participation from branch and national staff. These sessions focused on reviewing the response objectives, identifying key achievements and gaps, and capturing recommendations to strengthen future operations. The workshops allowed for a thorough analysis of each branch's strengths, challenges, and capacity needs.

Lessons Learnt

- SLRCS improved service delivery by effectively utilising trained volunteers throughout the project. SLRCS also highly values and appreciates the volunteers for their exceptional work. Working closely with government officials and conducting joint field visits with government stakeholders can significantly assist in resolving various on-the-ground challenges.
- The lesson-learned workshop supported the branch in taking early action measures based on the experience through sharing knowledge and success stories. This has led the branch volunteers and staff to exchange the ideas and experiences they faced multiple times while implementing the response activities.



- Coordination with the government stakeholders was key to the operation's success, as it was easy to implement the activities promptly.

Challenges

- There is an urgent need for a dedicated Monitoring, Evaluation, Accountability, and Learning (MEAL) role at the SLRCS National Headquarters level. This position would significantly enhance the National Society's capacity to conduct systematic monitoring, improve reporting quality, and support organizational learning across operations.
- Retention of SLRCS volunteers at the branch level is a challenge since most of them are recruited for the operations period. Most of the volunteers are unable to continue their involvement after the operation period because there is a lack of implementation work in the field.



Financial Report

I. Summary

Opening Balance	0
Funds & Other Income	491,993
DREF Response Pillar	491,993
Expenditure	-442,521
Closing Balance	49,472

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items			0
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash			0
PO04 - Health			0
PO05 - Water, Sanitation & Hygiene			0
PO06 - Protection, Gender and Inclusion			0
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery	478,235	442,505	35,730
PO10 - Community Engagement and Accountability			0
PO11 - Environmental Sustainability			0
Planned Operations Total	478,235	442,505	35,730
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	13,758	0	13,758
EA03 - National Society Strengthening		16	-16
Enabling Approaches Total	13,758	16	13,742
Grand Total	491,993	442,521	49,472

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

Please explain variances (if any)

Budget variance from underspending:

CHF 491,993 was allocated from the IFRC-DREF for SLRCS to respond to the needs of approximately 77,000 people. By the end of the operation, the total expenditure recorded was CHF 442,521, which represents 94 per cent of the budget spent. The left balance of CHF 49,472 will be returned to the DREF pot.

All planned interventions and activities under this DREF operation have been fully implemented at the field level. However, some



variances were noted, primarily due to the following reasons:

1. Multi-purpose Cash: A total of 3,000 households were reached, achieving 100 per cent of the planned intervention. Approximately 2 per cent variance was recorded due to savings from the implementation cost of the CVA.
2. Health: Twenty-eight medical camps and seven first-aid services were planned, and more than 100 per cent of the target was achieved, with an additional seven medical camps conducted in the target areas. Only 79 per cent of the allocated budget was spent, owing to savings in logistics expenses, as additional support was provided by Ministry of Health (MoH) officials in the respective target areas.
3. WASH: The primary activity under the WASH intervention was the cleaning of dug wells. In one district, this activity was not implemented as the MoH undertook the initiative to clean the wells. Consequently, 89 per cent of the total WASH budget was utilized, with the variance arising from savings in logistics and operational costs related to the well-cleaning efforts.
4. National Society Strengthening: SLRCS successfully implemented all planned interventions in a timely manner. Effective coordination with local and divisional government authorities, along with volunteer support, contributed to reduced operational costs. As a result, only 87 per cent of the budget under this line was spent.
5. Secretariat Services: The overall variance of CHF 13,758 allocated for surge support was not utilized, as SLRCS did not request any additional surge support for the operation.

Note: Due to system-related technical constraints, most of the budget and expenditure details in the financial report are recorded under the 'PO09' code. This code also encompasses some sectors outlined in the variance explanations above.

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[Click here for reference](#)

