



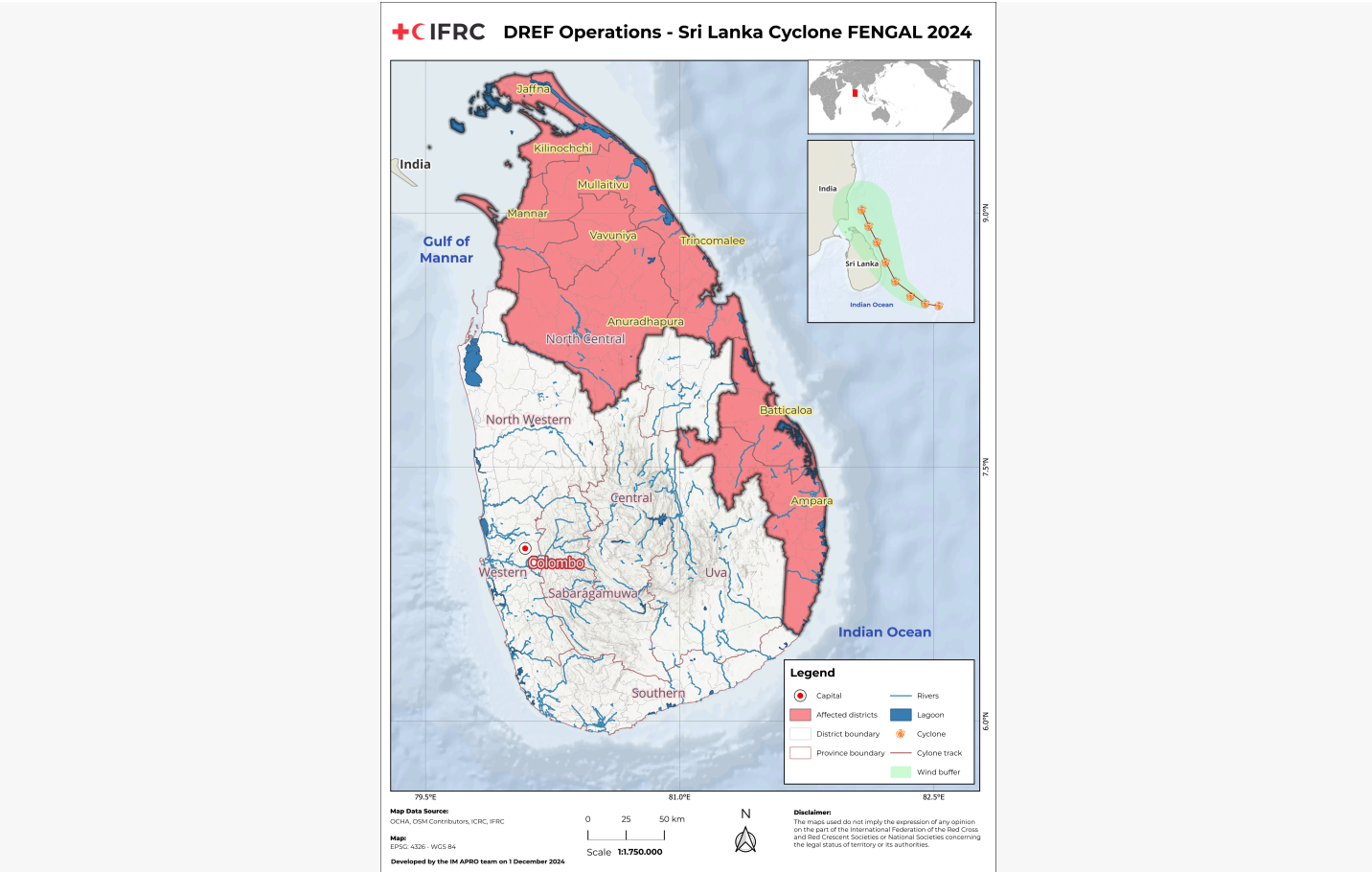
Volunteers providing first-aid services at Ampara on 4 Dec 2024. (Photo: SLRCS)

Appeal: MDRLK021	Total DREF Allocation: CHF 499,847	Crisis Category: Yellow	Hazard: Cyclone
Glide Number: TC-2024-000219-LKA	People Affected: 441,373 people	People Targeted: 37,300 people	People Assisted: 44,500 people
Event Onset: Sudden	Operation Start Date: 06-12-2024	Operational End Date: 30-04-2025	Total Operating Timeframe: 4 months
Targeted Regions: Eastern, North Central, Northern			

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



Map of all districts affected by the Cyclone Storm Fengal. (Map: IFRC IM)

## Date of event

26-11-2024

## What happened, where and when?

The adverse weather conditions affected Sri Lanka starting on or around 23 November 2024, as the low-pressure system that intensified into Cyclone Fengal formed in the Bay of Bengal. By 26 November, the situation escalated, with flash floods inundating homes, infrastructure, and farmlands. The deep depression tracked parallel to the eastern and northeastern coasts of Sri Lanka before moving toward India. The Department of Meteorology issued a 'Red' alert warning for Cyclone Fengal over the Southwest Bay of Bengal concerning the land and the deep and shallow sea areas around the island.

The heavy rainfall, which exceeded 200 mm in some regions, caused rivers and canals to overflow. The storm's winds reached 60 km/h, damaging homes and infrastructure. Heavy flash flooding affected low-lying areas, and disruptions to fisheries prompted warnings from Sri Lanka's Disaster Management Centre. Several roads and bridges sustained damage, particularly in the Northern, North Central, and Eastern Provinces.

The National Building Research Organisation (NBRO) had issued Level 1 and Level 2 landslide warnings for nine districts. A landslide in Moragolla along the Gampola-Nuwara Eliya main road obstructed vehicular movement, and landslides in Mahara and Gampola caused significant damage to a house. [01]

Furthermore, the intensity of flooding increased due to the release of water from medium-sized reservoirs, which led to a significant influx of flash floods. Forty-six minors to medium reservoirs in the Eastern and Northern Provinces reported damage. Additionally, the level 2 spill gates of major reservoirs in the Ampara, Batticaloa, Trincomalee, Mullaitivu, and Anuradhapura districts were opened to release excess water, further damaging small bridges and canals in many areas.

## Humanitarian Impact





The cyclone led to widespread displacement. More than 468,750 people, or around 138,944 families, were affected. At the peak of the crisis, over 61,000 people were moved to 279 safe locations. Many others found shelter with relatives across 232 Divisional Secretariat Divisions in 24 districts due to the cyclone's indirect effects. [02]

At least 17 people lost their lives because of the cyclone. The deaths resulted from various incidents, including drowning in floodwaters, landslides, and other accidents – a woman died in a landslide in Bandarawela, a group of six children, a driver, and a passenger were killed when a tractor overturned, and a fisherman was taken by a crocodile in Pottuvil Lagoon.

Economic Impact and Livelihood

The floods caused significant damage to crops and livestock, hurting the livelihoods of many farmers. About 338,000 acres of rice fields stayed underwater, and 10,035 acres were destroyed. Other crops and vegetable farms also suffered significant damage. Fishermen had to stop working because of strong winds and rough seas, leading to a temporary loss of income for fishing communities. [03]

Government and Organizational Support

Government agencies were the first responders. The Disaster Management Centre of Sri Lanka organised evacuations, set up temporary relief camps, and managed emergency operations. Local authorities in the affected areas worked to clear roads, provided food and clean water, and restored essential services.

International aid organisations also played a key role. They provided emergency shelter, medical aid, and supplies to the DMC. The military and civil defence forces conducted search and rescue operations, especially in areas hit by floods or landslides. Their efforts were crucial in reaching isolated communities and evacuating people at risk.

Community groups and volunteers also helped. They provided local knowledge and support to assist official rescue and relief efforts. This response involved national government bodies, international humanitarian agencies, military forces, and grassroots volunteers working together to help displaced people, provide basic needs, and start recovery efforts after the storm. [04 & 05]

[01] NBRO alert: <https://english.newsfirst.lk/2024/11/26/nbro-issues-level-1-and-2-landslide-warnings-for-9-districts>

[02] DMC situation update: [https://www.dmc.gov.lk/images/dmcreports/Situation\\_Report\\_on\\_2024\\_1732872151.pdf](https://www.dmc.gov.lk/images/dmcreports/Situation_Report_on_2024_1732872151.pdf)

[03] Economic Impact: <https://www.sundaytimes.lk/241201/news/cyclone-fengal-departs-leaving-devastation>

[04] / [05] Government support: <https://english.newsfirst.lk/2024/11/29/ministers-lead-flood-relief-teams-in-north-east>  
<https://english.newsfirst.lk/2024/11/30/cyclonic-storm-fengal-moves-away-death-toll-from-adverse-weather-rises-to-15>



Beneficiary assessment. (Photo: SLRCS)



Distribution of relief items. (Photo: SLRCS)



Damage by Cyclone and Flood. (Photo: A-Pad Sri Lanka)





Evacuation of people, Mullaitivu. (Photo: SLRCS)

## Scope and Scale

The devastation caused by Cyclone Fengal in Sri Lanka was widespread and severe, affecting various aspects of life and infrastructure. As of 2nd December, the Disaster Management Centre (DMC) reported 17 deaths and 19 injured persons across the island. A staggering number of people were displaced. At its height on 28th November, approximately 61,290 individuals (18,025 families) were relocated to 279 safe locations, while nearly double that number found refuge with relatives. By 2nd December, this number had reduced to 7,308 individuals (2,170 families) in 78 safe locations. By 12th December, all displaced people had reportedly returned to their homes, though many returned to damaged properties. [06]

A total of nine districts had been severely affected by the extreme weather in the Eastern, Northeastern, Northern, and North Central provinces. Ampara, Batticaloa, Jaffna, and Mannar were particularly hard hit, with over 350,000 individuals impacted in those areas alone.

### Agriculture and livelihood

An estimated 338,000 acres of paddy land were submerged, with 10,035 acres fully destroyed. This represented a significant loss for farmers who depend solely on their crops for income and food security. Other cultivated crops, vegetable gardens, and livestock were lost, resulting in immediate economic hardship and long-term food insecurity for many rural households. The delay in planting for subsequent seasons only worsened the negative impact. [07]

Coastal communities, particularly in the Eastern and Northern provinces, faced disruptions to their livelihoods. Fishermen were advised to suspend operations due to rough seas and strong winds, leading to a temporary but substantial loss of income. Damage to fishing boats and gear also hindered their ability to return to work quickly.

Many small businesses, shops, and informal sector workers in the flooded areas suffered severe damage to their premises and goods. The disruption of supply chains and reduced purchasing power in affected communities further stifled economic activity, resulting in income loss for many individuals.

### Health warnings

The widespread flooding created optimal conditions for the spread of waterborne diseases. Health authorities issued warnings about potential outbreaks of dengue fever and leptospirosis. Contaminated drinking water sources were a significant concern, significantly increasing the risk of gastrointestinal illnesses. The disruption of healthcare services in the affected areas further heightened these risks. [08]

In severely impacted districts, water and sanitation facilities had been compromised due to flash flooding. Additionally, households in low-lying areas lost their daily sources of income, kitchen items, and dry rations, underscoring the urgent need for cooked food in displacement centres to support their children and balance their diet.

### Negative Impacts

Cyclone Fengal severely affected vulnerable groups in Sri Lanka, particularly in the Eastern, North Central, and Northern Provinces. Rural areas, which relied on weather for farming, suffered immediate income loss and food shortages due to flooding, compounded by damaged irrigation systems and limited access to insurance.

Fishing communities also lost income as strong winds and rough seas halted fishing activities and damaged equipment. Low-income households in informal settlements, often in low-lying areas and constructed with weak materials, struggled to recover from the disaster,

pushing them deeper into poverty.

People with disabilities, older individuals, and children were particularly affected. They faced challenges during evacuations, risked health deterioration, and experienced interruptions in education. Residents in low-lying areas faced risks of flash floods, while those on hills dealt with landslides. Poor drainage and factors like deforestation increased these risks, leading to loss of life and property. In summary, Cyclone Fengal exposed existing social and economic inequalities, with the most vulnerable suffering the most from the disaster's impacts.

At the end of the operation in April 2025, the evacuated individuals returned to their homes, and farmers who had lost their crops resumed planting activities. The government assisted those whose houses were completely damaged by the cyclone. People returned to their daily lives and re-engaged in their livelihoods. The school reopened in January, allowing children to return to their educational activities.

[06] DMC update: [https://www.dmc.gov.lk/images/dmcreports/Situation\\_Report\\_on\\_2024\\_\\_1732872151.pdf](https://www.dmc.gov.lk/images/dmcreports/Situation_Report_on_2024__1732872151.pdf)  
[07] Agriculture lost: <https://english.newsfirst.lk/2024/11/30/approximately-390-000-acres-of-farmlands-inundated-due-to-heavy-rainfall>  
[08] Health warnings: <https://english.newsfirst.lk/2024/11/30/risk-of-uptick-in-infectious-diseases-including-dengue>

## Source Information

Source Name	Source Link
1. Disaster Management Center - Situation update	<a href="https://www.dmc.gov.lk/images/dmcreports/Situation_Report_on_2024__1732872151.pdf">https://www.dmc.gov.lk/images/dmcreports/Situation_Report_on_2024__1732872151.pdf</a>
2. NS - Situation update	<a href="https://ifrcorg-my.sharepoint.com/:b:/r/personal/selvarajasingham_umakanthan_ifrc_org/Documents/All%20MY%20DREF/07%20MDRLK021%20-%20Fengal%20-%20flood/Situation%20Report%20-%20Cyclone%20%E2%80%98Fengal%E2%80%99%20Flood%20.pdf?csf=1&amp;web=1&amp;e=PK4qep">https://ifrcorg-my.sharepoint.com/:b:/r/personal/selvarajasingham_umakanthan_ifrc_org/Documents/All%20MY%20DREF/07%20MDRLK021%20-%20Fengal%20-%20flood/Situation%20Report%20-%20Cyclone%20%E2%80%98Fengal%E2%80%99%20Flood%20.pdf?csf=1&amp;web=1&amp;e=PK4qep</a>
3. NBRO - Landslide warning	<a href="https://nbro.gov.lk/index.php?lang=en">https://nbro.gov.lk/index.php?lang=en</a>
4. Metrological department Sri Lanka	<a href="https://meteo.gov.lk/index.php?option=com_content&amp;view=article&amp;id=9&amp;Itemid=289&amp;lang=en">https://meteo.gov.lk/index.php?option=com_content&amp;view=article&amp;id=9&amp;Itemid=289&amp;lang=en</a>
5. Country economic impact: Cyclone Fengal	<a href="https://island.lk/navigating-sri-lankas-economic-recovery-opportunities-and-risks-in-the-aftermath-of-cyclone-fengal/">https://island.lk/navigating-sri-lankas-economic-recovery-opportunities-and-risks-in-the-aftermath-of-cyclone-fengal/</a>

## National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?	No
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## IFRC Network Actions Related To The Current Event

Secretariat	<p>The IFRC country team coordinated closely with the SLRCS, the IFRC country cluster office in Delhi, and the regional office. They supported the preparation of the DREF application and response planning. The team regularly shares updates on the in-country situation, developments, and technical inputs with the regional IFRC team, the operation coordinator, and the DREF focal point.</p> <p>Additionally, the IFRC CD and CCD teams worked closely with the SLRCS, providing technical support for planned interventions and the implementation of operations throughout the DREF implementation periods. They facilitated information sharing between SLRCS, the Movement, and external partners.</p>
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	<p>The IFRC CCD also supported this DREF operation with surge finance to assist the SLRCS in accelerating the settlement process and ensuring that all settlements were checked on time. The program team at the CD and CCD levels participated in weekly progress reviews with the respective branches, while the National Headquarters (NHQ) conducted follow-up activities and monitoring.</p> <p>During the implementation of activities, the IFRC country staff, alongside support from the CCD programme, conducted regular field visits to the districts. They engaged with local branches and closely monitored the process, paying particular attention to the Community Engagement and Accountability (CEA) component to gather feedback from affected individuals.</p>
<b>Participating National Societies</b>	There is no Participating National Societies (PNS) presence in the country.

## 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 the ICRC in any activities related to the flood emergency response.

## Other Actors Actions Related To The Current Event

<b>Government has requested international assistance</b>	No
<b>National authorities</b>	<p>Government agencies were frontline responders — the Disaster Management Centre of Sri Lanka coordinated evacuations, set up temporary relief camps, and managed emergency response operations. Local authorities across the affected districts worked to clear roads, provide food and clean water, and restore essential services. The military and civil defence forces were deployed for search and rescue operations, especially in flooded areas. Their work was crucial for reaching isolated communities and evacuating people at risk.</p> <p>The Department of Irrigation actively monitored water levels in river basins and low-lying areas, issuing alerts and warnings to the public in close coordination with the DMC. The government allocated immediate relief funds to support people in safe centres and distributed cooked food and other essential items. The DMC played a central role in managing these safety centres and arranging necessities for affected individuals across all districts. The National Water Board provided drinking water, while the Ministry of Health oversaw sanitation facilities at these centres.</p> <p>Local health units, specifically the Medical Offices of Health (MOH) in the affected provinces, addressed health issues within the flooded areas. The MOH took the initiative to investigate health-related matters at the displacement centres. They led coordination efforts and collaborated with various agencies and organisations for health-related actions. The MOH also conducted mobile medical services and public awareness programmes in flood-affected regions, including fumigation efforts to control dengue. Additionally, measures were implemented to address potential causes of leptospirosis, commonly called rat fever.</p> <p>Furthermore, local civil society organisations, sports clubs, temple committees, politicians, and mosques provided meals for displaced individuals in all districts. The National Disaster Relief Services Centre (NDRSC) also supplied cooked meals, non-food items, and dry rations.</p>
<b>UN or other actors</b>	The USAID provided items including gumboots, life jackets, poly bags, raincoats, Manila ropes, tarpaulin sheets, helmets with headlamps, whistles, rechargeable flashlights, and a megaphone. Additionally, UNICEF, WFP, LEADS, UNFPA, UNDP, and Child Fund Sri



Lanka have also contributed by supplying immediate relief items to the DMC.

The UN Development Programme and the Disaster Management Centre conducted damage and loss assessments in affected districts.

JTS America provided emergency relief supplies to 500 households in the severely affected districts of Batticaloa and Trincomalee. Their aid included food, cold medicine, mosquito nets, and other essential items for recovery and health protection.

Islamic Relief Australia responded to widespread destruction by distributing emergency supplies, including shelter materials and food, and supporting community cleanup campaigns to help residents recover from the flooding and storm damage.

The Asian Disaster Preparedness Centre (A-PAD) deployed trained rescue teams to assist in cyclone response operations, focusing on search and rescue and helping local authorities manage evacuation and relief distribution.

Other organisations like World Vision supported affected communities by providing essential relief to families, including food and hygiene supplies.

#### Are there major coordination mechanism in place?

The Disaster Management Centre (DMC) organised a Humanitarian Coordination Team (HCT) meeting on 27 November 2024 to provide an update on the situation and seek support from UN agencies and other aid organisations operating in Sri Lanka. DMC has urgently requested relief from these agencies to assist with emergency responses in the affected areas.

The Sri Lankan government (DMC) primarily led the coordination efforts on a bilateral basis. The Sri Lanka Red Cross Society (SLRCS) was key 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 Centre (DMC). Additionally, the NDRSC was responsible for distributing cooked food and non-food items to people in the safety centres.

The 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. The WASH Technical Working Group organised the 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 centres, and the required steps were taken to repair the systems and restore the services to normal.

## Needs (Gaps) Identified



### Shelter Housing And Settlements

The disaster was triggered on 26 November 2024, significantly damaging homes in the affected districts. According to the DMC update on 29 November 2024, 99 houses were reported as fully damaged, while 2,082 houses sustained partial damage, primarily in the Eastern, Northeastern, and Northern provinces. In the Ampara district alone, over 70 homes were destroyed, and more than 600 were partially damaged, mainly due to strong winds and flooding.

Individuals whose homes were damaged were relocated to host families and to the safety centre, where they were provided with essential household items. With over 37,000 people housed in 338 safer centres established by government authorities on 29 November 2024.

The government mobilised the tri-forces to assist in rebuilding both fully and partially damaged homes. Priority was given to cleaning mud from houses once the water receded, and the divisional government offices addressed the immediate need for cooked food.

As individuals returned to their homes, they required essential household items. The DMC initiated steps to support these basic needs, including providing drinking water and sanitation facilities, such as temporary toilets, within the safer centres in Ampara and Batticaloa districts in the Eastern Province.





## Livelihoods And Basic Needs

The adverse weather caused by Cyclone FENGAL has impacted over 450,000 individuals in the nine districts, resulting in significant losses of livelihoods and daily income.

In the selected nine districts, over 37,000 people were relocated to safer areas requiring food, water, and essential items. The extreme weather severely affected over 390,000 acres of paddy, vegetable, and maize cultivation in Eastern, Northern, Northeastern, and Northcentral provinces. The paddy farmers started planting in just the early month of November; when hit by the adverse weather, the paddy was just a 30-day-old plant.

These farmers need immediate assistance to protect their remaining crops until harvest time. The government has taken immediate steps to assess the damage and provide the subsidiary with further fertilizer to protect the remaining farming land.

Additionally, the damage to agricultural land is expected to increase costs for land preparation, forcing many families to reduce or cut household expenses.

Furthermore, evacuated individuals will need support to restore and clean their homes once water levels recede, which will be challenging due to financial constraints.

Many of those affected are unskilled daily laborers and coolie workers engaged in farming and other businesses to support their families. Inundated workspaces, including carpentry, masonry, and small businesses, need immediate assistance to recover from the shocks, which further affects them, delaying their recovery and return to work. Families with children and elderly members particularly require immediate cash support to address their urgent needs.



## Health

The health departments issued a warning to the affected districts, stating that several health issues have emerged as floodwaters recede. Common diseases such as diarrhoea, leptospirosis, and dengue were affecting the public.

There was also a high risk of contaminated water intake and the spread of diseases due to polluted water and faecal matter. Moreover, the Health Department has warned about the risk of skin diseases and respiratory disorders after floodwaters recede.

There was an urgent need for first aid services and general medical care to reduce the risk of hospitalization and other health complications. In addition, based on historical data, dengue cases are likely to rise dramatically after the floodwaters recede, as the lack of proper sanitation measures may create an optimal breeding ground for mosquitoes. Hence, there was an urgent need to provide preventive information against water- and vector-borne diseases through volunteer mobilization.

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, which is likely to impact their nutritional intake, an issue already hampered by the country's economic crisis.



## Water, Sanitation And Hygiene

The flooding caused the water level to exceed 10 feet in the low-lying and near-river areas, contaminating all local drinking water sources, including pipe-borne water from established supply systems. The strong flow of floodwater led to significant damage to water pipes and submerged purification centres, severely restricting access to potable water in the affected districts, especially in Ampara, Batticaloa, Mullaitivu and Jaffna districts.

Household wells, which served as the primary source of drinking water in the affected districts, have also experienced pollution due to the elevated flash floodwater levels, particularly in areas adjacent to rivers and those that are low-lying areas.

Compounding these challenges, the already poor state of existing sanitation facilities has exacerbated sanitation and hygiene conditions as a consequence of the extreme weather in the affected districts. It is imperative to enhance hygiene awareness through targeted hygiene promotion efforts utilising Information, Education, and Communication (IEC) materials to mitigate the spread of waterborne and other infectious diseases.





In response to the situation, the Epidemiology Unit of the Ministry of Health prioritized initiatives such as dengue awareness campaigns, door-to-door outreach, and the removal of debris obstructing drainage systems. These actions are critical given that the affected districts have been identified as high-risk areas for dengue transmission.



## Protection, Gender And Inclusion

Among the displaced and affected individuals, special care and attention were needed, particularly for children, vulnerable women (including pregnant and lactating women), people with disabilities, those with chronic illnesses, and the elderly, due to their increased vulnerability.

There was a significant need to address the protection requirements of these vulnerable groups, including women, men, children, persons with disabilities, and older adults, who faced a heightened risk of exploitation, abuse, and neglect while residing in displacement centres or when left alone at home.



## Education

The cyclone and the flood significantly affected the Ampara and Batticaloa districts, with reports of more houses in the low-lying areas being inundated. School supplies belonging to school-going children in the affected divisions were damaged or lost, mainly because the floodwater levels rose well above normal. It was crucial to urgently provide stationery and educational materials to low-income students in these impacted districts so they could return to school with the necessary stationery, as their parents could not afford it and many of them were displaced and lost their livelihoods due to the adverse weather impact.

The government announced the closure of schools across the island, particularly in the Northern and Eastern provinces. Inundated conditions made it extremely difficult for teachers and students to access schools.



## Community Engagement And Accountability

Effective communication and information sharing were necessary to identify the most vulnerable families and individuals among the displaced people in the severely affected divisions of Ampara, Batticaloa, Mullaitivu, Jaffna, and Mannar districts. Most of the evacuees had camped in safety centres. The information needed to flow easily and be accessible to ensure that affected households were well-informed about the support they were eligible for.

The involvement of SLRCS volunteers and community members was crucial for close engagement and detailed assessments to ensure a fair selection process. Community engagement played a vital role in planning, assessment, and beneficiary selection. A community feedback mechanism during the beneficiary selection process was key to implementing the planned intervention effectively. Continuous monitoring of the diverse needs of the affected population was also needed, as different groups had specific requirements. Additionally, the SLRCS required disaggregated data on the affected people for decision-making.

# Operational Strategy

## Overall objective of the operation

The response activities were implemented as planned in the nine districts affected by the cyclone and flood: Ampara, Batticaloa, Trincomalee, Mullaitivu, Kilinochchi, Jaffna, Mannar, Anuradhapura, and Vavuniya, located in the Eastern, Northern, and North Central provinces, over four months commencing in December 2024.

The operation aimed to assist 37,300 people from 9,325 families across nine districts. Through an effective implementation plan, enhanced coordination with relevant stakeholders, and extensive engagement with volunteers, the operation reached 44,500 people from 11,775 households, covering all districts by the end of the operation. More households were reached through the CVA and WASH interventions.

The direct outreach included Cash and Voucher Assistance (CVA) for 10,000 people from 2,500 families; WASH (Water, Sanitation, and Hygiene) efforts, which involved the distribution of drinking water and clean-up campaigns, reached 12,000 people from 3,000 households. 19,700 people were reached through the distribution of the essential household items. Under the health programme, 1350 individuals received medical and first-aid services. 1450 school children benefited from the educational support with school supplies.



## 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 nine districts.

The selection process included community members, leaders from affected areas, and local civil society members. This ensured strong coordination with local government authorities and other community stakeholders.

A comprehensive assessment was done to gauge needs accurately, and relevant government authorities were informed to prevent overlapping assistance. An initial list of beneficiaries was shared to ensure support reaches those in need.

SLRCS was committed to aligning its operations with gender commitments and IFRC's standards for gender and diversity in emergencies. Data collection was conducted on vulnerable groups, including the elderly, individuals with disabilities, pregnant women, women-headed households, migrants, refugees, LGBTQ individuals, and families with young children.

(A) Multi-purpose cash grants: Reached 10,000 people from 2,500 households in the four districts.

Multi-purpose cash intervention was implemented in four out of nine districts and was identified through a rapid assessment conducted by the relevant district branches. The most vulnerable individuals, severely impacted, relied on daily wage work and lost their livelihoods due to widespread cyclone flooding in the selected districts. The multi-purpose cash grants enabled the most affected families to maintain their dignity by prioritising their immediate needs. A total of 2,500 households received multi-purpose cash assistance: Ampara (1,250), Batticaloa (500), Mannar (325), and Jaffna (425).

A detailed assessment was conducted with support from Grama Nildhari (GN) officials and community leaders to select the most vulnerable people in the affected districts. The volunteer team that carried out the assessment analysed market conditions, availability of food and household items, and restocking capacity.

Community feedback and a redressal process were key in identifying the most vulnerable individuals for cash assistance. The value of the cash grant, set at LKR 20,000 (CHF 54) per family, was determined based on the Minimum Expenditure Basket (MEB) analysis conducted by the Cash Technical Working Group in the country. This group coordinates with all organisations (including UN agencies, Save the Children, and WFP) involved in implementing cash interventions in the country.

(B) Essential household items: Reached 19,700 people from 4,925 households

The most vulnerable people, whose homes were inundated by cyclone floods and displaced to safer locations, neighbouring villages, and relatives' houses, were targeted for this 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 baby kits (napkin, vest kit, bowl, towel, flannel, feeding cap, feeding bottle, spoon & cup, safety pin, diaper), folding mattresses, towels, bed sheets, and mosquito nets.

(C) Health: Reached 1,350 people through emergency first aid activities.

In the affected districts, people urgently needed first aid services due to limited access to healthcare and transportation. Trained volunteers from the Sri Lanka Red Cross Society coordinated providing first aid services. A total of nine first-aid camps were established, with one in each district at displacement centres together with the Ministry of Health officials (MOH) and following a request from the Disaster Management Centres (DMC).

(D) Water, Sanitation, and Hygiene: Reached 12,000 people from 3,000 households through a cleanup campaign and drinking water distribution.

WASH interventions focused on cleanup activities in public places and buildings. This included removing mud and blockages caused by the high floodwaters. These cleanup activities were essential for removing waste from low-lying areas and riverbanks to prevent the breeding of dengue mosquitoes.

At the initial phase of the response operation, a total of 1500 households across the nine districts benefited from drinking water for drinking and other domestic purposes. The water bottles were distributed mainly at the displacement centres.

(E) Education support: 1450 school children were supported with the essential school supplies.

The need for education support was identified in the two districts, Ampara and Batticaloa, where the most vulnerable people who live in



the low-lying areas have had their homes inundated. The families with school-going children were affected and lost their livelihood and could not support their children returning to school. The school pack included exercise books (12), pencils (02), pens (02), a school bag (01), and a mathematical box (01).

Cross-cutting issues:

Community Engagement and Accountability (CEA):

The SLRCS included risk communication and community engagement in its response activities. They focused on creating a strong system for community feedback during their operations to ensure everyone's voice was heard and valued. To do this, SLRCS held extra community meetings in different locations across the districts during the implementation phase and provided hotline services. They set up a feedback system to encourage community ownership throughout the operation.

Protection, Gender, and Inclusion (PGI):

SLRCS ensured that the planned interventions were consistent with its commitments to gender and the minimum standards set by IFRC regarding gender and diversity in emergencies. Specific attention was paid to the most vulnerable groups, including the elderly, individuals with disabilities, pregnant and nursing women, households led by women, migrants, and families with infants or young children, ensuring they received prompt assistance. Additionally, these groups were involved in the community engagement and decision-making processes, which were emphasised in the criteria for selection.

National Society Strengthening:

SLRCS engaged existing and new staff, fully funded under the DREF for four months, and ensured proper implementation and monitoring of activities.

To further enhance the swift execution of activities related to Cash and Voucher Assistance, Protection, Gender and Inclusion (PGI), and Community Engagement and Accountability (CEA) in the branches, local technical experts were also deployed to provide necessary support.

Coordination with Government Authorities:

Following a comprehensive assessment, the relevant government authorities were promptly informed and coordinated to prevent overlapping assistance efforts. An initial list was shared with these authorities to identify the most vulnerable individuals and ensure sufficient assistance was provided in the affected districts.

At the end of the operation, SLRCS organised a lessons-learned workshop and reviewed the response efforts, identified areas for improvement, and shared the findings and recommendations with the relevant branches and stakeholders.

## Targeting Strategy

### Who was targeted by this operation?

Through comprehensive assessments and household surveys, the Sri Lanka Red Cross Society identified the most severely affected individuals, including the elderly, persons with disabilities, pregnant and lactating women, women-headed households, migrants, and households with infants or young children, who were severely affected in the targeted districts.

Priority was given to the damages and losses to livelihoods and homes caused by floodwaters and cyclones. The selection of beneficiaries was a community-driven process conducted in close collaboration with local authorities.

SLRCS developed pre-established criteria for selecting beneficiaries for Multi-Purpose Cash Assistance (MPCA), especially those who lost their livelihood—farmers and daily wage workers—and the distribution of essential household items to those who lost their belongings due to the inundation. Further, the criteria were verified, detailed, and explained to the volunteers and community leaders. Branches worked with government authorities to identify the Divisional Secretariat (DS) divisions that were worst affected within the districts and other organisations' intervention to avoid duplication in the same areas.

The list of selected beneficiaries was shared with government authorities for verification and confirmation, ensuring transparency about the beneficiaries to avoid duplication of support from other partners. Once confirmed by the Grama Niladhari (GN) officers (government authorities), the list was posted in public places and GN offices at the village level, along with a hotline for receiving community feedback and grievances. Complaints and feedback were recorded, and a redressal process was initiated to engage the community and clarify any concerns before assisting the selected people.



## Explain the selection criteria for the targeted population

This operation aimed to assist the population severely affected by the cyclone and floods. Priority was given to individuals displaced by these disasters, particularly those residing in safe centres and those who had lost their livelihoods—such as farmers and daily wage workers—as well as families with school-aged children. These families were identified as the most affected by the severe weather conditions. They lost their belongings and were relocated to safety centres, resulting in a loss of daily income and an inability to continue their livelihood activities until the situation returned to normal. Immediate support was required for food, nutrition, and essential household and school supplies.

During a detailed assessment, additional information was gathered about vulnerable groups, including the elderly, individuals with disabilities, pregnant and lactating mothers, and households headed by women. This information was further verified through a community grievance process that involved consultations to identify the most affected individuals.

## Total Assisted Population

Assisted Women	17,966	Rural	80%
Assisted Girls (under 18)	5,174	Urban	20%
Assisted Men	16,584	People with disabilities (estimated)	1%
Assisted Boys (under 18)	4,776		
Total Assisted Population	44,500		
Total Targeted Population	37,300		

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

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

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

Risk	Mitigation action
Delay in financial settlement	Surge support in finance was utilised under the DREF, and the finance officer assisted SLRCS in checking and submitting the settlements promptly.
Ongoing northwest monsoon: delaying the implementation of the activities	The activities were pre-planned, and better coordination was placed with local authorities to speed up the implementation of activities without delay. All planned interventions and activities were 100 per cent completed by the deadline.





Inadequate human resource capacity (NHQ & branches)	The National Society carried out its main activities within the first three months and successfully mobilised sufficient volunteers. As a result, the National Society provided the necessary support to its branches and enlisted additional help from BDRT and NDRT members to enhance the response activities. The National Society executed these activities by engaging with the community and collaborating with government stakeholders, which enabled the branches to complete their tasks on time.
Transport delay: delivery of essential household items needs more time as long distance from the NHQ warehouse.	There was a delay in distributing the items from the NHQ warehouse to the respective branches. To address this, SLRCS hired additional transportation to ensure the items could be distributed all at once. The logistics team collaborated closely with the branch teams to coordinate the distribution plan and schedule accordingly.
<p><b>Please indicate any security and safety concerns for this operation:</b></p> <p>No security or special concerns were required on the well-being of the volunteers and staff involved in the DREF response activities.</p> <p>The SLRCS security framework was in place to support staff and volunteers during the operation. For personnel under IFRC security's responsibility, existing IFRC country office or CCD security plans were in place. All IFRC, 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.</p>	
Has the child safeguarding risk analysis assessment been completed?	Yes

## Implementation



### Shelter Housing And Settlements

**Budget:** CHF 132,594  
**Targeted Persons:** 19,700  
**Assisted Persons:** 19,700  
**Targeted Male:** 9,456  
**Targeted Female:** 10,244

### Indicators

Title	Target	Actual
Number of households provided with essential household items assistance	4,925	4,925
Number of post distribution monitoring conducted	1	1

### Narrative description of achievements

#### Detailed Assessment

All nine branches conducted a detailed assessment to identify affected people who had lost essential household items and verified the lists of those immediately evacuated from each district's inundated areas. The list was verified and confirmed by the GN officers, and the selection process went through the grievance redressal process to hear the feedback and complaints from the affected people.

#### Distribution of Essential Household Items



The number of families affected varies by district; the selection depended on the number of individuals impacted and the established selection criteria. In total, essential household items were distributed to 4,925 households, broken down as follows: Ampara (900), Batticaloa (1,250), Mannar (1,350), Jaffna (850), Mullaitivu (200), Kilinochchi (100), Trincomalee (100), Anuradhapura (100), and Vavuniya (75).

The district Disaster Management Centres (DMCs) and local authorities supported coordinating the distributions. The essential household items included bedsheets, towels, a mattress, mosquito nets, and 465 baby kits. IFRC CCD Delhi supported local procurement of these items with technical oversight and quality assurance by the AP Regional Log unit.

## Lessons Learnt

Involving trained volunteers from the BDRT and NDRT during deployments significantly improved response management capabilities and enhanced understanding of international operational mechanisms. This approach increased the branch's preparedness for emergencies and strengthened the skills of local volunteers. It provided valuable lessons for some branches new to implementing the DREF response.

Having a pre-planned distribution plan enhanced the distribution's effectiveness, and the resources were utilized effectively.

## Challenges

The international procurement process for mosquito nets faced delays caused by the approval and confirmation system within the country, as managed by the ministry, as well as shipping issues. However, the new government procedures were adhered to release the shipment. This experience has provided valuable lessons for the IFRC country office and the National Society, which the process should consider in advance for the future.

Selecting vulnerable people for assistance and avoiding the duplication of the aid presented significant challenges due to the large number of affected families. However, with the support of the DMC, Divisional Secretary offices, and Grama Nildhari (local authorities), the project team was able to identify the most vulnerable people effectively.



## Multi Purpose Cash

**Budget:** CHF 157,494

**Targeted Persons:** 8,800

**Assisted Persons:** 10,000

**Targeted Male:** 4,800

**Targeted Female:** 5,200

## Indicators

Title	Target	Actual
Number of targeted households provided with cash assistance	2,200	2,500
Number of post distribution monitoring conducted	1	1

## Narrative description of achievements

Implementation of CVA

Initially, the total allocation for this DREF response operation aimed to provide multi-purpose cash assistance to 2,200 households, focusing primarily on four severely affected districts out of nine: Ampara (950 households), Batticaloa (500 households), Mannar (325 households), and Jaffna (425 households).

However, as the implementation progressed, the SLRCS identified additional farmer families who had lost their paddy crops due to prolonged rainfall and an extended monsoon season. In response, the SLRCS decided to assist an additional 300 farmer households with multi-purpose cash assistance, utilising savings obtained from the procurement of essential household items, mosquito nets, and baby kits.



As a result, the total number of households receiving multi-purpose cash assistance increased to 2,500, with 300 additional households added in the Ampara district.

#### Assessment and the selection of people for cash assistance

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 reverified 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, elderly individuals, and the farmers who lost their livelihoods—were adequately represented.

#### Distribution of Multipurpose Cash

A total of 2,500 families received multipurpose cash assistance of LKR 20,000 across all four targeted districts: Ampara (1,250 households), Batticaloa (500 households), Mannar (325 households), and Jaffna (425 households).

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.

#### 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.

The Post-Disaster Monitoring (PDM) survey included 212 households, exceeding the minimum required sample of 192. This sample size was calculated for a 5% margin of error, a 95% confidence level, and a 50% response distribution. Data collection involved both virtual (60%) and in-person (40%) interviews.

#### Key findings:

98 per cent of respondents reported no difficulties receiving cash via bank transfer. However, 2 per cent, mainly from remote villages, faced challenges due to transportation issues or inactive bank accounts requiring system updates.

Cash assistance was sufficient to meet their basic needs—46 per cent reported complete sufficiency, and 40 per cent indicated it was generally adequate—11 per cent noted it only partially covered their household requirements due to the rising cost of living.

Most beneficiaries prioritised using the cash assistance for food (71%), followed by essential expenditures such as medications, utility payments, and children's education.

The preferred modality for receiving assistance was overwhelmingly bank transfers, with 98% citing its convenience and flexibility; however, a small number of respondents, particularly older people and those in remote areas, experienced challenges accessing banking services.

Overall, beneficiary satisfaction was high, with 63 per cent of respondents expressing they were very satisfied with the cash assistance and related services, and the remaining 37 per cent also reported satisfaction, indicating the intervention effectively met its core objectives.

The survey highlighted the effectiveness of cash and NFI assistance for vulnerable communities while noting areas for improvement in community engagement, volunteer training, and distribution planning. Better logistics are needed by standardising distribution dates and enhancing communication for more accessible distribution points.

## Lessons Learnt

The distribution of multi-purpose cash grants effectively supported vulnerable groups impacted by the floods. Close coordination with government officials facilitated the quick identification of beneficiaries, ensuring aid reached those in need.

Enhancing community engagement is crucial for transparency and fairness in the selection process. Volunteers and staff should



collaborate with community leaders and members to ensure inclusivity. Strengthening these efforts will reduce risks of collusion and favoritism, boost trust in Red Cross responses, and improve future cash assistance programs.

## Challenges

The selection process was lengthy and complex due to limited allocation per district. Further filtering and additional selection criteria were applied to ensure that aid reached those most in need, prioritising the most vulnerable groups.



### Health

**Budget:** CHF 4,479

**Targeted Persons:** 1,350

**Assisted Persons:** 1,350

**Targeted Male:** 648

**Targeted Female:** 702

## Indicators

Title	Target	Actual
Number of people reached by First aid assistance.	1,350	1,350

## Narrative description of achievements

### First-aid services

First aid services were the district branches' first response during the emergency, and camps were set up in each district, particularly in the areas most affected during the initial response phase. The camps were set up mainly at displacement centers. Trained volunteer teams were deployed at the safety centers to provide immediate assistance. Additionally, first aid boat services were introduced in the inundated division, ensuring access for those in isolated areas cut off by floodwaters.

## Lessons Learnt

First-aid-trained volunteers were the initial responders to the affected individuals at the displacement centers. At this stage, branch volunteers were mobilized to assist the people, collaborating with other relevant government officials. This activity provided a solid foundation for working with the affected communities and planning further interventions for DREF.

## Challenges

There were delays in getting approval from health departments to set up first-aid service points in the placement centres in affected areas, highlighting the need for close coordination with the Ministry of Health. Additionally, logistical support like ferry boats and trained personnel was essential to cross rivers and reach isolated locations, delaying the timely response.



### Water, Sanitation And Hygiene

**Budget:** CHF 33,601

**Targeted Persons:** 11,425

**Assisted Persons:** 12,465

**Targeted Male:** 5,983

**Targeted Female:** 6,482





## Indicators

Title	Target	Actual
Number of people who have been supplied with drinking water bottle	4,925	6,000
Number of people receiving protection from Environmental sanitation activities	6,000	6,000
Number of breast-feeding mothers receiving baby kits	500	465

## Narrative description of achievements

### Clean-up Campaigns

The cleanup campaigns were organised with the participation of the volunteers and community members. The cleanup activity was planned only in the Ampara district, where the need was identified due to heavy rain and overflowing rivers through canals and low-lying areas. The cleanup campaigns focused on clearing canals, drainage systems, culverts, and abandoned lands. The campaigns significantly eliminated mosquito breeding grounds and enhanced public health, contributing to broader strategies for mitigating dengue.

Planning meetings were conducted in the district branch to implement the clean-up campaign, involving participation from the MOH, Public Health Inspectors (PHI), relevant government officials, Red Cross unit members, and volunteers. These meetings focused on raising awareness, coordinating the clean-up efforts, and mapping high-risk areas and severely affected regions that could potentially experience dengue outbreaks.

By the end of the operation, the National Society successfully carried out 10 clean-up campaigns alone in the Ampara district.

### Distribution of drinking water bottles

4925 water bottles were distributed across the nine districts. Five-litre water bottles, two per family, were primarily distributed to the people in the displacement centres, only for drinking water purposes. As per the report from the branches, the intervention reached 6000 people who were at the camps.

### Distribution of baby hygiene kits

A total of 465 baby hygiene kits were distributed across eight districts, excluding the Trincomalee district. Priority was given to mothers with infants to receive these kits. Each baby hygiene kit contains diapers, milk bottles, towels, and pins.

## Lessons Learnt

Community participation in cleanup activities was significant across various locations, highlighting the importance of local engagement in emergency response efforts, and was conducted at a critical time to address the rise in dengue cases following the receding floodwaters.

The initial activity planning with MOH, PHI, Red Cross units' members, and other stakeholders was the key start-up to timely implementation.

## Challenges

Cleanup activities in public areas posed significant challenges due to the high population density, substantial waste, and the large areas that required attention. However, the SLRCS team worked closely with relevant stakeholders in the district to ensure coordination and efficiency.

Continuous rain in the initial periods impacted the cleanup campaigns in the district. The team completed the efforts through effective community mobilisation.





## Protection, Gender And Inclusion

**Budget:** CHF 829

**Targeted Persons:** 37,300

**Assisted Persons:** 450

**Targeted Male:** 216

**Targeted Female:** 234

### Indicators

Title	Target	Actual
Number of individuals covered through dignity, access, and protection activities	37,300	44,500
Number of volunteers oriented/refreshed on PGI and Code of conducts	450	450

### Narrative description of achievements

Throughout the DREF operation, protection, gender, and inclusion principles were incorporated into all activities, including capacity building for staff and volunteers, needs assessments, and community engagement. To ensure inclusive participation, SLRCS collected disaggregated data on sex, age, and disability during household assessments, enhancing targeting effectiveness. They also conducted community consultations and implemented hotline services to maintain accountability and facilitate feedback from beneficiaries.

A refresher session on PGI guidelines during emergencies was conducted for volunteers and staff during the response efforts in each district. This session helped them to plan and integrate PGI aspects into their response operations and implement the necessary interventions effectively.

### Lessons Learnt

SLRCS effectively addressed PGI concerns, building the skills and capacity of the field staff and the volunteers, and filled critical gaps by improving collaboration and timely information sharing. This teamwork likely led to a more comprehensive response to complex challenges, highlighting the importance of cooperation in emergencies.

SLRCS collaborated with government authorities to enhance the safety of women, children, and people with disabilities at the displacement centres. This cooperation enabled the branches to effectively engage with the most vulnerable communities and identify their needs promptly.

### Challenges

While IFRC-DREF operations prioritize immediate needs, maintaining the long-term sustainability of PGI initiatives remains challenging, particularly after the emergency phase. The urgency of response sometimes limits the ability to fully integrate PGI considerations efficiently and effectively within the required timeframe.

The few branches, Mannar, Trincomalee, Batticaloa and Jaffna, implemented the DREF after a long time, implementing and addressing concerns with the cross-cutting issues like PGI and CEA, which were challenging to work with the new volunteers. However, the refresher session focused only on the required attention to the response activities and was implemented successfully.



## Education

**Budget:** CHF 35,898

**Targeted Persons:** 1,450

**Assisted Persons:** 1,450

**Targeted Male:** 696

**Targeted Female:** 754



## Indicators

Title	Target	Actual
Number of school children provided with school supplies	1,450	1,450

## Narrative description of achievements

As part of the response, the SLRCS provided 1,450 school packs to support students affected by flooding. Of these, 950 packs were allocated to Ampara and 500 to Batticaloa, both of which suffered significant damage from the floods. The need for assistance was identified through a needs assessment conducted by each branch, which revealed that children in low-lying areas had lost their school supplies.

Each pack included essential learning materials, such as stationery, a math instrument box, and a school bag, enabling children to continue their education and reducing the risk of dropout among vulnerable students. This initiative ensures access to education and eases the burden on parents who are struggling to replace lost supplies amid an economic crisis. The items were procured locally, adhering to IFRC procurement guidelines to ensure quality and efficiency.

## Lessons Learnt

The BDRT teams conducted a thorough evaluation of the needs in the field. School supplies were efficiently distributed to children from struggling families, identified through close collaboration with the government education department. Working alongside the school administration facilitated the identification of these children and the distribution of the school packs.

## Challenges

Selecting the most suitable families for the school packs was a challenge. However, the BDRT team collaborated closely with the education department, schools in the affected areas, and the local community and school development committees to identify the school-going children most impacted by the cyclone and flooding.



## Risk Reduction, Climate Adaptation And Recovery

**Budget:** CHF 26,542

**Targeted Persons:** 165

**Assisted Persons:** 162

**Targeted Male:** 78

**Targeted Female:** 84

## Indicators

Title	Target	Actual
Number of volunteers trained and included in the pool of BDRT team	75	75
Number of staff trained on DREF guideline and aware of the standard procedures	90	87

## Narrative description of achievements

The SLRCS conducted 4 refresher training sessions for the BDRT volunteers in the branches: Ampara, Batticaloa, Kilinochchi, and Trincomalee to enhance their capacity and improve retention during operations. Other branches had already participated in the BDRT training conducted by the SLRCS under the annual operation plan.

New refresher training guidelines were developed, each training session lasted a maximum of 5 hours, and the volunteers who participated were deployed immediately afterwards. 87 participants, including 32 female and 55 male volunteers, staff, and unit members,



participated in the BDRT refresher session.

Additionally, sessions were held for branch staff, including the accounting team, to ensure timely settlements and compliance with IFRC-DREF guidelines during the emergency operations.

## Lessons Learnt

The volunteers' capacity and engagement improved, enabling branches to quickly plan and implement activities. The implementation plan was clearly discussed, ensuring that both the response team and branch staff understood it well. Regular refresher sessions should be scheduled to keep the BDRT team updated and ready to provide support when necessary.

## Challenges

Integrating NHQ and branch staff into financial awareness proved challenging due to busy schedules and limited preparation time during emergencies. To address this, some sessions were held virtually.



## Community Engagement And Accountability

**Budget:** CHF 1,493

**Targeted Persons:** 37,300

**Assisted Persons:** 44,500

**Targeted Male:** 21,360

**Targeted Female:** 23,140

## Indicators

Title	Target	Actual
Number of people informed about the MPCA/NFI selection process of the beneficiaries	7,125	10,000
Number of people reached through social media on awareness	37,300	44,500
Number of staff/volunteers oriented (Refresher Training) on CEA and community feedback mechanism	450	450
Number of community or orientation meetings conducted	27	27

## Narrative description of achievements

As a first activity, the branches conducted a refresher session on PGI and CEA in emergencies for all volunteers and staff involved in the operations. The standard criteria were revised to prioritise vulnerable individuals affected by floods for CVA intervention, focusing on female-headed households, single-parent households, families with disabilities, pregnant and lactating women, families with young children, and the elderly. Community meetings were held to discuss the response plan, fostering communication and trust, and a grievance mechanism was implemented to address concerns about the selection process.

The SLRCS communications team informed communities through photos, video updates, and media outreach. A central hotline provided two 24/7 numbers for feedback, focusing on comments regarding the CVA selection process. Trained volunteers handled inquiries, escalating complex cases as needed. Community engagement was further enhanced during door-to-door visits.

After the intervention, a Post-Distribution Monitoring (PDM) survey assessed the effectiveness of the assistance and gathered feedback from beneficiaries. The detailed report with the analysis and findings was presented in the lesson learned workshop.





## Lessons Learnt

Effective implementation of CEA enhances coordination and communication at the community level by fostering the engagement of local committees and leaders. Also, it addresses the issues concerning targeting and complaints management, ultimately facilitating a more efficient process.

## Challenges

One major challenge for the branches during their work with the community was that more people were in need than available resources. It was hard to quickly find the proper beneficiaries for CVA and essential household assistance. However, this was sorted out by working closely with the government officials.

The branches also face challenges due to a shortage of volunteers and staff who possess strong communication skills. Additionally, variations in literacy and community mobilization skills among field volunteers have slowed down the processes of information collection and reporting. During the refresher session, volunteers were made aware of these issues and provided training on some of the essential skills.



## Coordination And Partnerships

**Budget:** CHF 16,423

**Targeted Persons:** 0

**Assisted Persons:** 0

**Targeted Male:** -

**Targeted Female:** -

## Indicators

Title	Target	Actual
Number of communications materials produced (social media, media articles, interviews, etc.)	37,300	44,500
Number of volunteers supported with T-shirt, Caps and Jacket to ensure the visibility to the intervention	450	450

## Narrative description of achievements

IFRC and SLRCS conducted timely monitoring visits to ensure the effective implementation of activities across all nine districts. The monitoring visits ensured detailed assessments were completed promptly to identify the most vulnerable people with the support of government officials.

The SLRCS program team held biweekly progress review meetings to update their progress, discuss challenges, and share experiences. This approach enabled the team to monitor their progress against the plan and communicate relevant information to management and other stakeholders.

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 the affected people. The volunteers and staff involved in the operation received jackets and t-shirts during their response to the affected individuals, which improved the visibility of the Red Cross within the community and among stakeholders. SLRCS branches distributed more than 20,000 leaflets under the PGI and CEA; these communication materials enhance the understanding of the affected regarding the entire process.

## Lessons Learnt

Regular monitoring visits ensured that activities were completed on time, improving coordination both with the branches and with government stakeholders. These visits increased the visibility of the National Society among community members and supported an effective community feedback mechanism.



## Challenges

Local government elections in March and April delayed the distribution process in the Jaffna, Batticaloa, and Ampara districts. However, with the assistance of government agents, the distribution was completed without any political interference.

During the implementation, the monsoon affected the field plan, and some visits were postponed. However, the Red Cross unit members and the volunteers tirelessly supported the affected community and took the necessary measures during the adverse weather.



## Secretariat Services

**Budget:** CHF 25,028

**Targeted Persons:** 0

**Assisted Persons:** 0

**Targeted Male:** -

**Targeted Female:** -

## Indicators

Title	Target	Actual
Number of surge support deployed to during the implementation period	1	1
Number of monitoring visits conducted by IFRC	9	12

## Narrative description of achievements

Surge-finance officer support was provided to the SLRCS during the implementation phase. The deployed surge personnel closely worked with the SLRCS finance department, programme team, and branches to verify and expedite the settlement process under the DREF.

The IFRC CCD and Country Office closely monitored the implementation of DREF activities. They participated in weekly progress review meetings, offered technical support to the programme and PMER teams, and contributed to the analysis of PDM survey findings. Based on these analyses, they made timely recommendations to improve the effectiveness of response activities.

The programme officer at the country office collaborated closely with the SLRCS team at the branch level, made field visits to the affected districts, and conducted monthly continuous monitoring of the planned interventions.

## Lessons Learnt

Biweekly progress review meetings and field monitoring visits were very effective in ensuring the timely completion of the initial response plan and allowed the programme team to keep tracking and following up on the progress. Further, the monitoring visits helped to identify the gaps in implementation, as the branches had different capacities in the intervention.

## Challenges

The capacities of the branches varied, and the support from external stakeholders, such as government authorities, differed from district to district. As a result, the intervention plan was not implemented all at once. Timely coordination with the stakeholders, government authorities' involvement, and monitoring visits were necessary to provide advice, guidance, and alternative solutions.



## National Society Strengthening

**Budget:** CHF 65,466

**Targeted Persons:** 0

**Assisted Persons:** 0

**Targeted Male:** 0



Targeted Female: 0

## Indicators

Title	Target	Actual
Number of progress review meeting conducted	16	18
Number of rapid and detailed assessment teams deployed at branch level (Target: 2 teams per branch)	18	18
Number of project staff involved in the NHQ and branch-level	12	12
Number of monitoring visits conducted at the NHQ and branch level	27	31
Number of volunteers involved in the operation insured	450	199
Number of lessons learned workshop conducted	1	1

## Narrative description of achievements

### Capacity building of staff and volunteers

Involving the community in planning and implementing interventions significantly enhances the ability of staff and volunteers to respond effectively. The training included in the response plan focuses on conducting assessments, Community Engagement and Accountability (CEA), and Protection, Gender, and Inclusion (PGI) across nine districts. This training has improved participants' understanding of how to apply these essential cross-cutting interventions in practical settings during the implementation phase of the response plan.

### Volunteer Mobilization

Approximately 199 volunteers were deployed across the nine 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). The volunteers were also insured under the accident insurance programme.

### Assessment and Monitoring

The SLRCS conducted assessments in all nine districts to identify ongoing needs and verify the most vulnerable people for assistance through the planned intervention. At the end of the operation, Post-Distribution Monitoring (PDM) activities were carried out across all target locations. These actions provided valuable insights into the effectiveness and relevance of the response by analysing feedback from the affected people regarding the assistance provided and its implementation.

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, quality, and timely implementation.

### Lessons-Learned Workshop

Following the operation, lessons-learned workshops were organized, with participation from all nine branches, staff, volunteers, 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.

### Key lesson learnt:

Maintain a buffer stock of essential household items and improve the beneficiary selection process. Conduct procurement within local limits for better efficiency and consider cash grants over essential household items in emergencies. Ensure volunteers are adequately trained and capable of handling multiple issues while completing tasks on time.



Key recommendation for future operation:

Ensure timely distribution of relief items, maintain emergency buffer stock, and introduce alternative activities for unutilised funds while enhancing volunteer incentives during emergencies.

Adjust cash grant values based on beneficiary needs and contextual relevance, and prioritise assessments for immediate cash grants in displacement camps.

Reassess and revise the essential household item kit contents according to government regulations while ensuring that accurate initial assessment data is collected and communicated promptly to NHQ.

Implement a standardised reporting format for operations, maintain data with tools like Google Sheets, and provide necessary training for staff and volunteers on cash grants and KOBO tools.

## Lessons Learnt

Accountability through Monitoring Visits: Regular visits by the branch field officers, volunteers, and NHQ programme team contribute to accountability and quality assurance, helping to maintain focus on operational goals and timelines

Focused training on assessments, Community Engagement and Accountability (CEA), and Protection, Gender, and Inclusion (PGI) was crucial, as it enhances participants' ability to implement interventions effectively.

SLRCS improved service delivery by effectively using trained volunteers. The organisation values their exceptional contributions. Collaborating closely with government officials and conducting joint field visits helped tackle on-the-ground challenges, and it was essential for the successful and timely implementation of activities.

## Challenges

There is an urgent need for a dedicated Monitoring, Evaluation, Accountability, and Learning (MEAL) role at the SLRCS National Headquarters. This position would significantly enhance the National Society's ability to monitor activities systematically, improve the quality of reporting, and support organizational learning across operations. Currently, these tasks are being handled by the program focal point.

Retaining SLRCS volunteers at the branch level was challenging, as most were recruited only for specific operations. After these operations, many volunteers cannot continue their involvement due to a lack of ongoing implementation work in the field.



# Financial Report

## DREF Operation

FINAL FINANCIAL REPORT

All figures are in Swiss Francs (CHF)

**MDRLK021 - Sri Lanka - Cyclone Fengal**

Operating Timeframe: 06 Dec 2024 to 30 Apr 2025

Selected Parameters			
Reporting Timeframe	2024/12-2025/6	Operation	MDRLK021
Budget Timeframe	2024/12-2025/4	Budget	APPROVED

Prepared on 28/Jul/2025

### I. Summary

Opening Balance	0
<b>Funds &amp; Other Income</b>	<b>499,847</b>
DREF Response Pillar	499,847
<b>Expenditure</b>	<b>-446,113</b>
Closing Balance	53,734

### 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	476,348	445,217	31,131
PO10 - Community Engagement and Accountability			0
PO11 - Environmental Sustainability			0
<b>Planned Operations Total</b>	<b>476,348</b>	<b>445,217</b>	<b>31,131</b>
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	23,500	896	22,605
EA03 - National Society Strengthening			0
<b>Enabling Approaches Total</b>	<b>23,500</b>	<b>896</b>	<b>22,605</b>
<b>Grand Total</b>	<b>499,848</b>	<b>446,113</b>	<b>53,734</b>

Internal

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

## Please explain variances (if any)

Budget variance from underspending:

CHF 499,848 was allocated from the IFRC-DREF for SLRCS to respond to the needs of approximately 37,000 people. By the end of the operation, the total recorded expenditure was CHF 446,113. SLRCS reported that 94 per cent of the allocated amount was spent, while total expenditures accounted for 90 per cent of the overall budget. The remaining balance of CHF 53,734 will be returned to the DREF fund.





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:

**Health:** At the onset of the emergency, all nine branches provided first-aid services, and the intervention was fully executed in the field. Most branches promptly supported the affected individuals, utilising their resources, including pre-positioned stocks. However, only five out of the nine branches submitted their financial settlements under the first-aid budget line, culminating in the expenditure of 29 per cent of the allocated budget.

**Multi-purpose Cash:** an additional 300 households received support through savings from purchasing essential household items and mosquito nets. 2,500 households benefited from the multi-purpose cash program from the entire operation, surpassing the expected budget and achieving 108% of the allocated funds.

**CEA/PGL:** The CEA budget line expenditure was recorded at 138 per cent, as the PGL expenditure was reported together with the CEA line.

**Secretariat Services:** The overall variance of CHF 22,648 allocated for IFRC surge support, as the surge support for finance was provided only for one week.



# Contact Information

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

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