



@Iranian_RCS responding to flood affected community across the S&B province

Appeal: MDRIR014	Total DREF Allocation: CHF 442,667	Crisis Category: Yellow	Hazard: Flood
Glide Number: FL-2024-000019-IRN	People Affected: 258,387 people	People Targeted: 22,000 people	People Assisted: 258,387 people
Event Onset: Sudden	Operation Start Date: 21-03-2024	Operational End Date: 30-09-2024	Total Operating Timeframe: 6 months
Targeted Regions: Sistan-o baluchestan			

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

Description of the Event



Date of event

26-02-2024

What happened, where and when?

From February 26 to March 8, 2023, Sistan and Balouchestan provinces experienced heavy rainfall compounded by a severe cold wave, resulting in catastrophic flooding impacted 844 villages, 14,725 households, and approximately 63,343 individuals. The flooding has devastated over 3,000 hectares of farmland and banana gardens, particularly in the regions of Konarak, Chabahar, and Dalgan. The destruction is extensive, with 500 villages rendered inaccessible and 9 dams overflowing. More than 20,000 homes have been damaged, alongside significant disruptions to vital power and drinking water infrastructure in over 520 villages. Rural communities, especially the 26,640 nomadic households, find themselves among the most affected and vulnerable populations. Overall, an estimated 258,387 individuals across 16 counties, including Khash, Sib-o Soran, Fanuj, Iranshahr, Mirjaveh, Nikshahr, Dalgaan, Chabahar, Saravan, Zahedan, Nimroz, Sarbaz, and Mehrestan, have been impacted by this disaster.





IRCS' response operations to reach out the flood affected population

Scope and Scale

The recent devastating floods in Sistan and Balouchestan had catastrophic effects on the region, obliterating over 3,000 hectares of farmland and banana gardens across 16 counties, with Konarak, Chabahar, and Dalgan being particularly hard hit. The flooding rendered 500 villages inaccessible, caused 9 dams to overflow, and resulted in significant destruction, including damage to over 20,000 homes and disruption of vital power and drinking water networks in more than 520 villages.

The most severely affected populations included rural communities, particularly the 26,640 nomadic households residing in counties like Nikshahr, Qasr-e-Qand, and Sarbaz. These communities were particularly vulnerable due to their reliance on agriculture and livestock for their livelihoods, which had been devastated by the floods. The destruction of farmland not only threatened their immediate food security but also their long-term economic stability.

Specific groups facing heightened risks included the elderly, children, people with disabilities, and those already living in precarious conditions who were further marginalized by the floods, exacerbating their vulnerability.

Historically, Sistan and Balouchestan had experienced similar flooding events, which consistently disrupted lives and livelihoods. Past floods resulted in widespread destruction of infrastructure, loss of agricultural productivity, and significant displacement. Communities often took years to recover fully, facing ongoing challenges related to economic instability and mental health issues stemming from trauma.

The psychological toll of such disasters was profound, with lingering effects that required substantial time and resources to address. The recent flooding left 5,176 individuals living in makeshift tents after losing nearly all their possessions to the deluge. Immediate needs included food parcels, relief tents, basic household items, potable water, medication, blankets, and crucial psychosocial support to help affected individuals navigate their trauma.

In response to the flooding, the Iranian Red Crescent Society (IRCS) mobilized to scale up its response efforts. An Orange Alert was issued on March 10, signaling the potential for further displacement and the need for additional resources. As the situation evolved, the IRCS requested a scale-up of the Disaster Relief Emergency Fund (DREF) to meet the growing needs of the affected populations.

The road to recovery was long and arduous, necessitating concerted efforts to rebuild lives, restore infrastructure, and support the mental health of those impacted by this disaster.

Source Information

Source Name	Source Link
1. IRCS Website	https://www.rcs.ir/
2. Fars News Agency	https://en.farsnews.ir/news/85408129/Relief-workers-aid-19-000-flood-victims-in-Sistan-and-Baluchestan



National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?	Yes
Please provide a brief description of those additional activities	<p>Yes, the Iranian Red Crescent Society (IRCS) has undertaken several interventions beyond those included in the DREF Operation to support the affected communities. These additional activities include:</p> <ol style="list-style-type: none"> 1) Housing Support: The IRCS has assisted the most vulnerable households in reconstructing their residential buildings and traditional Kapari houses, ensuring that displaced families can return to stable living conditions. 2) Extended Food Assistance: The provision of food parcels was extended for an additional four months, addressing the ongoing food insecurity faced by affected families during their recovery. 3) Cash Distribution: Targeted cash distributions were implemented specifically for prioritized households that exhibited the greatest vulnerability, allowing them to meet their immediate needs and regain economic stability. 4) Essential Multipurpose Loans: The IRCS facilitated access to governmental loans for the affected population, helping them to restore their residential places and livelihoods. 5) Education Rehabilitation: Efforts were made to repair and reconstruct affected schools promptly, ensuring that children could return to their educational environments as soon as possible. 6) Extended MHPSS and Healthcare Services: MHPSS services by Youth Organization's SAHAR teams as well as basic healthcare services by Volunteers Organization's Health Caravans had been extended and provided to help individuals cope with the psychological impact of the disaster and to maintain essential healthcare protocols. <p>These interventions complement the ongoing efforts under the DREF Operation, enhancing the overall response and supporting the recovery of the affected communities in a holistic manner.</p>

IFRC Network Actions Related To The Current Event

Secretariat	<p>The IFRC Delegation in Iran worked closely with the Iranian Red Crescent Society (IRCS) and showed strong support for the affected communities. It stayed actively involved by monitoring the IRCS's response efforts and coordinating with the International Affairs Division and other key departments like Youth, Volunteers, and Relief & Rescue. The Delegation helped share updates through social media and contributed to the IFRC Go Platform, which supported the launch of a DREF request to help cover some of the operation's costs.</p> <p>The IFRC team also provided technical support—helping draft field reports, assisting with planned training sessions, and supporting the procurement process. They also helped IRCS prepare the final reports, both narrative and financial.</p> <p>In addition, the Delegation supported IRCS in organizing a lessons-learned workshop and contributed to the Child Safeguarding Risk Analysis (CSRA) assessment. This joint work helped improve coordination, increase response capacity, and support the recovery efforts for people affected in Sistan and Baluchestan province.</p>
Participating National Societies	NA

ICRC Actions Related To The Current Event

NA



Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	Consolidated efforts by the National Disaster Management Organization (NDMO), public authorities, the army, and NGOs resulted in the proactive deployment of operational teams to the province, supporting the IRCS in its ongoing response to the affected communities. Assessments were conducted to evaluate the extent of damage, leading to the establishment of a loan program for households with damaged or destroyed homes. According to the Ministry of Interior, over 8 million USD was allocated to the provincial governorate for the reconstruction of damaged or destroyed houses and infrastructure. This funding was intended to facilitate the recovery process, with all damaged infrastructure and destroyed homes set to receive loans and grants to assist in their rehabilitation.
UN or other actors	In coordination with the government and local authorities, UNHCR Iran provided 2,000 relief tents, 2,000 packages of hygiene items for women, 2,000 plastic tarpaulins, 2,000 kitchen sets, and 2,000 blankets to assist 8,000 individuals in the affected counties. Additionally, IOM procured and dispatched 6,000 hygiene kits for distribution among the affected populations.

Are there major coordination mechanism in place?

In response to the recent natural disasters, a coordination setup was put in place, with the Iranian Red Crescent Society (IRCS) taking the lead as assigned by the National Disaster Management Organization (NDMO). This setup included coordination efforts at both local and national levels and brought together local NGOs, humanitarian groups, and government agencies.

Coordination Mechanisms:

1. Local/District Level:

- o Disaster Management Council: Local authorities, NGOs, and community representatives came together to assess needs and manage relief work.
- o Helal Houses Network: These community-based units acted as first responders. They shared updates regularly and took action in areas like shelter and health. They also ran CERT (Community Emergency Response Team) training sessions.

2. National Level:

- o National Disaster Management Organization (NDMO): NDMO led disaster response coordination at the national level.
- o Humanitarian Country Team (HCT): This group, made up of UN agencies, NGOs, and government reps, handled strategic planning and coordination.
- o Inter-Agency Standing Committee (IASC): This international coordination platform helped align the efforts of UN agencies and other partners.

Lead Stakeholders:

- NDMO: Main agency overseeing disaster response coordination.
- IRCS: The primary humanitarian actor in the country, ensuring aid gets delivered effectively and partnerships are managed well.
- Other Ministries & Authorities: Including the Ministries of Interior, Energy, Telecommunication, Roads and Transportation, the Iran Welfare Organization, and Imam Khomeini Relief Foundation. These groups worked with the IRCS and NDMO to support the affected people.

IRCS Involvement:

IRCS led the response and co-led many sector coordination meetings. It worked with different partners to share updates, manage resources, and avoid duplication.

Gaps and Overlaps:

Even with this structure in place, some issues came up—especially duplication. Some local NGOs gave out similar relief items, showing that sector coordination still needs improvement. Better communication between everyone involved would help make the response more efficient.



Needs (Gaps) Identified



Shelter Housing And Settlements

The availability of safe and secure shelter emerged as an urgent priority, as countless households became displaced and vulnerable to the elements. The provision of relief family tents offered a temporary yet crucial solution, shielding individuals from harsh conditions while providing a semblance of stability amidst the chaos. Additionally, the establishment of emergency camps served as vital hubs for coordinating aid efforts, delivering essential services, and fostering a sense of community and support among those grappling with the trauma of displacement.

However, while emergency shelters functioned as a critical lifeline in the immediate aftermath of the crisis, it became clear that a more holistic approach to shelter and settlement assistance was necessary to facilitate long-term recovery and reconstruction efforts. This approach required not only the rebuilding of physical infrastructure but also the addressing of underlying vulnerabilities within communities. Strengthening community resilience and ensuring the meaningful inclusion of marginalized groups in planning and decision-making processes were essential components of a sustainable recovery strategy.

This gap highlighted the need for comprehensive strategies that go beyond immediate relief, focusing on creating resilient communities capable of withstanding future crises and fostering long-term stability after displacement.



Livelihoods And Basic Needs

The provision of food parcels and basic household items became imperative for addressing the urgent needs of households affected by the inundation. The disaster left many communities in disarray, disrupting normalcy and rendering residents vulnerable to food insecurity and deprivation. In such dire circumstances, the timely delivery of food parcels and essential household items was crucial to alleviate suffering and prevent further deterioration of living conditions.

Moreover, the distribution of these items needed to be tailored to address the specific needs and gaps identified within the affected communities, particularly concerning the standard 72-hour, 10-day, and one-month food packages. Conducting thorough assessments to ascertain the precise requirements of each household was essential to ensure that aid efforts were targeted and effective. Factors such as dietary preferences, cultural considerations, and the presence of vulnerable groups were taken into account to deliver assistance that was both appropriate and dignified.

In light of the ongoing humanitarian crisis, it became imperative for all stakeholders—including government agencies, humanitarian organizations, and local communities—to collaborate effectively to ensure the swift and efficient delivery of aid. Prioritizing the provision of food parcels and basic household items in alignment with identified needs and gaps represented a vital intervention offered to flood-affected households during this challenging time.

This experience underscored the necessity for a coordinated response that not only addressed immediate food security needs but also laid the groundwork for longer-term recovery and resilience within the affected communities.



Health

Health caravans were dispatched alongside Mental Health and Psychosocial Support Services (MHPSS) youth teams to reach affected individuals with both mental and physical health services. These caravans, composed of volunteers, provided essential healthcare services as well as public health-promotive and curative interventions to the most vulnerable households in remote villages.

This intervention was vital, as affected households had been exposed to health hazards and water contamination, necessitating service delivery at their doorsteps until stakeholders could restore basic healthcare services. The flooding situation posed a significant risk of outbreaks of waterborne diseases such as cholera and typhoid, highlighting the urgent need for immediate health interventions.

In addition to direct healthcare services, public health awareness campaigns became essential for encouraging preventive measures and promoting hygiene practices and safe behaviours. The health caravans were tasked with addressing these critical needs, ensuring that the community received not only immediate medical care but also the information necessary to safeguard their health in the aftermath of the disaster.

This experience illustrated a significant gap in healthcare accessibility and the urgent requirement for a comprehensive response to the myriad health challenges faced by the affected populations.





Protection, Gender And Inclusion

The data from the IRCS lacked the necessary breakdown of the affected population, leading to uncertainty about who exactly impacted. However, based on demographic information and other factors, it was anticipated that women and children were among the most affected. Further assistance was required to ensure that the IRCS collected detailed data to address the specific needs of those affected. The difficulty in reaching families had been especially pronounced in households headed by single women. As part of response efforts, it was important to consider providing dignity kits to women in affected areas, particularly those in remote villages.

To address this gap, PGI integrated into all activities outlined in this DREF, with a specific emphasis on women, children, and individuals with disabilities. The IRCS had given priority to those facing challenges in accessing humanitarian services by utilizing its distinct volunteer network through the Helal Houses to provide necessary assistance. Recognizing the heightened vulnerability of children, a thorough Child Safeguarding Risk Analysis (CSRA) had been conducted to ensure that operations align with the principles of the IFRC's Child Safeguarding Policy, promoting the "Do no harm" approach.

Operational Strategy

Overall objective of the operation

This DREF allocation aimed to support 5,500 households (22,000 individuals) affected by the flood that occurred on February 26 in the eastern southern provinces of the country. The operation focused on replenishing the food parcels and basic household items previously distributed by the Iranian Red Crescent (IRCS), while also bolstering the provision of Mental Health and Psychosocial Support (MHPSS) services and basic healthcare. Additionally, it sought to strengthen the capacities of the national society and local communities across the target villages and counties in Sistan and Baluchestan province over a six-month period.

Operation strategy rationale

Following an initial rapid assessment in the impacted regions, the IRCS pinpointed the urgent requirements and top priorities of the most at-risk individuals. In line with its mandate, the IRCS delivered crucial aid, including search and rescue operations, first aid, food distribution, and emergency shelter provisions. Through this DREF allocation, the national society intended to address the following:

A) Emergency Health Needs:

- i. IRCS deployed Health Caravans to the affected areas; this mobile units provided preventive/preparedness healthcare services to those in need.
- ii. IRCS offered MHPSS services to the 22,000 affected individuals.

B) Shelter Assistance:

During its response to the flood impacts, IRCS provided emergency shelter assistance to the affected population and continued to do so. The DREF allocation replenished 7400 blankets, 3,200 ground mats, and 827 relief tents from national society stocks.

C) Livelihoods:

The national society had already initiated its response by providing food parcels to the affected population. Under the DREF, it replenished 2870 packs of 72-hour food parcels.

D) PGI:

Regarding Child Safeguarding Risk Analysis, the IRCS adhered to IFRC guidelines and policies. The risk assessment checklist was translated into Persian, and initial sessions were conducted for the coordinating division. However, further plans to roll out sensitization to operational divisions could not be realized due to the underfunded recovery plans of the country delegation. The IFRC supported the national society in conducting the Child Safeguarding analysis, and the IFRC focal point explored ways to enhance existing systems and procedures to ensure awareness and sensitivity to protection, gender, and inclusion needs within national society programming.

E) NSD:

The DREF supported conducting the procurement training, DREF training workshop, and Community Emergency Response Training (CERT). It also facilitated the IRCS in capturing learnings from this operation by conducting the lessons learned workshop to inform future initiatives. Additionally, the DREF covered logistics costs as well as the Post-Distribution Monitoring (PDM).

F) Secretariat Services:

As a mitigation measure against procurement issues, the DREF funded the deployment of one procurement surge profile to assist the IRCS during this operation.

The IRCS maintained vigilance over the situation, particularly focusing on the quality of aid provided to affected households. Operational teams of the IRCS at the provincial level and in auxiliary provinces adapted to changing needs and risks, including challenges related to accessing affected communities, the availability of relief supplies, and community satisfaction. The IFRC country delegation to Iran aided and continued to support relevant IRCS departments in adhering to necessary measures and submitting required reports. Surge capacity was designated to ensure the effectiveness of interventions, with responsibilities and qualifications determined by the IFRC MENA and



GVA levels, considering selection criteria, availability, and contextual factors. The IFRC delegation teams collaborated to oversee and facilitate the execution of activities, ensuring adherence to timelines and proper implementation of planned interventions.

Targeting Strategy

Who was targeted by this operation?

The IRCS prioritized the most vulnerable households among the affected populations in the impacted districts, using primary data obtained from the Welfare Organization. The selection criteria were developed in conjunction with and in consultation with local authorities. Priority was given to individuals living in damaged houses, those with disabilities, women-headed households with children, and unemployed individuals. Emphasizing a proactive approach to addressing pressing needs, particular attention was directed toward households facing severe challenges. This included those residing in structurally compromised dwellings, individuals with disabilities requiring specialized support, women-headed households caring for dependent children, and unemployed individuals experiencing economic hardship. In line with this commitment to comprehensive support, a diverse range of essential provisions was distributed to affected families, including food parcels, basic household items, Mental Health and Psychosocial Support (MHPSS), and basic healthcare services.

Explain the selection criteria for the targeted population

People in need had been selected upon the following criteria:

- People residing in the affected villages or counties;
- People with severely or completely damaged houses;
- Households headed by women, i.e., widows, divorced or separated women without income;
- Households with person(s) living with disabilities and other socially marginalized groups;
- Households with insufficient coping mechanisms;

Total Assisted Population

Assisted Women	-	Rural	70%
Assisted Girls (under 18)	-	Urban	30%
Assisted Men	-	People with disabilities (estimated)	-
Assisted Boys (under 18)	-		
Total Assisted Population	258,387		
Total Targeted Population	22,000		

Risk and Security Considerations (including "management")

Please analyse and indicate potential risks for this operation, its root causes and mitigation actions.	
Risk	Mitigation action
Possible blockage of funds transfer due to conscious approach of the intermediary banking channel	The IFRC’s legal, financial, and treasury departments worked diligently to unblock banking transfers at various levels. Since the beginning of 2022, the IFRC successfully transferred nearly all requested amounts to the country. At the national, MENA regional, and GVA levels, efforts were made to strictly adhere to agreed protocols, maintaining constant communication with



	stakeholders to ensure that fund transfers occurred swiftly. Banking channels and related compliance protocols were regularly and meticulously reviewed. To maintain compliance and keep operational advance reconciliations intact, the IFRC and IRCS offices received daily technical financial support at the country level.
Deteriorating weather conditions due to further devastating floods that may hinder access	Activating the contingency plan to dispatch teams and stocks from the auxiliary provinces.
<p>Please indicate any security and safety concerns for this operation:</p> <p>There was no high risk of security for the operational staff and volunteers. IRCS is very well accepted among the communities and is well connected with all sectors across the country.</p>	
Has the child safeguarding risk analysis assessment been completed?	Yes

Implementation



Shelter Housing And Settlements

Budget: CHF 297,987

Targeted Persons: 3,308

Assisted Persons: 3,308

Targeted Male: 1,688

Targeted Female: 1,620

Indicators

Title	Target	Actual
# of relief tents replenished	550	827
% of HHs satisfied with the quality of relief tents	80	86
# of ground mat replenished	3,200	3,200
% of HHs satisfied with the quality of ground mat	80	86
# of blanket replenished	8,000	7,400
% of HHs satisfied with the quality of blanket	80	86

Narrative description of achievements

- Procurement of the relief items finally completed after holding two tenders
- The number of relief tents increased from 550 to 827 changing the decision to procure relief tents Type-I instead of type-II found suitable for the operation season in the affected areas in the province.
- The number of blankets decreased from 8,000 to 7,400 due to inflation and increasing prices.

Lessons Learnt

- Importance of Needs Assessments & CEA: Comprehensive needs assessments and active engagement with affected households are crucial for understanding their preferences and priorities before implementing a response. This ensures that assistance is tailored to meet the actual needs of the community rather than assumptions made by response teams. Future response operations should prioritize conducting regular consultations and focus groups with affected communities to gather insights on their specific needs and preferences, allowing for more relevant and effective interventions.
- Better coordination is required in future operations so that the local NGOs approach the lead of the operation to have consultation and clear image of gaps and needs to design the needful intervention or support. Establishing clear roles, responsibilities, and mandates for each organization involved in the response is critical. This includes defining the lead agency (IRCS) and ensuring that all responding entities understand and abide by the coordination framework set by the National Disaster Management Organization (NDMO). Prior to deployment, it is essential to develop and disseminate a comprehensive coordination plan that outlines the specific functions and expectations of all stakeholders to prevent overlap and enhance collaboration.
- Effective and structured communication among humanitarian actors is vital for successful coordination during response operations. Lack of communication can lead to misunderstandings and ineffective resource allocation. Establishing regular coordination meetings and utilizing shared digital platforms for real-time information sharing can significantly improve collaboration. Ensuring that all organizations participate in communication efforts will strengthen partnerships and avoid duplicative interventions.

Challenges

- Duplication of Efforts
- Misalignment of Assistance Preferences Identified in PDM: IRCS realized that Blanket was not needed that much & affected HHs preferred to be served with CVA rather than blanket provision.
- Insufficient Consultation with Experts & Communication Barriers Impacting Cost Estimations: Lack of consultation with relevant experts & interdepartmental communication barriers in estimating the price/cost of items and services.



Livelihoods And Basic Needs

Budget: CHF 59,427
Targeted Persons: 7,200
Assisted Persons: 11,480
Targeted Male: 5,855
Targeted Female: 5,625

Indicators

Title	Target	Actual
# of HHs received food parcels	1,800	2,870
% of HHs satisfied with the food parcels	80	86
# of food parcels replenished	1,800	2,870

Narrative description of achievements

- 2,870 pack of 72-Hour food parcels procured instead of 1,800 of 10-day food parcels.

Lessons Learnt

- SOPs for emergency situation have to be developed in IRCS context to shorten long normal procurement procedures.
- Highlight the Importance of Expert Consultation Early On: This experience highlights the critical need for early and consistent engagement with subject matter experts in the planning stages of any operation. Future operations should establish clear protocols for consulting relevant experts, ensuring their input is integrated into cost estimations and operational planning from the outset. This can help in achieving more accurate projections and better preparedness.



- Enhance Interdepartmental Communication Strategies: The challenges faced demonstrate the need for improved interdepartmental communication structures. IRCS should develop and implement formal communication channels and collaborative platforms that facilitate information sharing and problem-solving across departments. Regularly scheduled meetings and updates can help ensure that all relevant stakeholders are aligned and informed, reducing the incidence of misunderstandings and miscommunication.

Challenges

- The procurement of food parcels has become a frustrating process.
- Two tenders were held, but the desired results could not be achieved.
- Insufficient Consultation with Experts & Communication Barriers Impacting Cost Estimations: Lack of consultation with relevant experts & interdepartmental communication barriers in estimating the price/cost of items and services.



Budget: CHF 21,300
Targeted Persons: 22,000
Assisted Persons: 22,000
Targeted Male: 11,000
Targeted Female: 11,000

Indicators

Title	Target	Actual
# of people received MHPSS services	22,000	22,000
% of people satisfied with MHPSS services	80	90
# of deployed health caravans	1	1
% of people satisfied with healthcare services	80	90
# of people received healthcare services	22,000	22,000

Narrative description of achievements

- The Health Caravans with a DRR approach commenced on July 28 and concluded on July 31, 2024, serving 18 villages across the Nikshahr and Qasr-e Qand counties in southern Sistan and Baluchestan. A total of 23 facilitators and 75 young volunteers were engaged in implementing the planned activities for this essential intervention.
- The training themes focused on disaster risk reduction (DRR) related to flood-borne diseases, including infectious diseases, skin diseases, vector-borne diseases (malaria and those transmitted by Aedes mosquitoes), and gastrointestinal disorders. The program emphasized awareness-raising and skills development to mitigate the adverse effects of floods before, during, and after such disasters, thereby empowering the target communities.
- In addition to addressing the needs of children, the SAHAR teams from Nikshahr, Chabahar, Qasr-e Qand, and Konarak counties conducted a series of sessions specifically designed for children, organized in three distinct phases.
- The first phase introduced the concept of disaster risk reduction (DRR) through the distribution of engaging posters tailored for children.
- The second phase included a painting workshop focused on DRR themes, conducted both before and after the training sessions.
- The third phase featured a hands-on session where children role-played as flood victims, responders, and relief workers.
- This experiential approach aimed to equip children with the knowledge and skills necessary to mitigate the negative impacts of flash floods on their lives during and after such disasters.

Lessons Learnt

- Future operations should prioritize the creation of highly specific budget lines that include itemized costs and justifications. Ensuring that all expenditures are clearly defined and categorized will aid in better tracking of financial resources and help prevent confusion or



discrepancies in spending.

Challenges

- The budget line was generic providing insufficient detail and breakdown: The allocated budget line for Health caravans deployment needed to include a detailed breakdown and specific information. Due to this fact, and because medical consumable items were deemed ineligible for procurement, the health caravans shifted from a response intervention to a focus on prevention, preparedness, and disaster risk reduction (DRR) activities.



Protection, Gender And Inclusion

Budget: CHF 4,260

Targeted Persons: 1,000

Assisted Persons: 1,000

Targeted Male: 0

Targeted Female: 0

Indicators

Title	Target	Actual
# of people reached through child safeguarding analysis	1,000	1,000
% of deployed staff and volunteers oriented in PGI sensitization and minimum standards	100	85

Narrative description of achievements

- The SAHAR teams from the Youth Organization, comprised of psychologists with clear backgrounds and no criminal records, were responsible for conducting mandatory Child Safeguarding Risk Analyses (CSRA) in all operations. In this operation, the CSRA was successfully carried out. Children with disabilities were referred to IRCS rehabilitation centers, where they received essential services, including physical rehabilitation and medical care. Specialized teams were prepared to refer orphaned, unaccompanied, or separated children to the Iran Welfare Organization in accordance with internal procedures.
- The teams engaged with children and Afghan migrants by creating child-friendly spaces and organizing funeral ceremonies with special psychosocial support for those who lost family members in the flooding. Safe Zones were established for vulnerable children by the SAHAR teams, and necessary services—including psychological first aid (PFA), Restoring Family Links (RFL), screening, and protection from rumors and misinformation—were provided. Children's behaviors were continuously monitored through games and performances, alongside the implementation of special protocols for their care and protection. The teams adhered to the standard IFRC Child Safeguarding Policy throughout the operation. Additionally, IRCS's security unit was responsible for archiving reports confidentially.

Lessons Learnt

- With regards to organizational Risks, Systems and Control, The automatic response was Low- based on all YES responses. However, the IRCS might still need to consider the areas for improvement in terms of the referral pathways, providing training on safeguarding in specific and refresher on the child safeguarding policy, code of conduct, etc.
- The level of 'working with' or 'contact with' children at the activity level was high.
- The overall child safeguarding risk context was Moderate indicating that Focus & Strong System Action plan for specific vulnerabilities required.

Challenges

- While the CSRA system and mechanisms are somewhat integrated within the IRCS, there is a recognized need for specialized teams trained in CSRA to enhance operational effectiveness.
- The current SAHAR teams require additional technical training to develop and implement standardized SOPs for this essential protocol during emergency situations.





Secretariat Services

Budget: CHF 10,650
Targeted Persons: 1
Assisted Persons: 1
Targeted Male: 1
Targeted Female: 0

Indicators

Title	Target	Actual
# of deployments	1	1

Narrative description of achievements

- The Procurement surge could be deployed on time and had the expected impact in supporting the IRCS concerned departments and organizations solve the issues by facilitating a specialized training workshop.
- Technical meetings arranged between the procurement surge and logistic and treasury staff of the IRCS to provide guidance and technical assistance required.

Lessons Learnt

- It is essential to establish clear SOPs for emergencies to minimize the adverse effects and delays caused by bureaucratic procedures within a large National Society like the IRCS.
- Regular Monitoring and Adjustment of Budgets: Future operations should include mechanisms for regularly reviewing budget usage against planned expenditures, allowing for timely adjustments and reallocation of funds as necessary. Establishing this practice can help ensure that budgets remain aligned with actual needs and operational realities, leading to more effective resource management.

Challenges

- Generic Budget Line, Insufficient Detail & Breakdown: The allocated budget lines need to include a detailed breakdown and specific information instead of a vague, generalized budget.



National Society Strengthening

Budget: CHF 49,043
Targeted Persons: 300
Assisted Persons: 300
Targeted Male: 150
Targeted Female: 150

Indicators

Title	Target	Actual
# of participants in CERT Trainings	300	300
% of participants satisfied with CERT training	80	83
# of participants in Lesson Learnt Workshop	25	25
% of participants satisfied with Lesson Learnt Workshop	80	93



# of participants in procurement training	25	25
# of PDM visits performed	3	3
# of participants in DREF Trainings	25	27
% of participants satisfied with DREF Workshop	100	96

Narrative description of achievements

- The procurement training was conducted from August 12 to 14, 2024, at the Helal Higher Education Institute in Tehran, facilitated by Choton Shil, a Procurement Surge deployed for this DREF operation. A total of 28 IRCS staff members from relevant divisions—specifically treasury, logistics and procurement, support and finance, as well as international operations and humanitarian programs—participated in the training. The workshop covered essential topics, including Global Humanitarian Service & Supply Chain Management (GHS&SCM), procurement planning, general principles of procurement, standard procurement processes and procedures, and scenario-based practical exercises.

- The DREF training was conducted from August 17 to 21, 2024, in Tehran, facilitated by Mais Abdel Halim and Charbel Elia from the IFRC Regional Delegation for MENA. A total of 27 IRCS staff members from relevant divisions who were actively engaged in DREF operations participated in the training. The workshop aimed to familiarize IRCS personnel with the principles, concepts, and rules of the IFRC's DREF. It provided a comprehensive understanding of how DREF could be utilized and implemented to prepare participants for efficient and rapid responses to upcoming disasters and crises. The training also focused on proper management and allocation of financial resources, strengthening coordination and cooperation skills between IRCS and international stakeholders, and equipping participants with the ability to assess the needs of affected communities and plan for effective responses.

- The Post-Distribution Monitoring (PDM Survey) was conducted by the IRCS Deputy for Education, Research, and Training from June 23 to September 21, 2024, utilizing a questionnaire developed and shared by the PMER unit of the RO-MENA. The findings of the PDM Survey revealed that out of a total of 400 respondents, 394 expressed satisfactions with the response and the provision of relief items and services they received during the operation. This high satisfaction rate indicated that most participants felt their needs were met effectively. Conversely, only 6 individuals reported dissatisfaction with the overall response, highlighting a minor area for improvement. This evaluation not only provided valuable insights into the effectiveness of the relief efforts but also identified strengths and weaknesses in the service delivery process. The feedback gathered will be instrumental in refining future operations and ensuring that the IRCS continues to meet the needs of those it serves effectively.

- The Lesson Learned workshop was conducted from July 21 to 22, 2024, in Chabahar, Sistan and Balouchestan province. It focused on sharing experiences and observations from rescue teams and other groups involved in relief operations for flood victims in the region. The workshop aimed to provide practical solutions based on field experiences to enhance rescue services and address challenges in future incidents.

However, the training did not address the concluding months of the operation, particularly the challenges faced by the IRCS HQ and RARO regarding procurement and overall coordination. To supplement this, a follow-up meeting was held with all relevant focal points and managers from IRCS—including RARO, Treasury, Youth Organization, Volunteers Organization, and International Operations Division—to review significant challenges and lessons learned. These insights were added as an annex to the initial training report.

The major challenges identified included:

1. Lack of clear criteria for Cash & Voucher Assistance (CVA) implementation
2. Misalignment of assistance preferences identified in the Post-Distribution Monitoring (PDM)
3. Duplication of efforts
4. Insufficient consultation with experts and communication barriers affecting cost estimations
5. Limited perspectives in assessing and identifying needs and gaps
6. Generic budget lines lacking detail and breakdown
7. Ensuring fairness and reliability in budget planning
8. Delays in fund transfers leading to additional delays in implementation.

A comprehensive table was created to outline the invaluable lessons learned against each challenge to be archived and utilized for future operations.

- The CERT training was conducted for the 10 Helal Houses directly involved in the flood operations in the southern part of the province in late June and early July 2024. A total of 300 participants, comprising 128 females and 172 males, attended this technical community-based training, representing the ten affected counties: Chabahar, Konarak, Nikshahr, Dalgan, Rask, Iranshahr, Mehrestan, Saravan, Khash,



and MirJaveh. The training covered essential topics, including emergency shelter, rapid assessment, community-based emergency response, firefighting, first aid, and mental health and psychosocial support (MHPSS). This comprehensive program aimed to enhance the capacity of local responders and ensure effective, coordinated actions in addressing the needs of communities impacted by the floods. •

Lessons Learnt

- A typical lessons learned workshop should be preferably conducted at the conclusion of the operation to thoroughly review and document all challenges encountered and insights gained. This ensures that valuable lessons are captured for future operations and no major challenge is ignored.

Challenges

The escalating security situation in the region had adversely impacted several training sessions, necessitating their postponement and transition to an online format. Facilitators were unable to attend in person due to this critical circumstances.



Financial Report

DREF Operation

FINAL FINANCIAL REPORT

MDRIR014 - Iran - Flood

Operating Timeframe: 20 Mar 2024 to 30 Sep 2024

Selected Parameters			
Reporting Timeframe	2024/03-2025/06	Operation	MDRIR014
Budget Timeframe	2024/03-2025/06	Budget	APPROVED

Prepared on 24/Jul/2025

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	442,667
DREF Response Pillar	442,667
Expenditure	-440,231
Closing Balance	2,436

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	297,987	297,987	0
PO02 - Livelihoods	59,427	59,427	0
PO03 - Multi-purpose Cash			0
PO04 - Health	21,300	21,300	0
PO05 - Water, Sanitation & Hygiene			0
PO06 - Protection, Gender and Inclusion	4,260	4,260	0
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery			0
PO10 - Community Engagement and Accountability			0
PO11 - Environmental Sustainability			0
Planned Operations Total	382,974	382,974	0
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	10,650	8,390	2,260
EA03 - National Society Strengthening	49,043	48,867	176
Enabling Approaches Total	59,693	57,257	2,436
Grand Total	442,667	440,231	2,436



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