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Final Report

Sri Lanka: Floods and Landslides

 International Federation
of Red Cross and Red Crescent Societies

DREF operation	Operation n° MDRLK010
Date of Issue: 16/12/2020	Glide number: FL-2019-000171-LKA
Date of disaster: 20/12/2019	
Operation start date: 20/12/2019	Operation end date: 30/06/2020
Host National Society: Sri Lanka Red Cross Society	Operation budget: CHF 592,672
Number of people affected: 65,316	Number of people assisted: 23,405

Red Cross Red Crescent Movement partners currently actively involved in the operation: The Sri Lanka Red Cross Society (SLRCS) is a voluntary humanitarian organization; SLRCS has a strong branch network in all the 25 districts of the country, which is well capable in providing relief in times of disasters/emergencies. Over 150 staff and 7,000 active volunteers are trained in disaster response. National Disaster Response Teams (NDRT), Branch Disaster Response Teams (BDRT) and Divisional Disaster Response Teams (DDRT) are available at National, District and Divisional levels. SLRCS is supported by the International Federation of Red Cross and Red Crescent Societies (IFRC) Sri Lanka Office in this operation, especially in providing the technical support and launching of the DREF.

Other partner organizations actively involved in the operation: Government of Sri Lanka (GoSL), Tri-forces (Sri Lanka Army, Air-force, Navy), Sri Lanka Police, Disaster Management Centre (DMC), The National Dengue Control Unit, UN agencies, international non-government organizations (INGO), and other civil society organizations.

A. SITUATION ANALYSIS

Description of the disaster

Due to active north-east monsoon conditions, Sri Lanka experienced heavy rains over the island in early December 2019, particularly in Northern, Eastern, North-Central, Uva and Central provinces and in Hambantota district. The heavy rains caused flooding and landslides impacting 13 districts in Sri Lanka. Anuradhapura, Badulla, Batticaloa, Polonnaruwa and Puttlam were the most affected districts. According to the Disaster Management Centre's (DMC) situation report as of 23 December 2019, a total of 65,316 people (19,072 families) were affected, with two persons reported dead, one person reported missing, 62 houses fully damaged and 1,463 houses partially damaged. Furthermore, 17,776 people (5,277 families) were evacuated to 133 safe locations.

Summary of response

Overview of host National Society

SLRCS was at the forefront of responding to the disaster since the warning messages were disseminated from the meteorological department. The National Society issued weather warnings to the



The SLRCS Director General in discussion with a team of BDRT members during a monitoring visit to Anuradhapura. (Photo: SLRCS)

public and put its branches on high alert from the outset. Social media platforms such as Twitter and Facebook as well as the SLRCS website were actively used to convey messages to the public and report on response actions. SLRCS volunteers were among the first responders in providing necessary support to affected people, in coordination with government authorities. Branch disaster response teams were deployed in the field to conduct emergency assessments. Furthermore, branch volunteers were involved in distributing household items, such as adult relief pack¹, baby relief pack², sleeping mats, sarongs, kaftans, tarpaulins, kitchen sets, mosquito nets, towels, jerry cans and lanterns to the affected people. SLRCS mobilized stocks from its warehouse to meet the immediate needs of the people. Actual assessed needs on the ground and the stock availability with SLRCS varied slightly from the items and quantities planned in the DREF emergency plan of action (EPoA). The National Society provided first aid services and took part in the coordination meetings with the GoSL, DMC and INGOs.

Summary of the operation

Sector	Activities	Status	Target	People reached
Shelter	Distribution of household items (tarpaulins and ropes)	Completed	500 families	50 people (10 families) – the lower number of people reached compared to the target was due to the COVID-19 pandemic
Livelihoods and basic needs	Distribution of household items	Completed	5,000 people (1,000 families)	5,000 people (1,000 families)
	Distribution of school packs	Completed	500 children	525 children
	Cash grant LKR 15,000 (CHF 86) for two times	Completed	2,000 families (9,205 people)	Both the fund instalments have been transferred
	Deployment of cash specialist from SLRCS cash pool	Completed	3 persons	3 persons deployed from SLRCS cash pool for a period of one month
	International and local procurement to replenish SLRCS stock	Completed	International and local procurement	Adult relief packs (195), baby relief packs (82), school packs (525), school bags (525), sarongs (664), kaftans (705), sleeping mats (582), kitchen sets (396), tarpaulins (10), bedsheets (720), mosquito nets (279), bath towels (673), jerry cans (446), lanterns (91)
WASH	Well cleaning	Completed	900 wells	1,080 wells cleaned
	Desludging latrines	Completed	15 schools (7,500 children)	Conducted in 5 schools (1,088 children)
	School clean-up campaigns including drainage clean-up with cash for work	Completed	15 schools (7,500 children)	15 schools (17,949 children)
	Hygiene promotion	Completed	15 schools (17,500 children)	20,938 people including parents, teachers and children 13 completed 8 to be completed
	Develop/print IEC materials on hygiene promotion	Completed	50,000 (printed)	Nearly 20,000 people reached
Health	Conduct FA services in communities	Completed	900 people	975 people reached by 55 first aid volunteers
	Organize medical camps	Completed	6 medical camps (1,800 people)	6 medical camps (2,456 people)
	Clean-up campaigns including houses/public places	Completed	750 people	21 campaigns 2,567 people
	Dengue awareness campaigns	Completed	15 campaigns (7,500 people)	11,879 people reached 21 completed
Strategies for Implementation (SFI)	RDRT deployment	Completed	1 person	RDRT Logistics (Procurement) deployed for a period of one month
	NDRT deployment	Completed	3 persons	2 persons deployed for a period of two weeks
	Conduct assessment	Completed	13 branches	All 13 affected branches conducted the initial assessment (24-hour and 72-hour)
	Progress review meeting	Completed	1 meeting	Progress review meeting conducted in early March
	Post Distribution Monitoring (PDM)	Completed	1 PDM	Completed and report finalized
	Lessons learned workshop	Completed	1 workshop	Lessons learned workshop conducted in June 2020

¹ An adult relief package consists of toothbrush (5 pcs), sanitary napkin (2 pack), women's undergarment (12 pcs), men's undergarment (12 pcs), bath towel (3 pcs), comb (2 pcs), small torch NEED (1 pcs), plates (5 pcs), cups (5 pcs), umbrella (1 pcs), bed sheets (2 sets).

² A baby relief package consists of napkins (12 pcs), baby vest kit (1 pack), baby bowl (1 pcs), baby towel (2 pcs), baby flannel (2 pcs), feeding cup (1 pcs), baby bottle with bottle guard (warmer – 1 pack), spoon and cup (1 set), safety pin (1 pack), diapers (1 pack).

Overview of Red Cross Red Crescent Movement in country

SLRCS has a longstanding working collaboration with the IFRC and the ICRC in implementing various programmes. During the disaster, IFRC and ICRC have been working together in close coordination to provide technical support to SLRCS and shared information at regional and sub-regional levels. A Movement Coordination meeting was organized involving SLRCS, IFRC and ICRC to discuss on the operation and the way forward.

The IFRC actively supported the SLRCS in developing the EPoA for the DREF request and coordinated with SLRCS for information sharing with the Movement and external partners. The IFRC Country Cluster Support Team (CCST) in Delhi and the Asia Pacific Regional Office (APRO) provided further coordination support for information sharing and resources.

Overview of non-RCRC actors in country

The GoSL and district administrative units were leading the floods and landslide response across the country. Tri-forces were in the forefront in providing search and rescue support.

Needs analysis and scenario planning

Needs analysis

Due to overflow of sewage pits, key water sources were contaminated and access to safe water remained a major challenge. People were displaced having limited access to water and sanitation facilities, and necessary hygiene items. Thus, an increase in incidence of water-borne and vector-borne diseases were expected in all affected areas. The SLRCS, in coordination with local authorities, conducted 24-hour and 72-hour assessments in the affected districts to identify the immediate needs and priorities. In the 13 affected districts, a total of 65,316 people had been affected and at least 62 families lost their houses and most of the affected families lost their essential household items. Flood waters damaged crops and negatively impacted the work of daily subsistence workers, temporarily losing their income and means for providing for themselves with food and basic necessities. Families with infants, differently abled persons, people living with chronic illness and pregnant and lactating women were in need of particular support and care.

Operation risk assessment

During the floods there were constraints in the affected areas due to blocked roads and landslips. Some areas were cut off due to floodwaters. However, access improved when the water receded, and roads were cleaned and opened. SLRCS made it mandatory to ensure volunteers were insured prior deployment and provided them with the necessary protective equipment in order to reduce risks to the RCRC volunteers.

B. OPERATIONAL STRATEGY

Proposed strategy

This operation aimed to assist 22,500 people in 4,500 families affected by floods and landslides attributed to heavy rains in the worst affected districts of Anuradhapura, Batticaloa and Polonnaruwa with shelter/household items, WASH and health care assistance. Considering COVID-19 restrictions, the operation timeframe was extended from four to six months. There were no changes to the operation strategy which was outlined in the DREF EPoA as summarized below:

- **Emergency shelter support:** distribution of tarpaulins, ropes and basic awareness materials on the use of tarpaulins to households.
- **Essential household assistance:** provision of household assistance via distribution of household items through adult relief packs, kaftans, sarongs and kitchen sets, baby relief packs for households who have children under five years. SLRCS mobilized stocks from its warehouse to meet the immediate needs. DREF funding was only utilized to replenish items within the plan that were distributed. Though household items were distributed immediately after the disaster, further provision of unconditional cash grants of LKR 15,000 (CHF 86) to 2,000 families for two months was granted to fulfil their basic needs, which was not catered from the initial household items distribution (such as essential household items, food, medicine and other personal requirements). SLRCS has a pool of 25 staff trained on cash assistance, who were deployed to set-up mechanisms and assist the operation. There were some beneficiaries who entitled for both household items distribution and cash grants based on the fulfilment of pre-requisite criteria.
- **Support to restart schools:** to assist children to restart school and to ensure safe school environment. Where necessary, school latrines of the affected schools were dislodged; school cleaning campaigns were carried out using cash for work modality. Required cleaning items were provided for each campaign. School packs were

provided to over 500 most affected school children (which includes books, pens, pencils, erasers, sharpeners, colour pencil boxes, drawing books, bags etc.).

- **Water, sanitation and hygiene promotion:** WASH interventions focused on improving access to safe water and best hygiene practices. Over 1,000 wells in 3 districts were cleaned. To improve hygiene practices, 13 awareness sessions on safe water and food handling and cleaning campaigns were conducted. As an integral element of WASH response, making it more gender sensitive and inclusive, the National Society supported evacuees with menstrual hygiene incinerators in the immediate aftermath of the floods. The MHM incinerator project was taken as a case study by the IFRC WASH in Geneva and also manifested in the World Menstrual Hygiene Day and in the compendium of MHM of Columbia University in the State of New York, USA.
- **Health and care:** Health interventions were focusing on providing basic First Aid, medical camps and Dengue prevention activities. Due to the roads being inundated, the affected communities were cut off from the health institutions, hence the First Aid services were needed. Serious medical cases were referred to hospitals for further care. Psychological first aid including empathetic listening were provided for those who were in need. With the commencement of monsoons rains, a steep increase of dengue cases was observed. In addition, it is the epidemiological pattern for dengue cases to likely increase after floods. Therefore, it is important to remove potential mosquito breeding sites. Vector control activities include promoting general environmental health aspects such as solid waste management, drainage and well cleaning.

Operational Support Services

Human resources

SLRCS allocated full time staff at national headquarters (NHQ) to overlook the operation and assigned a finance staff to ensure smooth flow of settlements. Furthermore, to implement the programme at branch level, a district project officer and a community mobiliser per each branch were assigned. IFRC supported programme implementation via its existing staff. Mobilization of NDRT, BDRT and DDRT as well as staff expenses were covered in the operational budget. A logistics RDRT was deployed for a period of one month to assist the operation.

Logistics and supply chain

Logistics activities aimed to effectively manage the supply chain, including, procurement, customs clearance, fleet, storage and transport to distribution sites in accordance with the operation's requirements and aligned to IFRC's logistics standards, processes and procedures.

SLRCS has a central warehouse in Colombo, which has pre-positioned items. SLRCS has its own vehicles which were used for transportation, cater to the increased needs during disaster, based on the needs, sometimes National Society rented vehicles.

The supply chain strategy for this operation was to first use the pre-positioned stocks of the National Society country-wise to quickly meet the basic needs of the affected population. International procurement (tarpaulins and kitchen sets) started immediately to ensure receipt of items within the time frame. Local procurement commenced upon completion of the household items distribution, to match the actual number of items distributed.

In-line with the audit guidelines, IFRC supported the procurement process in close coordination with SLRCS ensuring the efficient and timely delivery of these items. Hence the new items procured under the floods operation were to replenish the contingency stocks. The items procured locally were adult relief pack, sarong, kaftan, sleeping mat, baby pack, schools' packs, school bags, bed sheets, mosquito nets, jerry cans, towels and lanterns. The items procured internationally were kitchen sets and tarpaulins. Logistics RDRT together with IFRC country office and Regional Logistics Unit in Kuala Lumpur provided logistics technical support to SLRCS to ensure transparency and accountability in the procurement process.

Information technologies (IT)

High-speed Wi-Fi internet connectivity is available in IFRC Sri Lanka country office as well as in the NHQ of SLRCS. Staff members and volunteers in the field operation were supported by 3G modems and internet data packages for their smartphones which enabled communication with the headquarters and to send reports and pictures in quick time. Open Data Kit (ODK) based assessments was carried out electronically through mobile applications on digital tablets or mobile phones. An orientation session on digital assessments was provided to prepare the volunteers using the tablets or mobile phones for assessments.

Communications

SLRCS communications staff worked in close coordination with the IFRC regional communications team to ensure that the humanitarian needs and the response of SLRCS was well profiled and disseminated across social media platforms and in the national and international media. A proactive approach was taken to maintain media outreach and

to produce communication materials including press releases, news stories, photos/video, key messages and infographics for external promotion by National Societies in their domestic markets.

Security

SLRCS and IFRC security focal points continuously monitored the situation. Any security concerns were handled with local authorities as per the security framework.

Planning, monitoring, evaluation, & reporting (PMER)

SLRCS oversaw and monitored all operational, implementation, monitoring and evaluation, and reporting aspects of the operation in the flood affected area through its country-wide network of branches and volunteers. IFRC, through its country office and CCST in Delhi provided technical support in programme management to ensure the operation objectives.

Considering the ongoing pandemic, a post distribution monitoring on cash and household items was conducted via remote monitoring tools and at the end of the operation a lesson learned workshop was conducted to capture learning.

Administration and finance

Operational expenses such as volunteer per-diem, accommodation, transportation, communication and coordination activities were factored in. Finance and administration support to the operation was provided by SLRCS NHQ, with the assistance from the finance team of the IFRC country office.

Crosscutting issues

Gender, diversity and protection

Gender, diversity and protection issues were mainstreamed in this operation. Among others, areas of focus included prevention of sexual and gender-based violence and child protection. Mainstreaming of gender, diversity and protection issues were also ensured that accountability lines were in place for gender-based violence response and prevention. SLRCS strived to capture sex and age disaggregated data for the purpose of understanding the number and specific vulnerability of females to males based on their gender roles and age (i.e. to understand if a higher proportion of women, children or men are made vulnerable).

Community engagement and accountability

Community accountability and feedback/response mechanisms was integrated into the operation to ensure that affected populations have access to timely and accurate information on the nature and scope of services provided by SLRCS and expected behavior of staff and volunteers.

C. DETAILED OPERATIONAL PLAN



Shelter

People reached: 50

Male: 22

Female: 28

Indicators:

	Target	Actual
# of people targeted/reached with safe and adequate shelter and settlement	2,500	50
# of households provided with assistance	500	10

Narrative description of achievements

SLRCS mobilized its stocks from the warehouse to meet the immediate needs of the people. Actual need on the ground and the stock availability of SLRCS were varying to the items and quantities planned in the DREF EPoA. Initially, SLRCS planned to distribute 500 tarpaulins and ropes to affected people. However, at the time of the disaster SLRCS only had 10 tarpaulins available in the warehouse and were distributed to 10 families. The procurement for the remaining target families was about to commenced when the affected people were displaced to a safe evacuation centers until the flood water level receded. The distribution of tarps thus was seen irrelevant to the evolving needs on the ground and the plan to provide tarpaulins to beneficiaries was halted. SLRCS provided household items to people at evacuation centers.

Challenges

Identifying households for household items assistance was quite challenging as the number of affected people was high. These were distributed immediately after the floods, based on the vulnerability of the affected people who stayed in the camps on a first-come first-serve basis and based on the capacity of the SLRCS branches.

Lessons Learned

- In order to ensure relevance of assistance, it is important to involve all relevant authorities in all response phases in a regular manner, to ensure better coordinated programming and enable NS to adjust response strategy accordingly.
- Scarcity of labor for installation of tents/tarpaulins can be mitigated by involving beneficiaries, up to their ability to contribute.
- Scarcity of materials can be mitigated by cooperation with the private sector.
- Due to lack of access to markets and break-down of supply chain, in-kind assistance is preferred in the first two weeks, thereafter cash is preferred, as it will allow flexibility to the people.



Livelihoods and basic needs

People reached: 13,291

Male: 6,182

Female: 7,109

Indicators:

	Target	Actual
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# of people targeted/reached support on basic needs and livelihoods	15,000	13,291
# of people provided with a set of essential household items	5,000	4,086
# of children provided with school items	500	525
# households provided with emergency cash grants	2,000	1,996

Narrative description of achievements

Unconditional cash grants

Emergency cash grant was the biggest component of the operation, targeting 2,000 families with multipurpose cash grant of LKR 30,000 (approx. CHF 166). The modality was via fund transfer to individual bank accounts of the beneficiaries in two instalments. These grants enabled families to fulfil their basic needs such as essential household items, medicine and other personal requirements. The programme was implemented in three districts as Batticaloa (700), Anuradhapura (650) and Polonnaruwa (650). SLRCS deployed some of their well-trained CTP members for the operation as CTP NDRT. These activities were conducted at each district level; selection of target areas in close coordination with government authorities, conducting stakeholder analysis at the divisional secretariat level, involving the Grama Niladhari³ and other village level stakeholders, conducting project orientations for staff and volunteers. Furthermore, families were selected via community participatory approach. This helps to develop local capacity by raising awareness and developing skills in joint analysis, learning and decision-making at the community level. The selection process was done with the involvement of the Grama Niladhari, community leaders, SLRCS staff and volunteers. This was to ensure a very transparent process in the selection of the most vulnerable families. Upon selection, final lists were published at public places for grievances. Since Grama Niladhari and community leaders were involved in the process of selecting beneficiaries, it was helpful to handle grievances. During the reporting period, the National Society collected beneficiary details, such as national identity copy and bank account details, to facilitate fund transfers. At the same time, SLRCS introduced the Kobo toolbox to do assessments.



Unconditional Cash Grant – Polonnaruwa. (Photo: SLRCS)

Essential household items

SLRCS dispatched stocks at its central warehouse to the affected areas. People who were displaced and who were at evacuation centers were prioritized for relief assistance. SLRCS reached a total of 1,052 households (4,086 people) via distribution of household items in Anuradhapura, Batticaloa and Polonnaruwa districts. Anuradhapura branch distributed household items to 267 households, Batticaloa branch distributed household items to 215 households and Polonnaruwa branch distributed household items to 570 households.

Items	Initial Planned Quantity	Number of items distributed
Adult relief pack	1,000	195
Sarong	1,000	664
Kaftan	1,000	705
Sleeping mat	2,000	582
Baby relief pack	350	82
Kitchen sets	1,000	396
School packs	500	525
School bags	500	525
Tarpaulins	500	10
Rope	500	0
Bedsheets		720
Mosquito nets		279
Towel		673
Jerry can (5L)		446
Lanterns		91

³ Gram Niladhari – government official appointed to carry out administrative duties in a sub-unit of a divisional secretariat.

Post Distribution Monitoring Survey: To assess the overall satisfaction of the cash distribution programme and the household items distribution programme that took place, a post-distribution monitoring survey took place. The purpose of the PDM was to measure to what extent the cash grant was used for its intended purpose and the level of satisfaction among beneficiaries.

It was identified that when considering the overall satisfaction level, that there was a high rate of satisfaction across all three aspects of the grant while only a smaller percentage was either mildly in disagreement or in overall disagreement. From the population, 81.43 percent of the sample agreed that the programme was helpful in recovering economically while 55.71 percent of the sample further agreed that the amount of the grant was adequate. About 56 per cent of the beneficiaries were stratified with the amount they received as cash while 17 percent of them were not satisfied with the amount. Overall satisfaction level was quite high as it was distributed during the right time. Further analyses were conducted and a PDM report was prepared.



Relief distribution – Polonnaruwa. (Photo: SLRCS)

Challenges

At the initial stage, the National Society was planning to make the individual transfer via Visa card or mobile cash. These are novel methods for the National Society, which required partnerships with Financial Service Providers (FSP). However, the process of establishing partnerships with the service providers was taking a longer time than expected. Consequently, the National Society in the end decided to proceed with the usual method of bank transfer.

Lessons Learned

The National Society will enter into pre-agreements with FSP in the near future, which will be beneficial during future disasters. This will ensure the individual cash transfers can be done in a timely and smooth manner.

Distribution of essential household items were disturbed due to the lack of stocks at the initial stage of operation and later as the actual requirement diminished, procurement was not done as planned. As a result of the sudden shutdown of the country following the first wave of COVID-19 pandemic, procurement was delayed and only the items distributed were replenished.



Health

People reached: 17,877

Male: 9,235

Female: 8,642

Indicators:	Target	Actual
# of targeted people reached have their immediate risks to health reduced	7,500	17,877
# of people reached by first aid services	900	975
# of people reached by medical camps	1,800	2,456
# of people reached by clean-up campaigns including houses/public places	750	2,567
# dengue awareness and clean-up campaigns	7,500	11,879

Narrative description of achievements

First Aid services

First aid services are the first response activity of every disaster. During the Northeast flood, first aid services were performed by one SLRCS branch based on the need of the ground. First aid instructors and volunteers provided their services to support the people injured due to floods and contributed to saving lives through first aid services. The total number of people who received first aid services was 975, of which 302 were from Batti, 320 from Anuradhapura and the balance 353 from Polonnaruwa.

Medical camps

Soon after the flood, access to health services was disturbed. Therefore, the SLRCS branches organized medical campaigns and conducted more than the expected number of activities. The initial plan was for six activities, while SLRCS conducted 10 medical camps. These medical camps reached the most affected people – 678 from Batti, 988 from Anuradhapura and 790 from Polonnaruwa were reached by these camps. Regional departments of health services, Ministry of Health and Sports and hospitals contributed to conducting medical camps and the beneficiaries received immediate treatment and referrals to their health conditions. The cost of the medical camps was shared between SLRCS and the regional health authorities. In some activities, we received human capital and medicine free of charge. SLRCS agreed to complete medical camps within the first month of flood response, as immediate support, and the branches completed the activity within the timeframe.



An awareness session on dengue – Batticaloa branch
(Photo: SLRCS)

Dengue/ vector control activities

SLRCS conducted 21 dengue control activities, with financial support from this DREF. Branches coordinated with the respective regional departments of health services and the Ministry of Health for dengue prevention activities and completed the activities with support of their human resources and technical guidance.

Community cleanup campaigns were carried out, covering 2,567 people affected by the floods, of which 702 were from Batticaloa, 885 from Anuradhapura and 980 from Polonnaruwa districts. Awareness sessions were conducted under the monitoring of SLRCS volunteers. A total of 11,879 people were reached by the awareness campaigns, of which 3,988 were from Batticaloa, 4,152 from Anuradhapura and 3,741 from Polonnaruwa. National level, SLRCS NHQ received a request from the National Dengue Control Unit, Ministry of Health, to support dengue control activities in the Eastern province and the Batticaloa branch, which was one of the branches that received the DREF. to utilize on vector control and dengue prevention funding to fulfill the government's request. To conduct awareness programmes, NHQ distributed printed IEC material to the branches.

Challenges

Especially for dengue prevention, SLRCS branches received many requests to support local health authorities that could not meet with the initial allocation for dengue activities.

Lessons Learned

During this response SLRCS had a proper timeframe that was agreed with the branches and developed together with the branches. Even though there are lists of activities to be conducted, activity prioritization and target setting encouraged branches to achieve all the activities on time.

In addition, maintaining a close relationship with the local health authorities was helpful in conducting effective and quality programmes.



Water, sanitation and hygiene

People reached: 22,026
Male: 11,859
Female: 10,167

Indicators:	Target	Actual
# of people reached in targeted communities have reduced their immediate risks of waterborne and water related diseases	7,500	22,026
# of wells cleaned	900	1,080
# of school supported on desludging latrines in schools	15	5
# of school children benefitted via desludging latrines in schools	7,500	1,088
# of school clean-up campaigns in including drainage clearing with cash for work	15 schools	15 schools
# of school children benefitted from clean-up campaigns in including drainage clearing with cash for work	7,500	17,949
# of people reached by hygiene promotion activities	17,500 (15 campaigns)	20,938 (21 campaigns)

Narrative description of achievements

Well cleaning

Within the budget allocation, SLRCS conducted 1,080 well cleaning activities, 180 extra wells compared to the target. Some branches hired well cleaning teams and others encouraged our capable volunteers to perform the activity. Public Health Inspectors (PHI) guided the teams for well cleaning and standard disinfection. The wells that were cleaned by the SLRCS were drinking water wells and well water was used for other cleaning purposes. Within the first month of the response, the branches were able to complete the activity. Post monitoring visits were done to observe and examine the process and the beneficiary satisfaction. Oxfam well cleaning guide was used as technical material. SLRCS provided branches with the following cleaning equipment - 300 rubber-boots, 600 gloves, 300 raincoats, 6 ladders and 3 water pumps. Since this activity was conducted at the right time using appropriate technology, the overall beneficiary satisfaction has been considerably high.

Desludging latrines in schools

Only one SLRCS branch – Anuradhapura - was able to perform this desludging activity for latrines in three schools as there was no similar needs identified in other flood affected areas. Guidance to the desludging process was provided by the NHQ. When selecting the schools, priority was given to the schools used as camps.



A menstrual hygiene incinerator (Photo: SLRCS)

Balance funding from this activity was reinvested to develop a menstrual pad incinerator that benefitted 5,000 people. The gap was identified during the field visits and the key person interviews with school principals and the Ministry of Health. In the Sri Lankan context, menstruation needs are not openly discussed and are considered a taboo in society. The SLRCS Polonnaruwa branch conducted the activity in three schools reaching all three ethnicities in Sri Lanka - Sinhala, Tamil, and Muslim. The Ministry of Health supported the activity by conducting menstrual hygiene promotion awareness sessions for the students. Sketch and the technical guidance to the activity was given by NHQ and labour was provided by people affected by the flood, which facilitated their economy soon after the flood. All three schools were camp sites during the floods and infrastructure were facilitated by the SLRCS.

Cash for work

To clean the school premises which were affected by the floods and schools used as camps selected for cash for work activity. A total of 15 schools were benefitted from this cash for work scheme. Ten workers were engaged in each school receiving cash assistance of LKR 1,000 per person. Four pressure guns were purchased to ensure proper cleanup activities. A cleaning pack was distributed to each school parallel to the activity, and local labour obtained to conduct the activity.

The cash for work concept was accepted by the community due to few reasons. Most of the affected people were daily labours and farmers and they temporarily dealt with income loss. Cash for work supported them to earn their daily wages. People who provided labour support for the activity were parents of the school children. Hence, this activity was worth more than what SLRCS paid, but supported to make a clean and safe space for their children to start their studies after the flood.

Hygiene promotion campaigns

21 hygiene promotion campaigns were planned initially out of which 13 were conducted by SLRCS branches for the flood-affected people. SLRCS distributed a hygiene kit worth LKR 500 (CHF 2.4) for every participant at the hygiene promotion campaigns, which contained bathing and washing soap, toothbrush and toothpaste and kitchen cleaning items. The activities reached out to children under 5 years to elders in the selected communities. Topics included safe water and food handling, house cleaning and vector control. The sessions, including demonstrations, were carried out by trained volunteers and PHIs. PHIs are appointed by the Ministry of Health to maintain public health standards in villages. SLRCS at all times ensures close coordination with the government/Ministry of Health/PHIs for better coordination and quality of work of hygiene promotion awareness programmes.

The National Society printed IEC materials on hygiene promotion in both local languages - Sinhalese and Tamil - and distributed these during the sessions. SLRCS volunteers and PHI facilitated community activities and demonstrated hand washing steps and these demonstrations became effective and important among the communities.

As an integral element of WASH response, making it more gender sensitive and inclusive, the National Society supported menstrual hygiene incinerators for evacuees in the immediate aftermath of the floods. The MHM incinerator project was taken as a case study by the IFRC WASH in Geneva and also manifested in the World Menstrual Hygiene Day and in the compendium of MHM of Columbia University in the State of New York, USA.

Challenges

The flood affected area is the dry zone of the country and tube wells are common in the zone. Investing in cleaning of tube wells was a challenge in terms of technical, human capital and finance to SLRCS even though it was the local requirement. Hence, during the response SLRCS cleaned only the open wells. The well cleaning approaches have been customized because of the geology of the affected areas.

Desludging was not a practice in rural Sri Lanka. The schools used as camp sites, have enough space to dig toilet pits which is more cost effective rather than hire a gully bowser from town areas.

MHM incinerator was a new experience to a rural community and even initiating a discussion about menstrual hygiene with different ethnic groups was a challenge.

Most of the planned hygiene promotion activities got delayed, due to the curfew imposed to control the Covid-19 cases in Sri Lanka.

Lessons Learned

Need close monitoring and follow up in the communities to facilitate behavior change.



Inclusion and Protection

People reached: 22.026

Male: 10,419

Female: 11,607

Indicators:	Target	Actual
Does the operation demonstrate evidence of addressing the specific needs to ensure equitable access to disaster response services?	Yes	Yes
Does the operation demonstrate evidence of NS programmes improve equitable access to basic services, considering different needs based on gender and other diversity factors?	Yes	Yes

Narrative description of achievements

All interventions planned under the key operational areas of the response were designed mainstreaming inclusion and protection. The initial assessment was designed making sure that the needs of all groups including marginalized population, gender groups, age groups are gathered, respecting the privacy, confidentiality based on do-no-harm principles so that the response was designed leaving no one affected behind. Thus, in the design, the needs of all affected groups were targeted, and beneficiaries of all affected groups involved in the decision-making process. As a result, during the responses to the floods and their cascading effects induced by the northeastern monsoon 2019, SLRCS could achieve several significant milestones reflecting inclusive responses to recurrent and evolving disasters.

1. All beneficiary data of the response were collected in gender, age, disability desegregated manner and in addition to that, data related to marginalized groups and pregnant and lactating women were collected.
2. Introduction of the facilitated group discussion model in beneficiary commutation and planning in order that everyone's voice is facilitated to be heard, and empower the marginalized, women in active participation in response related decision making.
3. As a result of the facilitated discussion model being practiced in the field, the National Society could support menstrual hygiene incinerators in the places where people were evacuated during the immediate aftermath of the floods. The MHM incinerator project was taken as a case study by the IFRC HQ WASH department and also manifested in the World Menstrual Hygiene Day and in the compendium of MHM of Columbia University in the State of New York, USA.

Challenges

For mainstreaming inclusion, gender and protection, a field level thorough knowledge in the thematic areas (PGI) is required. However, at the programme level, the National Society does have reasonable resources or a proper knowledge transfer to all levels of staff and volunteers, along with strong National Society level policies. If the National Society had had strong policies in related themes as well as enhanced capacity, mainstreaming of PGI could have been better in all sectors.

Lessons Learned

- If the right tools are introduced matching to the field level capacities and competencies, along with proper orientation on collecting data, it is not a challenge to gather gender, age and disability sensitive data in compliance with the FDRS reporting.
- Facilitated group discussion which is based on an inclusive human-centered engagement approach, can be successfully used for involving the marginalized groups or the groups that do have low power share in the communities in the decision-making process.

Strengthen National Society		
Indicators:	Target	Actual
# of SLRCS branches that are well functioning	03	03
# of volunteers insured	60	65
# of volunteers involved in the operation	60	65
Narrative description of achievements		
<p>The strong branch network and the trained/skilled volunteer base are the strength of SLRCS. During disasters, they are in the forefront providing assistance to the most vulnerable. The response operation was implemented in three districts - Batticaloa, Anuradhapura and Polonnaruwa - where SLRCS has strong branch presence. A total of 65 volunteers with different capacities were involved in the operation. These volunteers included community volunteers, district and branch disaster response team members, first aid volunteers and water safety volunteers. These volunteers were insured at the beginning of the year under different programmes.</p>		
Challenges		
<p>During the operation, volunteer turnover was the main challenge and losing trained/skilled volunteers had a significant impact on the quick response on the ground. To mitigate this, NHQ deployed trained National Disaster Response Team (NDRT) members to support the affected branches.</p>		
Lessons Learned		
<p>Ensure trained volunteers are involved with Red Cross activities throughout the year and volunteers are appreciated for the good work they render. Furthermore, more volunteers coming from the communities need to be recruited.</p>		

International Disaster Response		
Indicators:	Target	Actual
IFRC support to launch a DREF to raise financial and human resources	Yes	Yes
# of types of coordination tools and mechanisms in use	NDRT / RDRT	2 NDRT 3 Cash 1 RDRT
Ratio of people reached by the IFRC disaster response operations to the people affected by these emergencies	Minimum 5%	5%
# of RDRT deployed	1 RDRT	1 RDRT
# of NDRT deployed	3	2 NDRT 3 Cash
% compliance with Principles and Rules for Humanitarian Assistance	100%	75%
# of coordination meetings with other stakeholders	10	Attended regular meetings physical or virtual
Movement coordination is in place	Yes	Yes

Movement coordination is in place	Yes	Yes
Narrative description of achievements		
<p>At the time of the disaster, IFRC country office had already approved Performa DREF. Hence following the disaster, IFRC supported the National Society to inbuilt the approved Performa DREF into the scenario by preparation of the DREF application of CHF 592,754.</p> <p>To assist branches, SLRCS mobilized two NDRT members to Batticaloa and Polonnaruwa branches. These members supported the branches in operation management, coordination and provided required technical knowledge. Furthermore, to assist the cash grant programme, three people from the SLRCS cash pool were deployed to all the three branches. To assist the operation, one Regional Disaster Response Team (RDRT) Logistics (Procurement) surge was deployed for a period of one month (6 February to 6 March).</p> <p>Procurement of locally sourced relief items is handled by the IFRC country office, with the technical support of RDRT and IFRC's Asia Pacific OLPSM. Tarpaulins, and kitchen sets were procured through the IFRC AP OLPSM department in Kuala Lumpur. The procurement process was conducted in line with the IFRC standard procurement procedures.</p> <p>IFRC and SLRCS attended regulate meetings for coordination at national and local/branch level, either physically or virtually. A very good coordination was maintained with government and all local and community stakeholders. Also, weekly programme meetings were conducted regularly at NHQ to discuss progress and challenges faced by the operation until the COVID 19 lockdown of the country and later based on the requirement.</p> <p>Coordination was maintained with the Asia Pacific Regional Office to get a timeframe extension, ensuring the undisturbed flow of agreed operations. However, the monitoring visits had to be either postponed or cancelled due to the ongoing pandemic. Therefore, minimum monitoring had to be carried out, respecting the COVID-19 safety measures. Appropriate mitigation actions were identified and carried out to address challenges if any, as best possible.</p>		
Challenges		
<p>The main challenge on the operational delay due to the current COVID-19 pandemic. Approximately 21 percent of the approved funding was returned to the DREF pot.</p>		
Lessons Learned		
<p>The importance of deploying the right technical people at the right time was identified. Deployment of NDRT members at cash distribution and specialized assistance for procurement under the operation was carried out to effectively cater the needs. In addition, it was realized that, according to the DREF procedure, the replenishment of stocks can be performed up to the level of distribution. Therefore, it is always advisable to make the procurement after careful analysis of distributed items.</p>		

Influence others as leading strategic partner		
Indicators	Target	Actual
IFRC and NS are visible, trusted and effective advocates on humanitarian issues	Yes	Yes
# of communications materials produced (social media, media articles, interviews, etc.)	7	5
# of rapid and detailed assessment teams deployed at branch level	7	13
Narrative description of achievements		
<p>From the onset of the disaster, SLRCS was fully engaged and activated its branches to carry out 24 hours and 72 hours rapid assessments and detailed assessments. SLRCS coordinated and liaised with the Disaster Management Centre and Meteorology Department to get updates about the disaster situation. BDRT members, youth and volunteers of the 13 affected branches participated and extended their support throughout the emergency.</p>		

Further, SLRCS immediately deployed their CTP and NDRTs to the affected areas enabling the successful, on-time implementation of the cash programme in the affected areas. The environment is dynamic; hence response was handled differently to address the different needs.

The SLRCS communications team ensured that Red Cross response efforts were effectively communicated amongst its key public audiences. Regular updates were posted on the social media, including Facebook and Twitter. The communications team generated high quality photos, video clips and news stories which were used across public and print media, and SLRCS and IFRC media platforms.

SLRCS and IFRC conducted a progress review meeting on 6 March 2020, with the participation of NHQ and branches. The progress, achievement and challenges were discussed and prepared the way forward.

Since the onset of the disaster, regular monitoring was conducted by staff at branches and NHQ. IFRC also carried out monitoring visits to ensure the quality of the activities implemented on the ground and to provide adequate technical support.

Challenges

During the initial stage of the operation, reaching areas affected by the floods to provide relief and also to conduct assessments, was difficult as access roads were blocked.

During the course of the operation, due to safety measures and restrictions imposed due to the COVID-19 pandemic, certain materials and videos could not reach the beneficiaries, as planned.

Lessons Learned

SLRCS' new mechanism of deploying NDRTs at the right time was a considerable improvement and it is identified as a very good strategy to implement at future disasters.

Utilization of KOBO data collection tool for data management was also identified as an effective tool used during the operation. The use of technology to complement humanitarian response should be considered and applied in future operations.

Effective, credible and accountable IFRC

Indicators	Target	Actual
Effective performance of staff supported by HR procedures	Yes	Yes
% of financial reporting respecting the IFRC procedures	1	1

Narrative description of achievements

The operation was ensured to adhere and follow standard IFRC procedures to ensure an effective, credible and accountable IFRC. SLRCS was responsible for the implementation of the operation, while IFRC provided the technical and monitoring support, as necessary. Following the strategies laid out in the plan of action, no additional NHQ staff was recruited for the operation.

Challenges

No major challenges were faced.

Lessons Learned

Conducting an audit for each emergency operation is something that could be considered including on-site verification activity, such as inspection or examination, of a process or quality system, to ensure compliance to requirements.

D. THE BUDGET

A DREF fund of CHF 592,672 was allocated to respond to the Sri Lanka Floods 2019. The operation utilized CHF 469,306 (79% utilization). The balance CHF 123,366 will be return to DREF pool.

Planned activities under the DREF operation were mostly completed, except for household items procurement. Following the DREF guidelines, only the items distributed to the affected people were replenished. Therefore, there were savings under this budget line. In addition, there were exchange gains and savings as utilization related to travel for Operation Coordinator, surge support and monitoring lines that did not take place due to COVID-19 travel restrictions.

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, and Fortive Corporation 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.

Full financial report is attached at the end of this report.

Contact information

Reference documents



Click here for:

- [DREF Operation](#)

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

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How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote social inclusion
and a culture of
non-violence and **peace**.

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/12-2020/10	Operation	MDRLK010
Budget Timeframe	2019/12-2020/6	Budget	APPROVED

Prepared on 18/Nov/2020

All figures are in Swiss Francs (CHF)

MDRLK010 - Sri Lanka - Floods

Operating Timeframe: 25 Dec 2019 to 30 Jun 2020

I. Summary

Opening Balance	0
Funds & Other Income	592,672
DREF Allocations	592,672
Expenditure	-469,306
Closing Balance	123,366

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter	11,487	3,037	8,449
AOF3 - Livelihoods and basic needs	448,213	381,027	67,186
AOF4 - Health	13,236	9,780	3,456
AOF5 - Water, sanitation and hygiene	50,359	33,423	16,937
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
Area of focus Total	523,295	427,268	96,028
SFI1 - Strengthen National Societies	41,367	35,802	5,565
SFI2 - Effective international disaster management	13,845	5,932	7,913
SFI3 - Influence others as leading strategic partners			0
SFI4 - Ensure a strong IFRC	14,165	304	13,861
Strategy for implementation Total	69,377	42,038	27,339
Grand Total	592,672	469,306	123,366

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/12-2020/10	Operation	MDRLK010
Budget Timeframe	2019/12-2020/6	Budget	APPROVED

Prepared on 18/Nov/2020

All figures are in Swiss Francs (CHF)

MDRLK010 - Sri Lanka - Floods

Operating Timeframe: 25 Dec 2019 to 30 Jun 2020

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	471,214	394,769	76,445
Shelter - Relief	10,786	70	10,715
Clothing & Textiles	17,714		17,714
Water, Sanitation & Hygiene	26,429	31,629	-5,201
Medical & First Aid	6,857	5,524	1,333
Teaching Materials	1,429	2,478	-1,049
Utensils & Tools	22,000	8,546	13,454
Other Supplies & Services	42,286	24,566	17,719
Cash Disbursement	343,714	321,956	21,759
Logistics, Transport & Storage	19,600	10,132	9,468
Storage	8,000		8,000
Distribution & Monitoring	3,429	4,027	-598
Transport & Vehicles Costs	8,171	4,963	3,209
Logistics Services		1,142	-1,142
Personnel	9,688	7,545	2,143
International Staff		902	-902
National Staff		76	-76
National Society Staff	6,514	6,567	-52
Volunteers	3,174		3,174
Workshops & Training	16,429	11,306	5,122
Workshops & Training	16,429	11,306	5,122
General Expenditure	39,569	16,910	22,658
Travel	30,143	8,260	21,883
Information & Public Relations	6,000	4,459	1,541
Office Costs	2,571	1,011	1,561
Communications	740	103	637
Financial Charges	114	3,077	-2,963
Indirect Costs	36,172	28,643	7,529
Programme & Services Support Recover	36,172	28,643	7,529
Grand Total	592,672	469,306	123,366