

# Operations update



International Federation  
of Red Cross and Red Crescent Societies

## Pakistan: Monsoon Flash Floods

Emergency appeal n° MDRPK006  
GLIDE n° [FL-2010-000141-PAK](#)  
One-year consolidated report  
30 August 2011

**Period covered by this operations update:** 2 August 2010 to 31 July 2011.

**Appeal target (current):** CHF 130,673,677 (USD 133.8 mil or EUR 97.9 mil);

**Appeal coverage:** To date, the appeal is 71 per cent covered in cash and kind; and 70.5 per cent covered including contributions currently in the pipeline. Funds are still needed to support the Pakistan Red Crescent Society in this operation to assist those affected by the floods. [<click here for updated donor response report; or here for contact details>](#)

### Appeal history:

- A [revised emergency appeal](#) was launched on 15 November 2010 for CHF 130,673,677 (USD 133.8 mil or EUR 97.9 mil) to assist 130,000 families (some 900,000 people) for 24 months.
- An [emergency appeal](#) was launched on 19 August 2010 for CHF 75,852,261 (USD 72.5 mil or EUR 56.3 mil) for 18 months to assist 130,000 flood-affected families (some 900,000 beneficiaries).
- A preliminary [emergency appeal](#) was launched on 2 August 2010 for CHF 17,008,050 (USD 16,333,000 or EUR 12,514,600) for 9 months to assist 175,000 beneficiaries.
- Disaster Relief Emergency Fund (DREF): CHF 250,000 (USD 239,406 or EUR 183,589) was allocated on 30 July 2010 to support the National Society's response to the emergency.

### Summary:

A year on from the worst floods in Pakistan's history, the highlight of the operation is the scale and reach of its relief distributions of food and non-food items. The last food parcel was distributed on 15 April 2011, bringing the final total of beneficiaries reached by the Pakistan Red Crescent Society (PRCS)/International Federation of Red Cross and Red Crescent Societies (IFRC) to over 1.6 million people.

In order to transition from relief into longer term recovery, detailed planning took place for an integrated recovery programme covering health, water and sanitation, shelter, and livelihoods. Following the identification of villages from assessments in the affected provinces in January 2011, and the finalisation of relief work in February to April, the main work of the operations has been to improve the design and targets of the programmes, reflecting overall objectives that aim to build back communities that are more resilient to disaster.



One year on, IFRC/PRCS relief and early recovery interventions have reached more than 1.6 million people. **Photo:** IFRC.

In parallel, an extensive human resource (HR) recruitment then took place as the National Society prepared to build up capacity, especially in areas where the National Society did not have existing technical resources such as livelihoods and shelter. Induction workshops held in May and June for these new staff and volunteers resulted in district-level detailed activity plans for the PRCS provincial branches of Khyber Pakhtunkhwa (KPK), Sindh and Punjab. By July, community mobilization exercises commenced, with the first village committees to be formed in Sindh by early August.

After one year of concerted efforts in relief and early recovery programming, PRCS/IFRC has reached at least 1,602,832 people (228,976 families) across five provinces most affected by the floods. This represents more than half of the Red Cross Red Crescent Movement's current reach of 3.03 million<sup>1</sup> people.

Sector	Achievements (families reached)
Relief food and non food including emergency shelter	228,976
Shelter (winterised transitional shelter during relief phase)	6,393
Shelter (recovery)	18
Health and care (relief) <sup>2</sup>	133,689
Health and care (recovery)	60,016
Water and sanitation (relief)	31,300
Water and sanitation (recovery)	1,835
Livelihoods (winter vegetable seeds during relief phase)	2,000
Livelihoods (recovery/provision of seeds and fertilizers)	31,214

This consolidated report details cumulative progress made during the first 12 months of the operation. For further details on the activities of this operation please refer to the revised emergency appeal which can be found [here](#). Where the percentage of target is over 100 per cent (for instance in relief, health and care, and water and sanitation sectors), preliminary targets from the Emergency Revised Appeal of 15 November 2010, have been exceeded.

The report also attempts to represent the bilateral activities of partner national societies to the extent to which such information has been made available. This can be found in [Annex 1](#).

To date, the following partner national societies and other donors have contributed multilaterally to this emergency appeal:

American Red Cross, Andorra Red Cross, Australian Red Cross/Australian government, Austrian Red Cross, Bangladesh Red Crescent, Belarus Red Cross, Belgium Red Cross (Flanders), Belgium Red Cross (French), Bosnia and Herzegovina Red Cross, British Red Cross/British government, Bulgarian Red Cross, Canadian Red Cross/Canadian government, Czech Red Cross, Danish Red Cross, The European Commission's Aid department (DG ECHO), Fiji Red Cross, Finnish Red Cross, French Red Cross, German Red Cross, Hong Kong branch of the Red Cross Society of China, Macau branch of the Red Cross Society of China, Icelandic Red Cross, Iranian Red Crescent, Irish Red Cross, Japanese Red Cross/Japanese government, Republic of Korea Red Cross, Luxembourg Red Cross, Mauritius Red Cross, Monaco Red Cross, Moroccan Red Crescent, Nepal Red Cross, Netherlands Red Cross/Netherlands government, New Zealand Red Cross/New Zealand government, Norwegian Red Cross/Norwegian government, Portuguese Red Cross, Singapore Red Cross, Slovenia Red Cross, Spanish Red Cross, Swedish Red Cross/Swedish government, Swiss Red Cross, Taiwan Red Cross, UAE Red Crescent, OPEC Fund for International Development, US Agency for International Development (USAID), the Italian government and private donors have made contributions to this appeal.

<sup>1</sup> Because of the integrated approach in programming, there are challenges in avoiding multiple counting for people who receive more than one sectoral assistance. Therefore, it is assumed that the minimum number of people reached by the overall operation is based on the imprint of the programme with the largest reach, in this case, relief.

<sup>2</sup> These are consultations done by health teams. Although each consultation is on an individual representative of a household, other services such as provision of medicines and health promotion is counted to have served a household.

On behalf of PRCS, IFRC would like to thank all partners for their generous response to this appeal.

## The situation

A year ago, Pakistan encountered the worst floods in recent memory, prompting a government and international humanitarian response that extended across the country's expanse, as it attempted to assist an estimated 20 million people affected by the floods.

the situation then

**20 million**

Estimated number of people affected by the floods in 2010. Photo: IFRC



With the authorities announcing an end to the relief phase by 31 January 2011, and flood waters receding in all but the worst-affected areas of Sindh, aid organizations turned their focus to early recovery interventions. Amid concerns of food security due to loss of stockpiles in the 2010 floods, escalating food prices and a worsening energy crisis, the government and external partners continue to prepare for a particularly active monsoon that has started since mid-July 2011.

High-profile security issues in Khyber Pakhtunkhwa (KPK) and Punjab served to further tighten the government's restrictions on visitors to the country, with visa control directly assumed by the ministry of foreign affairs. Meanwhile, heightened tensions and incidents of violence in conflict-affected areas of Baluchistan and KPK provinces reached levels not seen since 2009, underlining the precarious balance of order that allows humanitarian actors to continue working in Pakistan.

The government's National Disaster Management Authority (NDMA) maintains a figure of 1,985 deaths and 2,946 people injured by the floods<sup>3</sup>. It is estimated that more than 20 million people out of Pakistan's population of 170 million are affected by the floods<sup>4</sup>.

## Coordination and partnerships

### Movement coordination:

Early coordination involved meetings held with PRCS, IFRC, ICRC and partners already present in country – American Red Cross, Canadian Red Cross, Danish Red Cross, German Red Cross and Turkish Red Crescent. The Red Cross Red Crescent Movement partners agreed from the beginning to a basic coordination framework that placed PRCS as the lead actor in the overall Movement response to the floods. By September, PRCS, IFRC and ICRC formalized a Movement platform which sought to delineate the roles and areas of responsibility of the respective parties when carrying out operations in the field. All the parties also agreed to the joint statement on the Red Cross Red Crescent Movement response to the flood crisis.

Surge capacity in support of the National Society was provided from the IFRC Asia Pacific zone office in terms of operations coordination, communications, procurement, reporting, shelter, logistics, health, administration, water and sanitation, and recovery. Support in disaster management was also given by German Red Cross and American Red Cross. Additional support was provided by the South Asia regional office.

PRCS continues to host operation meetings at the national disaster management and logistics cell (DMLC). Progress on the operations as well as any constraints and issues are brought forward in these meetings.

IFRC Pakistan delegation maintains the coordination with PRCS, ICRC and other in-country partner national societies through monthly Movement coordination meetings. The latest meeting was hosted by ICRC on 7 July 2011, sharing general ongoing progress and upcoming plans were shared among the participants.

<sup>3</sup> These figures have not changed since November 2010.

<sup>4</sup> Source: NDMA situation report as of 24 October and Pakistan response as of 30 September.

**Coordination with authorities and agencies:**

A longstanding and strong relationship existed between PRCS and government bodies through the National Society's participation in the National Disaster Management Authority (NDMA), and its strong working relationship with provincial and local governments.

IFRC representatives have participated in the Inter-Agency Standing Committee (IASC) cluster meetings by the participation of flood operation's sector coordinators at Islamabad and provincial level, depending on availability. As of March 2011, the IASC cluster systems handed over the coordination to the Early Recovery Working Group and the sector coordinators continue to participate ensuring inter-agency coordination.

Top-level involvement from the IFRC Secretariat in Geneva was marked by visits by IFRC's secretary general and president in August and September. They each held discussions with Pakistan's president and top government officials on the floods and on furthering the issue of IFRC's legal status agreement in Pakistan.

In March, PRCS organized a lessons learnt meeting with IFRC, ICRC, all the in-country national societies and NDMA. The purpose of the workshop was to share general constraints faced by the Red Cross Red Crescent Movement during the flood operations, and discuss better ways of working together with NDMA. Then in May, PRCS organized a lessons learnt conference on mega disasters, attended by IFRC, ICRC, all the in-country national societies and governmental and external authorities on disaster management and other national and international non-governmental organisation representatives. The conference focused on five thematic working groups<sup>5</sup>, sharing unique perspectives, reflecting on past disasters, and mapping lessons learnt for future responses.

**National Society capacity:**

The early response by PRCS during the floods was one that showed notable improvements over the response to the major disasters of the 2005 earthquake and Cyclone Yemyin in 2007. The experience and capacity built over the past five years through PRCS's wide-reaching network of branches and trained volunteers mobilized within hours of the floods, setting up mobile health units and distributing relief during the initial floodings of late July.

In addition to thousands of volunteers, PRCS has 150 trained disaster response team members, 42 disaster management cells, more than 100 basic health units and facilities and 50 trained water and sanitation disaster response team (WSDRT) members. A major portion of these resources were mobilized in response to the floods, including 33 health teams, two water and sanitation disaster response teams, utilising emergency response unit equipment donated from previous operations. As the emergency response units (ERUs) completed their third month of deployments in December, PRCS assumed the operation of all these equipment, with technical support from IFRC.

IFRC with the support of its partner national societies recruited some vital positions to support PRCS in developing capacity under different sectors. These posts include a branch development delegate to support the PRCS in developing self sustained branches. Under a special project aimed to improve the logistic capacity, a logistic development delegate was hired to support the PRCS in developing a logistic system and strengthen logistic capacity of PRCS. Additionally, a humanitarian diplomacy delegate was also recruited to strengthen the team with advanced communication and strategic messaging, to advocate at higher levels on behalf of the most vulnerable. The delegate works closely with ICRC and partner national societies, disseminating messages from PRCS leadership and participating in relevant national forums.

One of the objectives of the IFRC-supported operation is to continue to reinforce PRCS capacities in terms of technical, financial and additional human resource support to face the increasingly demanding context in which it operates. Even as the National Society responds to the floods, it continues to restructure its operations to realign with its own long-term Strategy 2011-2015. The IFRC appeal reflects the Movement's commitment to help PRCS achieve this.

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<sup>5</sup> These were: "monsoon floods 2010", "IDP crisis 2008-2009", "cyclones 2007-1010", "October 2005 earthquake" and "unpredictable internal security environment".

## Red Cross and Red Crescent action

From its first involvement in rescue and evacuation in July, to the ongoing community mobilization for the village committees integral to the recovery programme, the National Society continues to lead the response in the affected areas through its active and far-reaching network of provincial and district branches as well as strategically located disaster management cells.

Within days of the operation, the IFRC country office received surge capacity in the form of personnel from the zone office to assist PRCS in the areas of logistics, shelter, communications and reporting. The arrival of IFRC disaster response tools from August to December 2010, including a field assessment and coordination team (FACT), six ERUs specializing in logistics, relief and basic health (in addition to ERU



### Red Cross Red Crescent Action

**10**

Total Emergency Response Unit (ERU) units and/or technical teams mobilized for the operation. **Photo:** IFRC

technical and financial support in water and sanitation), and two deployments of regional disaster response teams (RDRT), reinforced the capacities of PRCS in assessment and delivery of emergency and relief assistance, allowing the operation to meet many of its ambitious targets in the first five months of the operation.

With the final food distribution on 15 April 2011 concluding the relief operation, PRCS/IFRC focused its efforts on integrated recovery planning and implementation. Following the assessments of January 2011, which identified the key areas of integrated recovery, the various programmes continued to build on already established training materials and curriculum, built up capacities of staff and volunteers through trainings, and worked with the provincial PRCS branches in recruiting human resources that would be required for the next year or so in the integrated recovery programme.

In terms of implementation, livelihoods was the main focus of the operation in the period up to July 2011 as more than 30,000 families received seeds and fertilizers, as well as technical training. The health programme also continued activities through various basic and mobile health units operational in Baluchistan, AJK, KPK, Punjab and Sindh. Some activities also took place for water and sanitation in terms of hygiene promotion and training as KAP surveys set out the groundwork for hardware-related activities. In shelter, the pilot project continues to provide feedback and learning, while the cash programming mechanism awaits finalization.

A monitoring and evaluation exercise took place over a month's period in March 2011, examining operational aspects and beneficiary satisfaction on the entire IFRC/PRCS interventions in the relief phase. Being the first extensive PRCS field monitoring exercise of the floods operation, this exercise was an important experience for the staff and volunteers involved, which will feed into the design of monitoring mechanisms in the field for recovery. The monitoring report, endorsed by PRCS in June, gave evidence of a good level of satisfaction and appropriateness across the board, which highlighted several critical issues such as beneficiary selection and gender imbalance. These issues are being considered in the design of the recovery programme and the plans for regular monitoring of the recovery implementation.

Additionally, a real time evaluation (RTE) was undertaken to assess the ongoing IFRC response to the Pakistan floods to inform the continued response in Pakistan, as well as future global emergency relief operations. The observations, findings and recommendations of the 2010 Pakistan Floods RTE look at the operational performance and challenges faced by the IFRC response. Particular emphasis was placed on the overall management and assessing related internal processes and systems and how effective they were in delivering services. The specific objectives of the review were:

1. Management efficiency and effectiveness: to what extent have internal processes, systems, and mechanisms affected quality management and timely and cost-effective service delivery.
2. Coordination: to what extent the IFRC response was managed in a cohesive and effective manner, including communication, collaboration, and coordination among key stakeholders.

Following the preliminary report on the findings, a comprehensive management response was drawn up, to address the findings and the conclusions of the report. Progress has been made in the last six months addressing some of the issues identified and the learning fed into the recovery planning process. Also during this

reporting period, an evaluation of the relief phase was completed. As this report closes, staff are reviewing and responding to the findings and recommendations made by the evaluator.

The following national societies have supported PRCS with technical staff, RDRT and FACT members, ERUs and the transitional planning assistance team (TPAT): American Red Cross, Australian Red Cross, Austrian Red Cross, Belgian Red Cross, British Red Cross, Bangladesh Red Crescent, Canadian Red Cross, Danish Red Cross, Finnish Red Cross, French Red Cross, German Red Cross, Hong Kong branch of Red Cross Society of China, Japanese Red Cross, Indonesian Red Cross, Luxembourg Red Cross, Malaysian Red Crescent, Nepal Red Cross, Netherlands Red Cross, New Zealand Red Cross, Norwegian Red Cross, Peruvian Red Cross, Solomon Islands Red Cross, Spanish Red Cross, Sri Lanka Red Cross, and Swedish Red Cross.

### Progress towards outcomes

The relief phase of one of the largest operations undertaken by IFRC in recent times was largely a success, with many objectives across the sectors met. In particular, the targets for relief distributions were well exceeded, and the relief programme is recognized to be one of the major successes of the operation, with high satisfaction levels from the beneficiaries of the food distributions.

Similarly, the health and water and sanitation programmes were very well received by the beneficiaries, and met most of the programme targets, due partly to the specialized assistance from the emergency response units earlier in the operation. The handing over of equipment and responsibilities to the National Society have taken place without much difficulty, and the implementation of recovery interventions in these sectors will be very much owned and driven by PRCS.

The operation also achieved modest success in the shelter programme – the significant logistical achievement of delivering and distributing the winterized transitional shelter material in KPK was one of its many highlights. In livelihoods, the winter vegetable seed distribution in Sindh turned out to be one of the surprise successes, with many families reporting good germination rates and signs pointing to a good harvest. Though a new programme for PRCS, livelihoods continued to perform well after the end of relief with the distribution of seeds and fertilizers to more than 30,000 families.

Beneficiary communications was another new field for the National Society, with positive responses to its pilot television and radio programming, as well as the ongoing SMS project, showing a lot of promise for its continued involvement in reaching out and listening to beneficiaries during the recovery phase.

While the operation has pursued an integrated (multi-sectoral) approach to relief and early recovery programming, progress against indicators for sector-specific outcomes, outputs and activities are described below.

### Relief distributions (food and basic non-food items)

<b>Relief distributions (food)</b>			
<b>Outcome:</b> The basic food needs are met over nine months in KPK, Punjab, Sindh and Gilgit Baltistan to support 130,000 flood-affected families			
<b>Indicators</b>	<b>Target</b>	<b>Total to 2 Feb 2011</b>	<b>Achieved</b>
<b>Total number of families reached with food and NFI</b>	<b>180,000</b>	<b>191,265</b>	<b>228,976</b>
<b>Total number of families reached with food</b>	<b>180,000</b>	<b>127,804</b>	<b>176,266</b>
# of volunteers trained in assessment, distribution, monitoring and evaluation	500	150	150
% of targeted families consume at least 2,000 calories a day in a one-month period following distribution of food parcels.	80%	N/A	78%
# families provided with a set of essential relief items, in accordance with their identified needs and in line with IFRC standards.	75,000	85,675	85,675
% of families expressing satisfaction and have improved living conditions from use of NFIs	80%	N/A	51%

## Progress

A large component of the relief operations was focused on food distributions, that targeted 130,000 families under the revised emergency appeal. By the end of the first round of food distribution in the five provinces more than 90 per cent of the targeted case load was achieved. IFRC/PRCS targeted to access additional 50,000 families during the second round of food distribution in Sindh and Punjab because of the huge needs in these areas.

The PRCS relief cell, established at the national headquarters to collaborate with the respective PRCS branches, IFRC, ERUs (in Mardan, Multan, Sukkur and Larkana), ICRC and partner national societies in keeping systematic Movement-wide relief distribution records, closed down in May with the relief coordinator ending mission in the same month. Capacity building and training on data management for PRCS has enabled more standardized data and statistics on relief distributions.

relief

**258**

Days needed by IFRC/PRCS to distribute food and non-food items to 1.6 million people.

Photo: IFRC



## Lessons learnt

As relief distributions picked up in September, indirect distribution was proposed as an alternative to manage the security challenges. However, the field teams could find no advantage in efficiency to this method as compared to the obvious benefits offered by direct methods. All relief activities now continue to use direct distributions.

The relief operations have also provided an opportunity for PRCS capacity building in data management. A PRCS relief cell set up at the national headquarters is working in close collaboration with the respective PRCS branches, IFRC, ERUs (in Mardan, Multan, Sukkur and Larkana), ICRC and partner national societies to keep systematic Movement-wide relief distribution records. Capacity building and training on data management for PRCS in the past two months has enabled more standardized data and statistics on relief distributions.

The relief programme was seen as a success of the operation, far exceeding original targets with food aid that was very well received by beneficiaries. Earlier difficulties in distribution methods were overcome quickly by listening to beneficiary feedback. All of the NFI items arrived as in-kind donations (or were used from PRCS stock, to be replenished by in-kind donations) but the late arrivals of shipments in country will make stronger cases for more local procurement in future.

From the monitoring and evaluation exercise carried out in March 2011, 78 per cent of respondents surveyed agreed that the food distributions was enough for their family to eat for at least one month – based on the calculation that the food package was delivered to seven members of the beneficiary family equally over a period of 30 days, each family member should have received more than 2,200 calories per day. The respondents who felt it was not enough were from areas in KPK, where family members often exceed seven.

## Challenges

Security and logistics have always been a present challenge in the relief operation. However, logistical issues have improved with the strengthening of the floods operation with additional logisticians and logistics capacity. In anticipation of winter, recent distributions have moved into the northern limits of KPK and Gilgit Baltistan, and PRCS/IFRC has to traverse difficult mountainous terrains, slowing down the rate of delivery to affected villages.

The management of distribution data, from the archiving of planning statistics, to logistics tracking and distributions, continues to be a focus of the relief programme as it attempts to provide coherent and error-free data. In particular, data management continues to reconcile data from the early emergency stages of the operation.

## Shelter

Shelter			
Outcome: Improved conditions for 75,000 most vulnerable flood-affected families through provision of emergency shelter and restoration activities over 24 months in KPK, Punjab, Sindh and Gilgit Baltistan.			
Indicators	Target	Total to 2 Feb 2011	Achieved
# of families reached with emergency shelter items (tents, tarpaulins, shelter kits, etc) according to identified needs	75,000	80,948	85,675
# of families receiving winterised transitional shelter package (WTS) in KPK and GB	6,500	5,623	6,393
% of families remaining in their houses due to WTS assistance	80%	N/A	62%
% of families living in improved conditions through guided or improvised use of WTS materials	80%	N/A	62%
# of families receiving tent and 2 tarpaulins each	30,000	13,273 (tents)	13,273 (tents) <sup>6</sup>
		78,249 (tarpaulins)	78,249 (tarpaulins) <sup>7</sup>
% of targeted families erect tents correctly	80%	N/A	100%
# of families receiving shelter toolkits	45,000	37,498	37,498
% of targeted families who use toolkits to construct or repair temporary shelter as per guidelines	80%	N/A	51%

## Progress

Emergency shelter items have been reported under the relief sector as these items (tarpaulins, tents blankets, sleeping mats, kitchen sets and shelter tool kits) have been incorporated into the standard non-food item package. The target for this component has been reached, with 85,675 families receiving emergency shelter items. Of these, 13,273 families received tents and 78,249 families received tarpaulins.

Province	Tarpaulin	Blankets	Tent	Shelter tool kit
KPK	46,878	103,425	11,359	1,420
Punjab	40,354	82,708	1,464	7,366
Sindh	69,265	129,694	450	28,712
<b>Total</b>	<b>156,497</b>	<b>315,827</b>	<b>13,273</b>	<b>37,498</b>

Rather than distributing large quantities of tents, which would have resulted in the establishment of long-term camps, it was proposed to provide shelter materials such as tools and tarpaulins, and follow up with complementary distribution of materials once the beneficiaries would have returned home. The family tent (0.280 m<sup>3</sup> / 55 kg) is rather large and heavy for the beneficiaries to carry around along side the personal items they managed to salvage. The distribution of basic emergency shelter materials (0.06 m<sup>3</sup> / 20 kg) would ease the beneficiaries to travel back home.

As winter approached in late 2010, it became clear that material such as tents and tarpaulins typically given as part of emergency shelter relief would not provide adequate protection from the sub-zero temperatures that would blight families in high-altitude areas of KPK and Gilgit Baltistan. The shelter programme designed a package consisting of materials including corrugated galvanized iron (CGI) sheets, wooden/bamboo poles, tarpaulins, high thermal blankets, shelter tool kits and fixing materials. The winterized transitional shelter (WTS) component of the shelter programme concluded in April 2011, with 6,393 families or 44,751 individuals reached out of a total of 6,500 intended.

<sup>6</sup> 1 per family

<sup>7</sup> 2 per family

One of the biggest challenges faced in Pakistan during the period under review was that many of the flood affected people did not have any legal title to the land on which they had been living. These people were not only living on these lands but they were also cultivating the lands as well, being tenants and paying money to the landlord or providing in-kind services (a portion of the produce from the land). Thus, when the flood waters destroyed their homes and livelihoods in one go, these people became homeless, landless and jobless.



<b>shelter</b>
<b>75,000</b>
Estimated amount of a shelter cash grant per family, in Pakistani rupees.
<b>Photo: IFRC</b>

Concretely, the PRCS provincial branch, through the district branches in Shikapur and Kamba Shadakot districts, formed village committees which play a critical role in the beneficiary selection process as well as dispute resolution. It is this “community mechanism” that IFRC uses to advocate on behalf of the beneficiaries who do not have any legal standing. Hence, PRCS staff and volunteers together with the village committees have embarked on advocating to the landlords to sign a ‘tenancy agreement’ which is the best option available in the present context in Pakistan.

However, as land ownership in Sindh is a feudal system, PRCS/IFRC have to analyse the ground situation carefully and adopt an approach that would not upset the landlord-tenant relationship. Work on this continues with the Humanitarian Diplomacy delegate.

**Lessons learnt**

One of the findings from the monitoring and evaluation exercise in March was that only slightly more than half of the respondents found the shelter tool kits (part of the NFI package) to be useful in constructing or repairing temporary shelters as per guidelines – this intervention was judged by the evaluation to have not been fully appropriate, as many of the beneficiaries had homes that were completely, and not partially destroyed.

The majority of the beneficiaries who were questioned that received tents responded to have set them up, and field observations confirmed this, despite slight variations in the way they were set up. Only 62 per cent of WTS beneficiaries remained in their same location after receiving WTS assistance (while the others relocated due to the bad weather the conditions or vulnerable location of their damaged / destroyed house), citing improved living conditions during winter due to the WTS package. The remaining 38 per cent of the beneficiaries indicated to use the WTS package for the reconstruction of their house after the winter.

A review of the project took place in February 2011, and it was found that families utilized much of the materials provided in the winterized transitional shelter kit through improvisation based on individual needs.

This shelter component was covered in part by bilateral activities of the Australian Red Cross and German Red Cross with PRCS. The PRCS/IFRC operation in winterized transitional shelter proved to be a good example of Federation coordination and cooperation with these partners, as common materials and delivery services were shared to compensate for logistical delays.

**Challenges**

The target populations for the winterized transitional shelter component were scattered over highly inaccessible areas, requiring extremely accurate logistical planning to ensure the delivery of heavy and bulky material was in tandem with the arrival of beneficiaries, many of whom would travel for hours over inhospitable terrain.

**Health and Care**

Health and Care			
Outcome: The vulnerability of 130,000 flood- affected families to public health risks is reduced through the provision of curative and preventative health services over 24 months			
Indicators	Target	Total to 2 Feb 2011	Achieved

<b># of flood-affected people in PRCS catchment areas have access to basic preventive and curative health services, through consultations are made by health units in relief phase</b>	<b>910,000</b>	<b>741,300</b>	<b>935,823</b>
# of consultations conducted in recovery phase.	To be determined	N/A	60,016
% of consultations done appropriately.	80%	N/A	93%
% of people receiving health education, disease promotion, epidemic control sessions	60%	N/A	75%
# community volunteers receiving training and % having carried out epidemic control prevention activities by March 2011	100 volunteers 60%	108 Volunteers N/A	312 volunteers 60 %

### Progress

The mobile health teams of PRCS were deployed from the first days of the monsoon floods in the northern provinces, providing emergency health services to flood-affected and displaced people. At the peak of health activities in October, the National Society had deployed or mobilized a total of 33 health teams to the field.

**health**

71%

Percentage of consultations made for women and children.

Photo: IFRC



The cold months of December and January saw a slight increase of acute respiratory infections, while malaria and signs of malnutrition – particularly in populations who had been displaced for months – were on the rise in the worst-affected provinces of Punjab and Sindh. These observations prompted an increase of blankets and mosquito nets in the non-food distributions, while BP-5 compact food<sup>8</sup> distribution will form part of health interventions in the recovery phase.

By the beginning of March, as large majority of families have returned to their areas of origin, PRCS mobile health operations substantially scaled down: only three medical teams remained active in KPK and six in Sindh. These services will be form the long-term recovery programming in health until July 2012,

In March 2011, the health programme had formally begun recovery activities, with progress taking place within the integrated recovery approach as well as simultaneous work in provinces outside of the integrated approach (Gilgit Baltistan and Balochistan) in the areas of disease/epidemic prevention and control, maternal, newborn and child health, nutrition, and psychosocial support. Aimed at reaching 18 worst-flood districts, the health recovery programme began in earnest in February with trainings of more trainers and coaches on community-based health and first aid, and psychosocial support (in collaboration with Danish Red Cross). The target at the end of July 2012 is that 24 basic health units will be made operational for one year in districts where health facilities have been damaged by floods.

### Lessons Learnt

The monitoring and evaluation mission in March 2011 found a high level of satisfaction in the way medical consultations were completed, with more than 93 per cent of respondents saying that medical consultations were conducted appropriately. Of the beneficiaries under these results, efforts were made to provide health education, disease promotion and epidemic control sessions during the consultation visits made to PRCS health facilities with the intent that the beneficiaries would disseminate this information in their homes and communities. The evaluation found that 75 per cent of beneficiaries reported receiving such education during consultations, while male respondents in Larkana in Sindh and Kohistan in KPK (where communities are largely male-dominated) said they received the same during public gatherings.

### Challenges

While PRCS has increased its organizational capacity in the last year, having sufficient human resources at headquarters and branches for a response of this scope was a challenge, leading to delayed planning and

<sup>8</sup> A high calorie, vitamin fortified food item.

implementation of recovery activities. Even as July 2011 approached, key health staff in some provincial branches continue to be recruited. Nevertheless, two national staff members should be in place for the health programme at the country office, and this should translate into improved coordination and planning with the PRCS provincial network.

### Water, sanitation, and hygiene promotion

<b>Water, sanitation, and hygiene promotion</b>			
<b>Outcome:</b> Improved health status and reduced risk of water and sanitation related diseases for 80,000 families over 24 months, through access to safe water, appropriate sanitation and hygiene promotion.			
<b>Indicators</b>	<b>Target</b>	<b>Total to 2 Feb 2011</b>	<b>Achieved</b>
<b># of families provided with daily access to safe water</b>	<b>30,000</b>	<b>31,300</b>	<b>31,300</b>
# of families provided access to sanitation facilities	4,000	4,005	4,005
# of people reached with emergency hygiene promotion activities	15,000	12,884	12,994
# of water supply systems repaired/reconstructed	35	12	37
# of household latrines constructed	1,500	1,402	1,402
# of people benefitting from rehabilitated water points	4,000 people	N/A	4,050

### **Progress**

The National Society's expertise and experience in water and sanitation was evident by the successful operation of its nine water and sanitation teams (of which five were IFRC-supported and three received ERU technical assistance and support) in the most-affected provinces of Punjab and Sindh. At the peak of operations, these teams were able to reach an average daily production of 1,156,000 litres of safe water.

In Larkana and Thatta, Sindh – all the water treatment equipment have been cleaned, repacked, replenished and stored, with the support from the Spanish Red Cross and German Red Cross. WatSan equipments are ready for any future deployment in case of disaster. Further discussion is ongoing for completing same with the outstanding equipment.

The water and sanitation work continued during the transitional period from Jan to April while the recovery planning was on-going. In Punjab 18 trained volunteers in hygiene promotion carried out hygiene promotion sessions in 47 villages. They managed to deliver hygiene promotion information and soaps distribution to 15,915 beneficiaries.

The water and sanitation recovery activities commenced from April to June with the training of volunteers for a knowledge, attitudes and practices (KAP) survey in the target communities, measuring indicators of success and identifying needs which will input into the design of their own water and sanitation interventions. The surveys are being concluded in July 2011 and will provide in-depth views of the needs and baseline data for water, sanitation and hygiene interventions.

Hardware-related activities such as construction will follow once the results from the KAP surveys have been analyzed and hardware solutions for the community have been agreed, through the participatory hygiene and sanitation transformation (PHAST) process.



**water and sanitation**

## 20

Maximum number of people per latrine constructed by PRCS/IFRC water and sanitation teams.

Handwashing and personal hygiene campaigns involving children were among the most well-received activities by the community.

**Photo: IFRC**

Since 2 August, a total of 152 PRCS volunteers – 127 in Sindh, 15 in Punjab and 10 in KPK respectively have been involved in water and sanitation activities.

### Lessons learnt

During this period 48 trained PRCS water and sanitation disaster response team (WSDRT) members were utilized across the country to support the PRCS branches as volunteers. The performance of PRCS technical staff and volunteers in water and sanitation have demonstrated the effectiveness of training and capacity building, which includes the human resources at the national headquarters and branches, over the past two years. And they now have the technical knowledge and capacity on handling ERU equipments, and this resulted smooth complete handing over of water and sanitation equipment to PRCS.

One of the main lessons learnt derived during the workshop was the issue of National Society ownership: during the operation, equipment was centralized at the national headquarters, delaying deployment to the field. There was a strong recommendation to have the provincial branches take ownership of the equipment, and be responsible for maintenance and training. Another shortcoming was the unavailability of female volunteers in disaster zones, and it was recommended that data on female volunteers being trained and available during disaster be analysed to understand involvement trends.

### Challenges

Despite the early successes in water and sanitation, huge and growing needs remain unmet in many communities, not just for the Red Cross Red Crescent Movement, but for relief and governmental agencies working to assist flood-affected people. The huge demand by relief organizations in Pakistan for skilled personnel in water and sanitation made it difficult to recruit suitable staff for the programme with regards to long-term development interventions, but progress continues to be made with recruitment. The activities planned for the coming months will also rely heavily on volunteers, and in particular, trained women volunteers will be needed to ensure that hygiene needs are well-assessed and hygiene promotion is disseminated properly.

### Livelihoods

Livelihoods			
<b>Outcome:</b> 50,000 flood-affected families have restored their economic security within 24 months with livelihoods that are sufficiently sustainable and resilient to withstand future disasters			
Indicators	Target	Total to 2 Feb 2011	Achieved
# of families receiving seeds, fertilizer and farming tools (winter)	2,000	2,000	2,000
% of families planted in time for <i>khareef</i> season	80%	N/A	100%
# of families receiving seeds, fertilizer and farming tools (ongoing)	31,214	N/A	30,923
# of families provided with livelihoods cash grants	6,000	N/A	41

### Progress

The initial plans for a large-scale distribution of wheat seeds in late 2010 did not see implementation after uncertainties in securing available land for planting stretched into December and past the *Rabi* season. It was for this reason in part that the second round support of food rations for 50,000 families under the relief programme was planned (see relief section above). As flood-affected families continue to return to their homes, issues such as lost land titles and unclear post-floods demarcation of personal land will continue to affect planning of the livelihoods recovery. Nevertheless, the programme was able to begin its first activity in the same month, distributing winter vegetable seeds to 2,000 families in Larkana district, Sindh. This small component was a success, with 100 per cent of the families achieving germination rates in at least one of the four types of seeds they received, and obtaining good harvest by June 2011.

**livelihoods**

**100%**

Success rate in terms of germination of all four types of vegetable seeds provided to beneficiaries of the winter vegetable seed component.

**Photo: IFRC**



The main component of the livelihoods programme in the recovery phase is currently the provision of seeds and fertilizers with some farmer training. The current target for this component is 31,214 families, with 30,923 already reached with seed and fertilizer distribution. In addition, 41 families have already been identified for support for small income generating activities

through cash grants in the pilot project. The programme aims to eventually reach some 5,000 families with this activity. The post office was identified as the cash delivery mechanism due to its wide network and geographical reach across Pakistan and an MoU to formalise cash transfer procedures signed. A monitoring exercise was conducted 10 days after the first instalment was made in May and found that all 41 recipients had invested their money into income generation activities. The second cash instalment was delivered in June 2011 to all the beneficiaries in the pilot project.

**Challenges**

Limited human resources and counterparts at national headquarters and provincial levels continue to be the main challenge for a National Society that has just started out in this field. Nevertheless, continued technical advice from the zone office in Kuala Lumpur and the secretariat in Geneva is supporting the programme.

**Disaster preparedness and risk reduction**

<b>Disaster preparedness and risk reduction</b>		
<b>Outcome:</b> Reduce the number of deaths, injuries and socio economic impact from disasters by community based programming to identify and tackle disaster risks and builds their resilience.		
<b>Indicators</b>	<b>Target</b>	<b>Achieved</b>
<b>Output 1:</b> Flood affected communities in KPK, Punjab and Sindh provinces are prepared for and have reduced the disaster risks in relation to locally prevalent hazards.		
# of early warning systems established	39	N/A
# of villages with updated village disaster preparedness plans (VDPs)	39	N/A

**Progress**

The first activity under this programme was the undertaking of an integrated vulnerability and capacity assessment (VCA) exercise that concluded on 31 January 2011, resulting in the identification of areas for the integrated recovery approach.

Contingency planning exercises have been the focus of the work from April to June 2011, with PRCS's participation in the national level contingency planning through the NDMA being the precursor to the National Society's own contingency planning in June 2011.

In June, this programme took the lead in organizing an orientation



**DRR**

**31**

Days taken to complete the VCA exercise over six districts in three most-affected provinces across Pakistan for the integrated recovery programme.

**Photo: IFRC**

and induction workshop for the newly-recruited staff for the integrated recovery programmes in Punjab, Sindh and KPK provincial branches. The immediate output was the finalized plan of action and budgets for all three provinces by the end of July 2011.

The social mobilization and community organization, which will form the initial groundwork for establishing the village committees in selected villages for integrated recovery implementation, was initiated in July 2011, with the aim to establish the first village committees in KPK and Sindh in August 2011.

### **Organizational development (Capacity development and organizational strengthening)**

<b>Organizational development (Capacity development and organizational strengthening)</b>		
<b>Outcome:</b> Strengthened immediate and long term capacities of PRCS staff and volunteers at branch level to complete the emergency and recovery operational needs, as well as build sustainable capacities for the future.		
<b>Indicators</b>	<b>Target</b>	<b>Achieved</b>
<b>Outputs:</b> The coordinated mobilization of local volunteers has built short medium and long-term capacities: PRCS branches are effectively resourced and have developed capacity to support programme implementation: Improved PRCS systems and capacities at all levels;		
Improved characteristics of a well-functioning PRCS, including relevant and effective relief and recovery programmes, adequate resources, strong leadership, good governance, effective management, a sound legal base, and strong external partnerships	-	n/a
# of PRCS volunteers involved in the implementation of the operation	2,000	1,400
# of PRCS volunteers who have received refresher training across interventions	1,500	10

### **Progress**

Developing the capacity of PRCS volunteers and staff in a variety of organizational areas with the view of supporting floods operations has been a key focus of organizational development in the flood operations. In particular, the capacities of provincial and district branches, not only in existing operational areas such as logistics, disaster response, health and water and sanitation, but also in emerging disciplines as required by the ongoing floods operations such as shelter, livelihoods and beneficiary communications. This has been achieved through technical training and coaching staff and volunteers 'on the job'.

#### **Organizational development**

**1,400**

Volunteers mobilized for the operation, with tasks ranging from data entry to relief distribution.

**Photo: IFRC**



A branch development delegate was recruited, arriving in Pakistan on 1 April 2011. A plan and budget for branch development has been finalized, with some sections pending PRCS approval. In addition to targeted support for assessment, planning and selected needs-based interventions in the target districts and provinces of the recovery support, the plan contributes to components of PRCS two-year operational plan. It includes support for activities under PRCS departments for organizational development, human resource,

youth and volunteers, marketing and fundraising, communications, targeting districts in five provinces. Separate support plans exist for finance development and logistics development.

Through support to the PRCS 2011-2012 operational plan, volunteer accident insurance for 500 PRCS volunteers was approved in July (contracted in August). Support staff have been recruited for two districts through branch development support and the renovation of one (PRCS-owned) district office building is approved and awaiting funds transfer in Sindh.

A branch development component, including youth and volunteer presentation has been incorporated into the induction workshop for new staff in all three target provinces in June-July, delivered by the IFRC branch

development delegate, and PRCS national headquarters organizational development and youth and volunteer staff.

A draft framework for PRCS district branch development needs assessment and planning has been developed in consultation with provincial secretaries, national headquarters organizational development staff and other PRCS partners supporting branch development. An orientation workshop for provincial headquarters managers was run in Sindh, providing preliminary capacities mapping and needs assessment for branch development using the draft framework. This will be trialed at district level with assessment visits to two provinces scheduled for August. Needs assessment discussions have included mapping existing structures, roles and relationships at and between district to provincial level and organigrams for district and provincial level have been drafted for two provinces, for verification with provincial leadership.

Branch development orientation presentations have also been given in the Movement coordination meeting, and for the recovery team.

### **Challenges**

The branch development delegate recruitment originally targeted for January 2011 was delayed which consequently delayed the planning and implementation of branch development support.

Early plans to recruit district secretaries at the same time as service-delivery (eg. DM cell) staff proved unrealistic and plans were revised to prioritise launching of service-delivery activities first, with Secretaries and support staff to be recruited in a second step. This has then delayed more comprehensive branch development planning activities by at least a few months from the initial plan, though is likely to result in a more robust planning activity for district branch development in the long-term.

### **Restoring family links (RFL)<sup>9</sup>**

For relatives separated by floods, often displaced, PRCS with the support of ICRC set up an emergency national and international phone service to restore family links, benefiting 879 families. At least 6,200 individuals have received RFL services

### **Logistics**

#### **Progress**

Despite the continuing difficulties faced by logistics, the successful delivery and distribution of food and non-food items for the relief programme, and winterized transitional shelter material under the shelter programme, owe much their success to the logistical systems and procedures in the floods operations, as well as the capacities afforded by the logistics ERUs in the early months of the operation. Procurement continues to keep its maximum delivery period of eight weeks from the day of order.

The bulk of logistics activity has been focused on the delivery and distribution of the seeds and fertilisers package during the reporting period. Logistics assistance has also been vital to the finalization of the PRCS contingency planning, with updated information of warehousing, vehicle capacity, disaster preparedness stocks existing and in the pipeline.



<b>logistics</b>
<b>2,725</b>
Distance, in kilometres, between the northernmost area of operation (Gilgit) and southernmost area of operation (Thatta).
<b>Photo: IFRC</b>

<sup>9</sup> This service has completed.

The mobilization table for this operation was 100 per cent covered for all items. The international pipeline slowed down in late 2010 and by January 2011, the all non-food items were delivered, customs cleared, warehoused and in most cases distributed.

Air consignments received	49
Sea shipments received	70
Total 40-ft containers received by sea	130
Total 20-ft containers received by sea	8

### Challenges

Throughout the operation, the security situation in the flood-affected areas of Pakistan was volatile and unpredictable, with incidences of looting of relief goods during distributions being reported in the early weeks of the operation. When at threat, the operations were halted and renewed only when assessments deemed conditions to be safe.

### Lessons learnt

Inadequate use of forms to properly facilitate, streamline and monitor needs and distributions led to insufficient reporting in the very first days of relief. This, coupled with insufficient capacity, created weak data management that had not captured numbers in an efficient and standardized way. The relief cell established within the flood operation has also been beneficial to the logistics capacity building of the National Society, as efforts to improve data management were streamlined into logistical tracking.

### Beneficiary Communications and Accountability

#### Progress:

The pilot programme completed all 13 episodes of its radio programme and concluded its television programme by the first quarter of 2011. Both initiatives, led by the gender department of PRCS and run by women staff and volunteers, were very well received by the public and Movement partners.



**beneficiary communications**

**25 million**

Total number of subscribers of the mobile telecommunication company that will host the proposed beneficiary communications SMS system. **Photo: IFRC**

The human resources structure has been agreed nationally and provincially, and staff have been employed on short-term IFRC contracts. In line with a 12-month plan approved by PRCS, an internship programme<sup>10</sup> was held in April for two weeks with the aim of expanding and scaling up in Sindh (for 5 interns) and Punjab (for 4 interns), where recovery programming is commencing. The objective of the two-week period was to build capacity

and a new team that would deliver programming in radio production and reporting to allow for the production of programming into local languages to reach flood affectees. Partnerships and agreements have been established with national radio to streamline the process of broadcasting radio into flood affected communities.

The proposed SMS system for communicating to beneficiaries continues to be delayed but the agreement with telecommunications providers and Pakistan Telecommunications Authority (PTA) is well underway and should be installed by late 2011. Standard operating procedures to embed this into PRCS and provide a detailed system of case management are under development. A short code has been issued to the PRCS/IFRC to allow SMS

<sup>10</sup> Under PRCS youth and volunteering policies, a volunteer is not allowed to be active in any programme for more than three months. Any engagement longer than three months will require the volunteer to sign up under an internship programme.

broadcasting across flood affected districts. This resource will exist permanently and will be useful in future responses to provide essential messages, early warning and two communication with beneficiaries.

A print team made up of staff and volunteers have been recruited and have begun to collect in hard and soft copies print materials for both internal and external stakeholders. Their work is mainly for the production of information, education and communication (IEC) materials such as brochures and posters for the programmes. The drafting of communications materials has commenced for cash, water and sanitation, health, livelihoods and shelter in collaboration with IFRC and PRCS. This is the first time PRCS is working on an initiative of this endeavour, in quite a complex operating environment, with numerous dialects, cultures and levels of literacy and access issues that need to be considered. Starting a new initiative during a major response with multiple priorities is always challenging. However, the progress made with this program has been an important step that will serve to not only save lives but empower beneficiaries and allow us to better serve beneficiary needs.

### **Communications – advocacy and public information**

Early communications efforts focused on promoting the response to the floods by PRCS/IFRC and its Red Cross Red Crescent partners. This resulted in strong media interest and coverage during the initial weeks of the operation, although interest waned towards the end of the year. The six-month anniversary of the floods (onset, not IFRC/PRCS operation) in January generated relatively high media interest. Many major international and media outlets expressed interest in covering flood related events in the country, focusing on the fact that millions of people were still in need of shelter.

More work for an advocacy report, focusing on the first six months of the floods, was completed in December 2010 and January 2011. This report is expected to be published on the first anniversary of the floods.

The first anniversary of the floods was marked in country by a photo exhibition, co-hosted by IFRC and PRCS, also including photographs from ICRC. PRCS held a candlelight vigil in the same week, attended by hundreds of staff and volunteers in Islamabad.

The IFRC communications team remains actively involved in ensuring the floods, their impact and the current needs of the affected population remain in the consciousness of the world at large. To that end, photos and new web stories are regularly being posted on the IFRC website. All audio-visual and communication materials are available at <http://www.ifrc.org/where/country/cn6.asp?countryid=131>

## 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 \(NGOs\) in Disaster Relief](#) and the [Humanitarian Charter and Minimum Standards in Disaster 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:

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.

## Contact information

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Selected Parameters	
Reporting Timeframe	2010/7-2011/7
Budget Timeframe	2010/7-2012/8
Appeal	MDRPK006
Budget	APPEAL

All figures are in Swiss Francs (CHF)

**I. Consolidated Funding**

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
<b>A. Budget</b>	<b>97,702,084</b>	<b>22,886,773</b>	<b>420,675</b>		<b>8,759,146</b>	<b>129,768,678</b>
<b>B. Opening Balance</b>	<b>0</b>	<b>0</b>	<b>0</b>		<b>0</b>	<b>0</b>

**Income****Cash contributions**

American Red Cross	4,163,494					4,163,494
Andorran Red Cross	12,579					12,579
Argentina - Private Donors	124					124
Australian Red Cross	493,647	461,775			6,784	962,206
Australian Red Cross (from Australian Government)	2,862,603	273,420				3,136,023
Austrian Red Cross	1,401,045	29,549				1,430,595
Austrian Red Cross (from Austrian Government)		489,414				489,414
Austrian Red Cross (from Austria - Private Donors)		392,583				392,583
Bahamas Red Cross	899					899
Bangladesh Red Crescent	985					985
Belarusian Red Cross	2,017					2,017
Belgian Red Cross (Flanders)	22,775					22,775
Belgian Red Cross (French speaking community)	39,688					39,688
Belgium - Private Donors					563	563
Bosnia and Herzegovina Red Cross					66,985	66,985
British Red Cross	1,936,938		57,800		92,743	2,087,481
British Red Cross (from British Government)					449,573	449,573
British Red Cross (from DFID - British Government)	2,152,762				388,916	2,541,678
Bulgarian Red Cross	14,639					14,639
Canadian Red Cross	2,286,601				47,318	2,333,919
Canadian Red Cross (from Canadian Government)	4,294,024	180,851			72,340	4,547,215
China Red Cross, Hong Kong branch	11,353					11,353
China Red Cross, Macau branch	15,000					15,000
Consolidated Contractors Co. (CCC)	102,743					102,743
Credit Suisse Foundation	950,749	365,673			146,269	1,462,691
Czech Red Cross					45,903	45,903
Danish Red Cross	6,581					6,581
Danish Red Cross (from Danish Government)	833,632	1,144,474			224,314	2,202,420
Egypt - Private Donors					1,474	1,474
European Commission - DG ECHO	12,729,957					12,729,957
Fiji Red Cross					1,028	1,028
Fiji Red Cross (from Fiji Private Donors)					2,598	2,598
Finnish Red Cross	586,140					586,140
France - Private Donors					500	500
French Red Cross	405,598	6,702				412,300
Garden International School	19,801					19,801
Germany - Private Donors					2,659	2,659
Germany Red Cross	328,984					328,984
GlaxoSmithKline	23,145					23,145
Great Britain - Private Donors					1,615	1,615
Halai Sakina					10,544	10,544
Icelandic Red Cross		70,000				70,000
Icelandic Red Cross (from Icelandic Government)		35,000				35,000
Icelandic Red Cross (from icelandic RC)		15,000				15,000

**International Federation of Red Cross and Red Crescent Societies**

**MDRPK006 - Pakistan - Monsoon Floods**

Appeal Launch Date: 02 aug 10

Appeal Timeframe: 30 jul 10 to 02 aug 12

**Interim Report**

Selected Parameters	
Reporting Timeframe	2010/7-2011/7
Budget Timeframe	2010/7-2012/8
Appeal	MDRPK006
Budget	APPEAL

All figures are in Swiss Francs (CHF)

<i>IFRC at the UN Inc (from Aecom Employees)</i>		460		460
<i>IFRC at the UN Inc (from Alcatel-Lucent Foundation)</i>		7,223		7,223
<i>IFRC at the UN Inc (from BP Foundation)</i>	948,579			948,579
<i>IFRC at the UN Inc (from EMC Corporation)</i>		92,928		92,928
<i>IFRC at the UN Inc (from Islamic Heritage)</i>		5,576		5,576
<i>IFRC at the UN Inc (from Kraft Foods Foundation)</i>	142,287			142,287
<i>IFRC at the UN Inc (from Latham &amp; Watkins LLP)</i>		13,939		13,939
<i>IFRC at the UN Inc (from Marsh &amp; McLennan Companies, Inc.)</i>		23,232		23,232
<i>IFRC at the UN Inc (from Mellon Bank)</i>		176,762		176,762
<i>IFRC at the UN Inc (from Old World Industries Inc.)</i>	23,714			23,714
<i>IFRC at the UN Inc (from Oracle Corporation)</i>		181,172		181,172
<i>IFRC at the UN Inc (from Riaz H. Waraich Charitable Foundation)</i>	23,714			23,714
<i>IFRC at the UN Inc (from ThermoFisher Scientific)</i>		1,848		1,848
<i>IFRC at the UN Inc (from United States - Private Donors)</i>	1,873	957		2,831
<i>Indonesia - Private Donors</i>	5,195		674	5,869
<i>Iranian Red Crescent</i>	26,243		20,872	47,116
<i>Ireland - Private Donors</i>			7,387	7,387
<i>Irish Red Cross</i>	329,618	174,933		504,551
<i>Italian Government Bilateral Emergency Fund</i>	548,848			548,848
<i>Italy - Private Donors</i>			4,620	4,620
<i>Japanese Government</i>		376,143		376,143
<i>Japanese Red Cross</i>	811,258			811,258
<i>Lebara Foundation</i>	124,117			124,117
<i>Lithuanian Red Cross</i>			500	500
<i>Luxembourg - Private Donors</i>			507	507
<i>Luxembourg Red Cross</i>	3,666			3,666
<i>Malta Red Cross</i>	13,246			13,246
<i>Mauritius Red Cross</i>	3,734			3,734
<i>Microsoft</i>	26,932			26,932
<i>Monaco Red Cross</i>	71,522			71,522
<i>Moroccan Red Crescent</i>	23,638			23,638
<i>Nepal Red Cross</i>			2,000	2,000
<i>Netherlands - Private Donors</i>			325	325
<i>Netherlands Red Cross</i>	434,784			434,784
<i>Netherlands Red Cross (from Netherlands Government)</i>	1,613,706			1,613,706
<i>New Zealand Red Cross</i>	52,080		286,200	338,280
<i>New Zealand Red Cross (from New Zealand Government)</i>		366,750		366,750
<i>Norwegian Red Cross</i>	6,619			6,619
<i>Norwegian Red Cross (from Norwegian Government)</i>	2,703,779	763,316	627,175	4,094,270
<i>Oman - Private Donors</i>			3,933	3,933
<i>On Line donations</i>			218,525	218,525
<i>OPEC Fund For International Development</i>	517,331			517,331
<i>Other</i>	104			104
<i>Pakistan Private Donors</i>			25,080	25,080
<i>Portuguese Red Cross</i>	32,921			32,921
<i>Qatar Private Donors</i>	328			328
<i>Republic of Korea Red Cross</i>	67,507			67,507
<i>Republic of Korea Red Cross (from Republic of Korea - Private Donors)</i>	3,307		1,204	4,511

International Federation of Red Cross and Red Crescent Societies

MDRPK006 - Pakistan - Monsoon Floods

Appeal Launch Date: 02 aug 10

Appeal Timeframe: 30 jul 10 to 02 aug 12

Interim Report

Selected Parameters	
Reporting Timeframe	2010/7-2011/7
Budget Timeframe	2010/7-2012/8
Appeal	MDRPK006
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Saudi Arabia - Private Donors	10,392				10,392
Singapore Red Cross	327,198				327,198
Slovenian Red Cross	5,592				5,592
South Africa - Private Donors				1,414	1,414
Spanish Red Cross	113,964				113,964
Swedish - Private Donors				3,444	3,444
Swedish Red Cross	2,778,592			52,076	2,830,668
Swedish Red Cross (from Swedish Government)	3,993,352				3,993,352
Swiss Red Cross	3,559				3,559
Switzerland - Private Donors	1,000			2,907	3,907
Taiwan Red Cross Organisation	82,388	200,683			283,072
Thomson Reuters				2,625	2,625
United Arab Emirates - Private Donors				7,775	7,775
United Arab Emirates Red Crescent	17,719				17,719
United States Government - USAID	3,567,836	466,279			4,034,115
United States - Private Donors				6,074	6,074
VERF/WHO Voluntary Emergency Relief	7,700				7,700
WIPO /OMPI staff				6,050	6,050
Wi-Tribe Limited				20,224	20,224
Yemen Private donors				986	986
Z Zurich Foundation	62,000				62,000
<b>C1. Cash contributions</b>	<b>55,230,446</b>	<b>6,316,641</b>	<b>344,000</b>	<b>2,578,505</b>	<b>64,469,592</b>

**Inkind Goods & Transport**

American Red Cross	869,260				869,260
Australian Red Cross	443,968				443,968
Austrian Red Cross	1,605,953				1,605,953
Belgian Red Cross (Flanders)	367,550				367,550
British Red Cross	3,015,948				3,015,948
Canadian Red Cross	3,459,641				3,459,641
China Red Cross, Hong Kong branch	185,708				185,708
Danish Red Cross	102,127				102,127
Finnish Red Cross	1,168,136				1,168,136
French Red Cross	125,411				125,411
Germany Red Cross	630,988				630,988
Iranian Red Crescent	596,692				596,692
Japanese Red Cross	397,578				397,578
Luxembourg Red Cross	56,890				56,890
Netherlands Red Cross	7,122,260				7,122,260
New Zealand Red Cross	71,993				71,993
Norwegian Red Cross	106,157				106,157
Republic of Korea Red Cross	133,818				133,818
Singapore Red Cross	112,767				112,767
Spanish Red Cross	594,282				594,282
Swedish Red Cross	444,678				444,678
Swiss Red Cross	55,226				55,226
<b>C2. Inkind Goods &amp; Transport</b>	<b>21,667,033</b>				<b>21,667,033</b>

**Inkind Personnel**

Australian Red Cross	15,470			51,590	67,060
Canadian Red Cross				78,900	78,900
Danish Red Cross	45,500			109,473	154,973
Finnish Red Cross	127,850			23,077	150,927
Icelandic Red Cross				47,190	47,190
New Zealand Red Cross			31,570		31,570
Other	3,007			54,903	57,910
Swedish Red Cross				60,110	60,110

International Federation of Red Cross and Red Crescent Societies

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Appeal Timeframe: 30 jul 10 to 02 aug 12

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Budget Timeframe	2010/7-2012/8
Appeal	MDRPK006
Budget	APPEAL

All figures are in Swiss Francs (CHF)

<b>C3. Inkind Personnel</b>	<b>191,827</b>	<b>31,570</b>	<b>425,243</b>	<b>648,640</b>
<b>Other Income</b>				
Fundraising Fees	-58,278	-18,284	-8,325	-84,887
IFRC at the UN Inc allocations	169,196			169,196
Services Fees			4,335	4,335
<b>C4. Other Income</b>	<b>110,917</b>	<b>-18,284</b>	<b>-3,990</b>	<b>88,644</b>
<b>C. Total Income = SUM(C1..C4)</b>	<b>77,200,222</b>	<b>6,298,356</b>	<b>375,570</b>	<b>2,999,759</b>
<b>D. Total Funding = B + C</b>	<b>77,200,222</b>	<b>6,298,356</b>	<b>375,570</b>	<b>2,999,759</b>
<b>Appeal Coverage</b>	<b>79%</b>	<b>28%</b>	<b>89%</b>	<b>34%</b>

II. Movement of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
<b>B. Opening Balance</b>	0	0	0		0	<b>0</b>
<b>C. Income</b>	77,200,222	6,298,356	375,570		2,999,759	<b>86,873,907</b>
<b>E. Expenditure</b>	-56,188,166	-2,123,160	-66,106		-2,992,748	<b>-61,370,179</b>
<b>F. Closing Balance = (B + C + E)</b>	21,012,056	4,175,197	309,464		7,011	<b>25,503,728</b>

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Budget Timeframe	2010/7-2012/8
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### III. Consolidated Expenditure vs. Budget

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
A		B					A - B	
<b>BUDGET (C)</b>		<b>97,702,084</b>	<b>22,886,773</b>	<b>420,675</b>		<b>8,759,146</b>	<b>129,768,678</b>	
<b>Relief items, Construction, Supplies</b>								
Shelter - Relief	42,074,233	10,737,104					10,737,104	31,337,129
Shelter - Transitional		734,405					734,405	-734,405
Construction - Facilities	1,800,000							1,800,000
Clothing & textiles	3,900,000	3,197,556	258,145				3,455,701	444,299
Food	14,779,578	19,176,292	331,982				19,508,274	-4,728,696
Seeds & Plants	5,238,000	2,252,808					2,252,808	2,985,192
Water, Sanitation & Hygiene	7,326,300	1,741,406	266,768		628		2,008,803	5,317,497
Medical & First Aid	2,537,500	706,285	2,380				708,664	1,828,836
Teaching Materials	238,000		10,239				10,239	227,762
Utensils & Tools	2,637,992	2,374,579					2,374,579	263,413
Other Supplies & Services	6,004,705	6,390					6,390	5,998,315
Cash disbursement		19,961					19,961	-19,961
<b>Total Relief items, Construction, Supplies</b>	<b>86,536,308</b>	<b>40,946,785</b>	<b>869,513</b>			<b>628</b>	<b>41,816,927</b>	<b>44,719,381</b>
<b>Land, vehicles &amp; equipment</b>								
Computers & Telecom	302,900	73,486	33,301			134,206	240,993	61,907
Office & Household Equipment	160,500	13,811				74,864	88,675	71,825
Medical Equipment	233,000							233,000
Others Machinery & Equipment		20,524					20,524	-20,524
<b>Total Land, vehicles &amp; equipment</b>	<b>696,400</b>	<b>107,821</b>	<b>33,301</b>			<b>209,070</b>	<b>350,193</b>	<b>346,207</b>
<b>Logistics, Transport &amp; Storage</b>								
Storage	4,816,297	771,777	2,756			5,200	779,732	4,036,565
Distribution & Monitoring	5,377,500	4,646,167	30,600			9,833	4,686,600	690,900
Transport & Vehicle Costs	1,452,420	1,054,312	224,733			118,523	1,397,568	54,852
Logistics Services	20,000	231,094	25,181				256,275	-236,275
<b>Total Logistics, Transport &amp; Storage</b>	<b>11,666,217</b>	<b>6,703,351</b>	<b>283,269</b>			<b>133,556</b>	<b>7,120,176</b>	<b>4,546,041</b>
<b>Personnel</b>								
International Staff	7,918,366	1,097,088	262,142	39,735		1,441,226	2,840,191	5,078,175
National Staff	1,140,000	403,766	39,390	6,768		139,057	588,982	551,018
National Society Staff	2,808,783	629,615	51,004	55		33,538	714,212	2,094,571
Volunteers		58,706	24,245	1,139		11,670	95,760	-95,760
<b>Total Personnel</b>	<b>11,867,149</b>	<b>2,189,175</b>	<b>376,782</b>	<b>47,697</b>		<b>1,625,492</b>	<b>4,239,145</b>	<b>7,628,004</b>
<b>Consultants &amp; Professional Fees</b>								
Consultants	666,800	48,844	1,023			164,984	214,852	451,948
Professional Fees	582,000	35,825	1,077	237		116,456	153,595	428,405
<b>Total Consultants &amp; Professional Fees</b>	<b>1,248,800</b>	<b>84,669</b>	<b>2,101</b>	<b>237</b>		<b>281,439</b>	<b>368,446</b>	<b>880,354</b>
<b>Workshops &amp; Training</b>								
Workshops & Training	3,182,690	59,920	41,771			47,877	149,568	3,033,122
<b>Total Workshops &amp; Training</b>	<b>3,182,690</b>	<b>59,920</b>	<b>41,771</b>			<b>47,877</b>	<b>149,568</b>	<b>3,033,122</b>
<b>General Expenditure</b>								
Travel	1,501,889	133,267	33,446	3,134		162,072	331,918	1,169,971
Information & Public Relation	1,189,550	28,797	13,970			79,921	122,688	1,066,862
Office Costs	1,304,350	84,316	35,907	313		183,247	303,782	1,000,568
Communications	565,394	18,389	4,658	313		46,763	70,123	495,271
Financial Charges	297,900	355,753	2,920	0		-47,873	310,800	-12,900
Other General Expenses	122,300	8,703	607	96		12,885	22,292	100,008
Shared Support Services		854				575	1,429	-1,429
<b>Total General Expenditure</b>	<b>4,981,383</b>	<b>630,078</b>	<b>91,508</b>	<b>3,857</b>		<b>437,589</b>	<b>1,163,033</b>	<b>3,818,351</b>
<b>Depreciation</b>								

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### III. Consolidated Expenditure vs. Budget

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
A							B	A - B
<b>BUDGET (C)</b>		<b>97,702,084</b>	<b>22,886,773</b>	<b>420,675</b>		<b>8,759,146</b>	<b>129,768,678</b>	
Depreciation	34,600							34,600
<b>Total Depreciation</b>	<b>34,600</b>							<b>34,600</b>
<b>Contributions &amp; Transfers</b>								
Cash Transfers National Societies	1,634,976	1,634,977					1,634,977	-1
<b>Total Contributions &amp; Transfers</b>	<b>1,634,976</b>	<b>1,634,977</b>					<b>1,634,977</b>	<b>-1</b>
<b>Operational Provisions</b>								
Operational Provisions		381,147	280,090	12,157		85,337	758,731	-758,731
<b>Total Operational Provisions</b>		<b>381,147</b>	<b>280,090</b>	<b>12,157</b>		<b>85,337</b>	<b>758,731</b>	<b>-758,731</b>
<b>Indirect Costs</b>								
Programme & Service Support	7,920,154	3,226,131	128,592	2,105		155,723	3,512,551	4,407,603
<b>Total Indirect Costs</b>	<b>7,920,154</b>	<b>3,226,131</b>	<b>128,592</b>	<b>2,105</b>		<b>155,723</b>	<b>3,512,551</b>	<b>4,407,603</b>
<b>Pledge Specific Costs</b>								
Earmarking Fee		211,853	13,601	54		15,027	240,534	-240,534
Reporting Fees		12,259	2,633			1,009	15,900	-15,900
<b>Total Pledge Specific Costs</b>		<b>224,112</b>	<b>16,233</b>	<b>54</b>		<b>16,036</b>	<b>256,434</b>	<b>-256,434</b>
<b>TOTAL EXPENDITURE (D)</b>	<b>129,768,678</b>	<b>56,188,166</b>	<b>2,123,160</b>	<b>66,106</b>		<b>2,992,748</b>	<b>61,370,179</b>	<b>68,398,499</b>
<b>VARIANCE (C - D)</b>		<b>41,513,918</b>	<b>20,763,614</b>	<b>354,569</b>		<b>5,766,398</b>	<b>68,398,499</b>	

## Annex 1

<b>Austrian Red Cross</b>		
<b>Services</b>	<b>Quantity</b>	<b>No of Families reached</b>
<b>Food items distributed(standard pack)</b>	150	150
<b>Non food items</b>	N/A	60,000 <sup>1</sup>
<b>Health</b>		
<b>First aid kits</b>	150 1500	150 <sup>2</sup> 1500 <sup>3</sup>
<b>Watsan Public model latrines, Well rehabilitation in KPK, Sindh and Punjab</b>	25	350
<b>Shelter</b>	camp	5000
<b>Livelihood</b>	Kitchen garden kits	350

<b>Canadian Red Cross</b>		
<b>Services</b>	<b>Quantity</b>	<b>No of Families reached</b>
<b>Food items distributed(standard pack)</b>	3,249	3,249
<b>Non food items</b>	1,500	1,500
<b>Health</b>		
<b>Mobile health units</b>	4	40,556 <sup>4</sup>
<b>Health awareness sessions</b>	3,785	26,463

<b>Danish Red Cross</b>		
<b>Services</b>	<b>Quantity</b>	<b>No of Families reached</b>
<b>Food Items (Standard Pack)</b>	28,395	19,395
<b>Non food items</b>	767	767
<b>Health<sup>5</sup></b>		57,280
<b>Watsan</b>		22,438
<b>Livelihood (rice seed)</b>	5,000	5,000

<b>German Red Cross</b>		
<b>Services</b>	<b>Quantity</b>	<b>No of Families reached</b>
<b>Food Items (Standard Pack)</b>	24500	171500
<b>Non food items</b>	24500	171500
<b>Health</b>	3 MHUs	10000
<b>Watsan<sup>6</sup></b>		175500
<b>Winterized Transitional Shelter (with Australian Red Cross)</b>	3,500	3,500
<b>Shelter</b>	300	2100

<sup>1</sup> Austrian Red Cross distributed jerry cans, kitchen sets, hygiene kits, mosquito nets and blankets

<sup>2</sup> Austrian Red Cross distributed 150 first aid kits along with provision of first aid training

<sup>3</sup> Refers to number of people reached

<sup>4</sup> Refers to number of consultations

<sup>5</sup> Provision of PSP, health education and consultations

<sup>6</sup> The services included provision of safe drinking water, hygiene promotion, hand pumps, latrines, water filters

Livelihood (rice seed)	3063	21441
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<b>Swiss Red Cross</b>		
Services	Quantity	No of Families reached
Food items distributed(standard pack)	37,500	37,500

<b>Turkish Red Crescent</b>		
Services	Quantity	No of Families reached
Food items distributed(standard pack)		191,648
Non food items		24,303
WATSAN Water treatment plants	4	4,000 people per day
Shelter	2,725	2,725
PSP		1,430 <sup>7</sup>
Non food items	650	650
Health	1 MHU	12,900
Shelter	700	700

<b>UAE Red Crescent</b>		
Services	Quantity	No of Families reached
Food items distributed (Rice)	200 tons	
Non food items	700 tons <sup>8</sup>	60,000 <sup>9</sup>
Cash disbursement	4 million UAED	9,200 <sup>10</sup>
Shelter (Children village)	615,000 UAED	
Two rescue helicopters are on standby in Sindh for flood affected people		

<sup>7</sup> Refers to individuals reached

<sup>8</sup> This included medicines, blankets and tents

<sup>9</sup> Austrian Red Cross distributed jerry cans, kitchen sets, hygiene kits, mosquito nets and blankets

<sup>10</sup> Provision of 10,000 PKR to each family

## Annex 2

### The PRCS/IFRC Shelter Pilot Project in Thatta, Sindh

As part of the integrated recovery programme, IFRC/PRCS intended to support some 11,500 families in the construction of core permanent shelters through the provision of conditional cash grants and technical trainings.

A pilot project was envisioned in early 2011 with the purpose to identify key challenges and lessons for the eventual roll-out of the recovery shelter programme by October 2011. The selection of the pilot villages was based on three simple criteria: the beneficiary families had to be flood-affected, located in a rural area, and had to be logistically accessible from Thatta town, about 140 km away from Karachi. 12 beneficiaries from village Haji Suleman Khashkeli and 6 beneficiaries from village Sona Khan Jamari were selected in February.

An initial survey in both villages observed that all of the houses were timber-framed mud plastered *katcha* houses. After initial testing of market prices and suitability of houses, PRCS/IFRC decided to build the pilot houses using masonry, rather than *katcha*. It was agreed that a small increase of price (PKR 10,000 or CHF 90) for safer and sturdier shelter was cost-effective.

By August, 16 beneficiaries had completed their homes, while 2 were in the final stages of construction. The pilot was considered to be a success, with all of the beneficiaries expressing high levels of satisfaction. The lessons learnt from the 6-month pilot will prove useful in the full-fledged shelter component of the integrated recovery programme, and already, the staff and volunteers from the pilot are bringing their experience to the next phase of the operation in northern Sindh, where 6,500 beneficiaries are being identified for assistance.



An existing *katcha* house in Thatta.



The timber frame under construction.



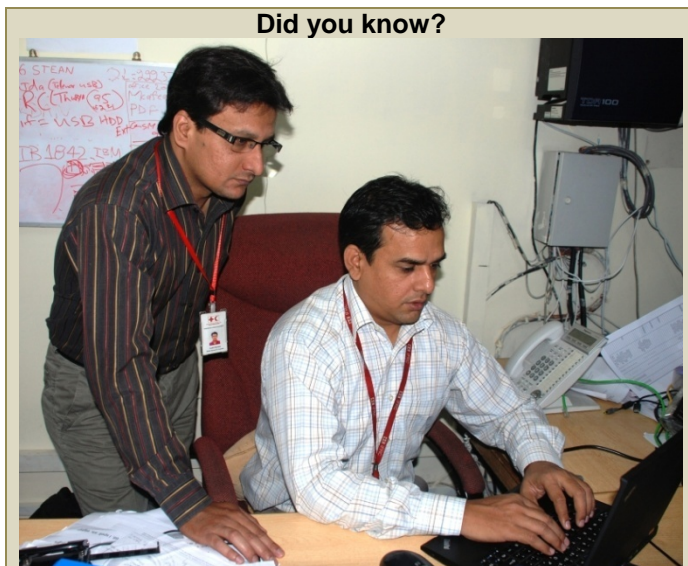
A completed house in the pilot project.

### Annex 3: Behind the Scenes

FACT. ERU. RDRT. TPAT. RTE. The surge team. Programme staff. Volunteers.

Their names are all too familiar. Their achievements are captured on photographs adorning the walls of the delegation office. Well-recognized by the public and often dubbed the backbone of the operation, they are the face of the PRCS/IFRC relief operation.

Yet there are invisible threads holding the operation together, without whom the entire operation would not function. This section takes a closer look at these silent contributors.



**Did you know?**

#### Information technology and telecommunications

It's an unassuming room in the farthest workspace of the office. Against the background of the office server's reassuring hum, a long line of people wait in queue, as if to ask for an autograph from two men sitting inside the room.

It's a normal day at office for Imran and Aamir, who provide individual technical support to IFRC staff.

"Tell me exactly what happened?" asks Imran.

"I don't remember. I pressed something and now it's gone," says the person at Imran's desk sheepishly, pointing to a blank screen on his laptop.

Imran's used to that answer.

On 27 April 2011, when the network was down, all the staff were instructed to work

In August, the IT and telecommunications department clocked up 126 hours of work a week.

No asset has been reported lost since the beginning of the operation on 2 August 2010.

The department provides on-site technical support to seven field bases with radio rooms and 11 delegate residences.

from home. It's difficult to appreciate how reliant a modern operation is on IT and telecommunications. But the panic registering on the people in queue outside the office gives a clue.

## Procurement and logistics

“If you will put ASAP on your requisition I will process it as slow as possible”, says Kathy Ong, procurement delegate. It’s obviously a joke, but it typifies the urgency of every requisition processed through her unit. These come daily, and the unit has to prioritize based on their value and deadline.

The early weeks followed by flood in August 2010 had been as chaotic for logistic and procurement team in Pakistan delegation as it was for other departments. The situation was even more challenging from the beginning when submerged warehouses in KPK hampered the relief response – triggering an urgent call to donors for in-kind donations. In that situation hiring new suppliers and getting urgently needed food and non-food items, according to IFRC standard specifications, was a huge challenge Despite

Coordination itself was a major challenge as aid came pouring in unchecked. Khurram the senior logistic officer shares, “it was usual for the logistic and procurement team to get a phone call from the airport or harbour about a surprise arrival of an international consignment in the middle of the night”.

### Did you know?




PRCS and IFRC infrastructure was also badly affected during the 2010 floods. Within 2 days of the floods in Haripur and Nowshera in KPK province, PRCS/IFRC lost its entire disaster preparedness stock of tents, tarpaulins and other NFI due to water damage.

Losses were estimated at CHF 3 million.

Before the arrival of delegates, all requisition above CHF 500 were scanned and sent to the zone office in Kuala Lumpur for approval daily.

## Administration and Human Resources:

**Did you know?**



Admin/HR are dealing with the contracts of 18 residences, 6 warehouses and 5 offices all over the country.

Records of leaves, rest and relaxation (R&R), compensation and visa extensions of 136 national staff, 34 delegates and 22 seconded staff are maintained by HR.

“Hello, I know its Sunday night and I am bothering you but can you change my flight from Monday morning to Monday evening. I know I confirmed it on Friday but just found that I have some important business to do here.”

Faisal patiently responds: “no problem, I will manage it”.

“Hi Faisal, can you please come to my home and see why my A.C. remote is not working?”

Upon reaching the caller’s house, Faisal smiles and points out the difference between a T.V. remote control and an air conditioner remote control. His other 2 mobile phones are already ringing.

It’s just all in a day’s work for an IFRC admin officer.

The human resource department in IFRC is devoted to act as a liaison between the management and a diversified workforce. It is absorbed in providing the alignment of the supply of skilled and qualified people in a manner that not only maximizes employee motivation, commitment and productivity but also takes into account effective policies, procedures, and people-friendly guidelines and support.

Like all other humanitarian organizations facing the tightening visa regulation in Pakistan, IFRC’s HR is working tirelessly to resolve the visa issue for its 34 international delegates, liaising regularly with the interior and foreign ministries.