# South Asia Regional Delegation
## Annual Report 2014

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of Red Cross and Red Crescent Societies

*Team building exercise at the
district disaster response team
training held in Zhemgang
Dhongkhag from 26 to 30 May
2014.* **Photo:** *IFRC SARD.*

## Overview

Top-line achievements:

South Asia regional delegation (SARD) has revised its resilience approach and related programme support structure, and formed a regional 'Resilience Unit'. The updated concept and structure were shared with country offices and Asia Pacific Zone (APZ) office in mid-November of 2014. This comes as a result of a close internal review as well as consultations with country head of delegations (HoDs), South Asian National Societies, South East Asia regional delegation and APZ disaster management unit (DMU). The position of resilience coordinator was filled in early December 2014, which will help to start the implementation of the resilience unit's main priorities as well as the International Federation of Red Cross and Red Crescent Societies (IFRC)'s global commitments.

SARD continued its technical advisory and programme support to country offices and National Societies in the region, although with a reduced programme team, following the recent alignments of positions. Significant progress has been made in strengthening the tools and mechanisms in disaster preparedness; availability of more trained personnel in emergency response, including health, WASH and volunteer management; organisational development (OD) process; humanitarian diplomacy and communications; planning, monitoring, evaluation and reporting (PMER); and beneficiary communications. SARD has contributed to programme enhancement of National Societies that includes the Afghan Red Crescent Society (ARCS), Bangladesh Red Crescent Society (BDRCS), Indian Red Cross Society (IRCS), Maldivian Red Crescent (MRC), Nepal Red Cross Society (NRCS), Pakistan Red Crescent Society (PRCS) and Sri Lanka Red Cross Society (SLRCS). In India and Maldives, where there are no dedicated IFRC country offices, as well as in Bhutan, which does not have a National Society, SARD has been providing a more hands-on programme management support.

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During the reporting period, SARD provided hands-on support to improve the community-based programming at country level, as well. This is leading to a more coordinated approach to the Movement aims with significant progress made in strengthening the tools and mechanisms for disaster preparedness and community resilience in the region.

SARD also extended support to a number of IFRC offices and National Societies outside South Asia region like Indonesia, Mongolia and Cambodia. The regional OD manager provided facilitation support to Mongolian Red Cross in their organizational capacity assessment certification (OCAC) process, in August 2014 and also during Global Volunteering Forum in Bangkok in December 2014. Similarly, regional WASH manager co-facilitated urban sanitation workshop in Mongolia and emergency specialized water and sanitation (WatSan) training in Bandung in August and October 2014, respectively. The regional beneficiary communications delegate provided support to Combodia Red Cross in their baseline assessment and workshop, in late August and early September 2014.

Communication support to the South Asian National Societies was rendered in coordination with APZ, which in turn, had facilitated more coverage of media internationally and domestically on disasters in South Asia. Furthermore, liaisons were established or reinvigorated with diplomatic and international community, and academic institutions, information was shared as appropriate.

Factors affecting operating context:
- In South Asia, the complex work environment, volatile security situation, political changes and conflicts continued as major challenges for a smooth implementation of project activities in many countries of the region. In Afghanistan, Bangladesh, Maldives and Pakistan, political demonstrations and strikes remains a major concern for all the Movement partners, which limits their scope of activities and implementation schedule. Security issues in Afghanistan and Pakistan due to increase in attacks on soft targets such as schools, hospitals, foreign institutions, but also government and humanitarian agencies further contributed to those limitations. National elections in Afghanistan and India brought to power a new government; tensions arising during this period and election protocols also restricted community level activities.
- South Asia had experienced a number of small and medium scale disasters that includes heavy flooding and landslides in Bangladesh, Nepal, Pakistan and India, tropical cyclone, and water crisis in Maldives, resulting in population displacement, significant damages to lives and livelihood which led to emergency interventions and Disaster Relief Emergency Fund (DREF) mobilisations and calling for international support from the IFRC, partner National Societies (PNSs) and other institutional donors. Under such circumstances, certain priorities of National Societies had to be revisited and more focus and resources put in emergency response.
- For SARD, challenges remain in meeting many needs at country level with a reduced programme team and limited financial resources. With the re-structuring of the SARD programmes unit, its capacity to support National Societies and country offices is significantly stretched. Adding to that pressure is the additional responsibility given to SARD to provide direct programme support to Maldives and Indian National Societies. To maintain support and close dialogue with the National Societies requires considerable amount of time, resources and effective coordination mechanisms. Hence, the regional office has been continuously updating its support plans in relation to those needs and priorities.

# Working in partnership

Active engagement and commitment of National Societies and IFRC offices are the key pillars of regional support to country programmes. To maintain support and close dialogue with the National Societies, PNSs and other actors requires considerable amount of time, resources and effective coordination mechanisms.

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The multilateral PNSs supporting SARD through IFRC includes American Red Cross, Australian Red Cross, Belgian Red Cross, British Red Cross, Canadian Red Cross Society, Danish Red Cross, Finnish Red Cross, German Red Cross, Hong Kong branch of the Red Cross Society of China, Indian Red Cross Society, Iranian Red Crescent, Italian Red Cross, Japanese Red Cross Society, New Zealand Red Cross, Norwegian Red Cross, Swedish Red Cross, Swiss Red Cross, Taiwan Red Cross Organization and Turkish Red Crescent Society. The Department for International Development (DFiD), World Bank, Zurich Foundation, PNS governmental back donors are also supporting SARD through IFRC.

IFRC SARD would like to thank all the partners for their continuous contributions and support in strengthening regional programmes in South Asia.

# Progress towards outcomes

**Business Line 1:** To raise humanitarian standards.

| Measurement | | | |
|---|---|---|---|
| **Outcome/Output/Indicators** | **Baseline** | **Annual Target** | **Year to Date Actual** |
| **Outcome 1:** The quality of humanitarian and development thinking is improved by the inputs of experience and knowledge of South Asian National Societies. (Globally lead initiative) | | | |
| **Output 1.1:** National Societies profile their services, strengths and gaps by participating in the global databank. | | | |
| *By 2015, the global databank and the 'organisational capacity assessment and certification' (OCAC) process will be used to share knowledge, capacities and human resources including peer reviews and community of practitioners offering peer support. 70 people will benefit from coaching and mentoring from seven National Society practitioners.* | 1[1] | 3 | 2 |
| **Comments on progress towards outputs:** <br>• Two South Asian National Societies – BDRCS and NRCS have completed OCAC phase 1. Based on OCAC findings, BDRCS has made some achievements however more progress needs to be made to increase its OCAC benchmark. In order to share knowledge and OCAC experience with other National Societies in the region, BDRCS provided peer support to NRCS in carrying out OCAC process in Nepal. NRCS also received facilitation support from the APZ office and the Philippines Red Cross. <br><br>Although IRCS and SLRCS have shown positive response towards carrying out OCAC process, it could not be completed as initially planned for 2014. Therefore, this activity has been postponed to 2015. <br><br>• A mapping matrix showing that progress on 51 OD capacity building attributes was updated for all South Asian National Societies in 2014 with the support of country OD focal points. This matrix was also shared with the APZ and SARD resilience unit in order to integrate with the programmes. The template of the matrix was developed by the APZ and updated every year by all the regions as part of the knowledge management. | | | |

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[1] ARCS completed in 2013.

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**Business line 2:** To grow Red Cross Red Crescent services for vulnerable people.

| Measurement | | | |
|---|---|---|---|
| **Outcome/Output/Indicators** | **Baseline** | **Annual Target** | **Year to Date Actual** |
| **Outcome 1:** (**Organisational emergency preparedness**) Strengthened and sustainable National Society capacities to respond to, and help communities recover from, health emergencies, disasters and crises. | | | |
| **Output 1.1:** Each National Society has demonstrably efficient and effective standard operating procedures, guidelines, systems, management processes (including for volunteers), and response/ contingency plans in place and operational that meet norms of health emergency and disaster response best practice. | | | |
| *By 2015, seven National Societies have updated health emergency and/or disaster response mechanisms in place.* | N/A | 4 | 4 |
| *By 2015, at least six National Societies have updated health emergency and / or disaster response contingency plans in place.* | 5 | 4 | 3 |
| *By 2015, support provided to at least five National Societies in integrating beneficiary communication into health emergency and disaster response mechanisms.* | N/A | 3 | 3 |
| *By 2015, three National Societies have further strengthen their volunteer management system by updating/developing volunteer manual/policy, related trainings and its integration with programmes/service delivery.* | 5 | 2 | 2 |

**Comments on progress towards outputs:**

• With the technical advisory support of SARD, the National Societies in the region have updated and revised their response tools, contingency plans and mechanisms which helped them to improve their performances in emergency response. It is important to mention that ARCS' response to floods and landslides in the first half of 2014 and BDRCS, IRCS, NRCS, PRCS and SLRCS' response during monsoon flash floods in the second half of 2014, shows strengthened institutional response capacities and commitment of the National Societies in the region, to help the affected communities recover from disasters and crises. Following the Male` water crisis in early December 2014, MRC recognised its auxiliary role and immediately responded the disaster and also used the opportunity to profile itself as one of the key service providers in times of disaster in the country. This was the first ever response by this young National Society after tsunami operation and since its establishment in 2009.

• BDRCS, NRCS and MRC have completed the first phase of national disaster response team (NDRT) curriculum revision as part of their response mechanism. The revision processes of NDRT curriculum are at different stages of completion and expected to be delivered in 2015. BDRCS' NDRT curriculum revision for second and final stages were postponed due to their engagement in floods response operations coupled with local security issues. MRC has conducted its first national emergency response team (NERT) training using the revised training packages in 2014. However, it was decided that the training curriculum for both emergency response team and NERT will be reviewed again in order to contextualize and streamline the modules to the Maldivian context. Furthermore, discussions are also in progress with SLRCS and ARCS to revise their NDRT curriculum and disaster response unit curriculum, respectively in 2015.

In addition, findings of the disaster response simulation and field testing in Nepal, Maldives, Bhutan and Sri Lanka were useful to identify the success and gaps in the National Societies' response and recovery tools. NRCS has already revised their earthquake contingency plan based on the findings and recommendations of the simulation exercise conducted in November 2014. Further, the findings will be used for fine tuning the response mechanisms and contingency plans of MRC and SLRCS in next year.

• To improve volunteer management system of the National Society including volunteer management in emergency, MRC and SLRCS have developed plans of action, database and guidelines. MRC has already linked the volunteer database with their resource mapping system (RMS), while SLRCS is currently using its own database system. It was proposed that the volunteer database should be linked with the response mechanisms of National Society.

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| Measurement | | | |
|---|---|---|---|
| **Outcome/Output/Indicators** | **Baseline** | **Annual Target** | **Year to Date Actual** |
| • BDRCS, NRCS and PRCS have taken steps that include installation of TERA[2] system in Nepal and Pakistan, integrating beneficiary communications as part of NDRT training module in the revised curriculum of BDRCS. These initiatives are under progress and will be delivered in 2015. Additionally, BDRCS has launched its own live call-in radio show – one of the only of its kind in Asia Pacific - called "Hello Red Crescent", with support of IFRC country office and SARD, in November 2014. The radio show will rotate between community stations located in some of the most vulnerable areas of Bangladesh, and will provide communities with useful and practical information related to their well-being and development, and with the opportunities to address questions to BDRCS directly. | | | |
| **Output 1.2:** Appropriately skilled and sufficient human resources are available at all levels of each National Society for health emergency and disaster response. | | | |
| *By 2015, Six National Societies have skill-enhanced human resources capable for response (NDRT, DDRT, and DRT, ERT, ECV, FMR etc.) at national and branch level in place.* | N/A | 5 | 5 |
| **Comments on progress towards outputs:**<br>• SARD continued its technical advisory and facilitation support to the National Societies in creating a pool of skilled staff and volunteers both at national headquarters' (NHQ) and branch level. This was achieved through epidemic control for volunteers' (ECV) training in Bangladesh and Maldives; first medical responders (FMR) and NDWRT training in India; emergency health and emergency WASH in Nepal, India and Afghanistan; NERT and ERT in Maldives; district disaster response training in Bhutan. With increased number of trained personnel, National Societies can now respond to disasters more effectively. In India, efforts are being made to consolidate FMR project within the overall DM programme of the National Society. Further discussions have been initiated with ICRC and IRCS to review the implementation of the FMR programme and establish minimum standards of quality in training of trainers (ToTs), as well as in training of volunteers at community level. | | | |
| **Output 1.3:** Appropriate logistical equipment and pre-positioned materials are available at all levels of each National Society for health emergency and disaster response. | | | |
| *By 2015, technical/logistical/service support provided to at least six National Societies.* | 3 | 6 | 3 |
| **Comments on progress towards outputs:**<br>• A WASH initiative has been launched in the region to enhance collective WASH capacities of National Societies during emergencies. Two National Societies – IRCS, NRCS have improved their emergency water supply and sanitation capacities to cater need of at least 10,000 people during emergencies. The procurement process of eight water purification units (WPUs) for IRCS was completed. The units are of two types, with capacity of 3,000 and 250 litres per hour respectively, and they were added to IRCS existing water treatment equipment. These WPUs were also deployed in Jammu and Kashmir floods response operation 2014. IRCS also added 214 emergency sanitation equipment to their stocks in order to enhance its capacity in delivering emergency sanitation services to more people during disaster.<br>• NRCS identified gaps in its emergency WASH capacity and subsequently carried out water resources mapping exercise in the Kathmandu valley, with the aim of finding appropriate solutions to cater to the community needs. In addition, NRCS received technical support to analyse various bids received from vendors for procurement of WPUs.<br>• SARD in coordination with DMU, and IFRC Sri Lanka office, supported MRC's contribution to the overall efforts to provide the inhabitants of Male with emergency water supplies during Male water crisis, both in terms of procurement and dispatching of relief goods, and deployment of a relief delegate to assist MRC in the early phase of the operation in December 2014. | | | |
| **Output 1.4:** A demonstrably efficient, effective and sustainable system is operational for mobilizing appropriately skilled regional response capacities to respond to health emergencies and disasters requiring international assistance. | | | |

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[2] Trilogy Emergency Relief Application.

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| Measurement | | | |
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| **Outcome/Output/Indicators** | **Baseline** | **Annual Target** | **Year to Date Actual** |
| *By 2015, a system in place with which is used to deploy regional disaster response team (RDRT) efficiently and effectively as confirmed by monitoring and evaluations.* | 1 | 0 | 0 |
| *By 2015, at least 10 RDRT trainings completed.* | N/A | 2 | 2 |

**Comments on progress towards outputs:**
- In order to mobilize appropriately skilled regional response capacities to respond to health emergencies and disasters, at present, there are 129 RDRT members in South Asia ready for deployments in disaster operations. Of the 129 RDRT members, 45 were trained in each of the following specialist areas of disaster response: logistics - 10, WatSan - 10, shelter - 16, information technology and telecommunications (IT and telecoms) - 3, health - 6.
- RDRT kits prepositioned at the country level and RDRT database are two key strengths of RDRT system in the region. This database is a crucial link for RDRT deployments - facilitates sending of e-mail alerts to all members at one go and most importantly reduces processing time for deployments. Through existing RDRT system, three RDRT members were deployed in 2014. Two were deployed to support BDRCS in monsoon floods response operation, and another one was deployed for short-term to support NRCS in the simulation exercise and to provide technical support in the office. Out of the two RDRT members deployed in Bangladesh, one of them was a female and this was the second deployment of female RDRT member since 2002. Additionally, four RDRT WatSan members were also selected for deployment during Male` water crisis, but due to operational reasons the plan was withdrawn on a day before their deployment.
- SARD could organise two trainings, out of the three initially planned for 2014. Due to funding constraints and lack of required technical equipment on-site in Nepal, SARD has not succeeded in conducting the IT and telecoms training.

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| **Output 1.5:** Knowledge is identified and shared from within, and from outside the region that has a direct beneficial impact in another National Society's health emergency and disaster response. | | | |
| *By 2015, annual regional forums/webinars provide platform for sharing knowledge/best practices.* | 3 | 3 | 0 |

**Comments on progress towards outputs:**
- As part of efforts to increase regional coordination and networking, SARD supported the process of establishing South Asia youth network (SAYN), under the umbrella of the Asia Pacific youth network (APYN). The SAYN was established in October 2014 and the first ever SAYN committee was elected for the period 2014 - 2016. Representatives from MRC, PRCS and ARCS were elected as members of the Steering Committee and Coordination Committee. Participants from South Asia attended the Asia Pacific Youth Summit in Beijing from 19 to 24 October 2014. The first South Asia youth summit was agreed to be organized in Maldives in 2015.
- For mutual learning and knowledge sharing, regular learning webinars were also organized for the National Societies. This includes two OD online meetings, six online meetings for the SAYN and one learning webinar on understanding adaptation process of learning platform. Regular online meetings of South Asia regional OD working group was also held during the reporting period. Best practices and tools in PMER were shared with country PMER focal points through teleconference and emails. M&E material (electronic versions) received from PED Geneva was shared with the country PMER focal points and SARD programme team to keep them updated.

**Business Line 3:** To strengthen the specific Red Cross Red Crescent contribution to development.

| Measurement | | | |
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| **Outcome/Output/Indicators** | **Baseline** | **Annual Target** | **Year to Date Actual** |
| **Outcome 1:** (**Strengthening community resilience**) Strengthened and sustainable National Society capacities to implement community-based approaches that increase the resilience of vulnerable communities | | | |

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| Measurement | | | |
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| Outcome/Output/Indicators | Baseline | Annual Target | Year to Date Actual |
| to the risks posed by hazards, climate change and public health issues. | | | |
| **Output 1.1:** Each National Society has demonstrably efficient and effective procedures, guidelines, systems, management processes, tools and plans in place and operational for achieving quality impact in community-based programming. | | | |
| *By 2015, manuals/ guidelines, training materials on community based programming (disaster and/or health etc.) developed/ updated for seven National Societies and Bhutan.* | 6 | 8 | 5 |
| *By 2015, support provided to at least four National Societies in integrating beneficiary communication into long term programmes.* | N/A | 3 | 1 |

**Comments on progress towards outputs:**

With the utilization of regional advisory technical support, five National Societies' contribution to the overall community-based approaches has been strengthened while implementing long-term projects for vulnerable communities.

- BDRCS, MRC and NRCS have defined a health strategy with a unified logframe for its health projects and monitoring and evaluation (M&E) framework; whereas ARCS has a comprehensive community-based health interventions (CCBHI) approach with nutrition security integrated into it.
- MRC has integrated climate change adaptation (CCA) into their community-based health and first aid (CBHFA)/community-based disaster risk reduction (CBDRR) process.
- BDRCS, MRC and NRCS have improved their CBHFA, whereas ARCS has integrated its participatory hygiene and sanitation transformation (PHAST) and CBHFA into CCBHI and PRCS to its integrated community-based risk reduction (ICBRR) to enable more resilient communities.
- Bhutan conducted vulnerability capacity assessment (VCA) exercise in eight most vulnerable communities under its CBDRM project, in 2014. The exercise was carried out by a team of CBDRM trained officials and also sensitized community members on the hazards, vulnerabilities, use of various tools for identifying and assessing risks and their capacities.
- BDRCS is piloting beneficiary communications in its CBDRR programme. The implementation of CRM and the launch of a national radio show were integrated as part of CBDRR. Similarly, ARCS CBHFA programme has included a beneficiary outreach component to gauge beneficiary satisfaction of its services.

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| **Output 1.2:** Appropriately skilled human resources are available at national, and branch levels for community-based programme implementation. | | | |
| *By 2015, technical support provided to seven National Societies and Bhutan to have skill-enhanced staff at both national and branch levels on community-based programming.* | 6 | 8 | 5 |

**Comments on progress towards outputs:**

- Guidance, orientation and facilitation of trainings by the regional technical advisors on community-based programming have enhanced the technical skills of available human resources in the National Societies and country offices.
- SARD conducted the first district disaster response training for 29 Bhutan government officials in Zhemgang district, in coordination with the Royal Government of Bhutan. Additionally, 39 people including district officials, representatives from monastic schools and communities were sensitised on preparing themselves for disasters, with specific focus on fire safety, as part of the CBDRM project.
- Facilitation support was provided to Bangladesh country office for jointly hosting a radio Red Crescent training camp with BDRCS in October 2014, in Dhaka. The purpose of the training camp was to equip both IFRC and BDRCS staff with skills necessary to produce a weekly radio show for community people of Bangladesh.
- Follow-up and monitoring of the long term volunteer development plan of action was developed by SLRCS.

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| **Output 1.3:** National Society can generate more support for community-based programming. | | | |

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| Measurement | | | |
|---|---|---|---|
| **Outcome/Output/Indicators** | **Baseline** | **Annual Target** | **Year to Date Actual** |
| *By 2015, support provided to at least three National Societies securing funds for community-based programmes.* | N/A | 3 | 2 |
| • IRCS was given the technical support for the development of the proposal to roll out the sanitation scale up initiative in Odisha in the past. However, funds for the project was not secured resulting in non-implementation planned community-based WatSan project. | | | |
| **Output 1.4:** Knowledge is identified and shared from within, and from outside the region that has a direct beneficial impact in another National Society's risk reduction work. | | | |
| *By 2015, annual regional forums/webinar provide platform for sharing knowledge/best practices.* | 2 | 3 | 0 |
| **Comments on progress towards outputs:**<br>• Due to funding constraints, the planned regional forums could not be conducted. However, the National Societies will receive benefits from the meetings/workshops on DM, health, water and sanitation, and PMER organized by the APZ office in the first half of the year.<br>• A report on a review conducted by the regional OD manager last year for volunteers in action programme under the SLRCS' Red Cross Post Conflict Recovery Programme (RC PCRP) for Kilinochchi and Mullaitivu branches was published with the help of Geneva communications team. | | | |
| **Outcome 2:** Strengthen National Society capacities in their auxiliary role to government in strengthening the public health services. | | | |
| **Output 2.1:** National Society has demonstrably efficient and effective procedures, guidelines, systems, management processes, tools, and plans in place to improve existing public health services. | | | |
| *By 2015, capacities of at least five National Societies in delivering public health interventions are strengthened and scaled up.* | N/A | 3 | 1 |
| **Comments on progress towards outputs:**<br>• IRCS TB implementation has been continued throughout the project period in five states (Punjab, Haryana, Uttar Pradesh, Karnataka and Gujarat), with limited scope. Out of 681 CAT II patients enrolled for the project; 192 of them had completed their treatment. | | | |
| **Output 2.2:** Appropriately skilled and sufficient human resources are available at national and branch levels for strengthening of public health services. | | | |
| *By 2015, four National Societies have sufficiently skill-enhanced staff at both national and branch level.* | N/A | 2 | 2 |
| **Comments on progress towards outputs:**<br>• Two National Societies - MRC, NRCS have more numbers of trained staff and volunteers in first aid both at NHQ and branch level. Whereas ARCS, BDRCS and MRC have greater capacity to support their non-communicable disease initiatives. | | | |
| **Output 2.3:** National Society can generate more support for public health programmes. | | | |
| *By 2015, at least six National Societies engage in a more strategic way with external organizations, including governments and international organizations, and are able to influence policy outcomes to strengthen assistance to vulnerable people.* | N/A | 3 | 3 |
| *By 2015, one MoU/agreement is in place with regional cooperation bodies to enhance collaboration between IFRC and the respective regional governments to influence better outcomes for vulnerable people.* | N/A | 0 | 0 |
| **Comments on progress towards outputs:**<br>• SARD has been forging a strong collaborative relationship with the South Asian Association for Regional | | | |

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| Measurement | | | |
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| **Outcome/Output/Indicators** | **Baseline** | **Annual Target** | **Year to Date Actual** |
| Cooperation (SAARC) Disaster Management Centre (DMC). There has been some dialogue with SAARC DMC, in terms of mutually beneficial activities on which both the regional bodies can work together such as International Disaster Response Law (IDRL), response team training, joint research and assessment activities. In November 2014, the IFRC APZ disaster response law coordinator visited SARD and had discussions with SAARC disaster management unit regarding possible collaboration through training on disaster law in 2015. | | | |
| **Output 2.4:** Knowledge is identified and shared from within, and from outside the region that has a direct beneficial impact in another National Society's public health services. | | | |
| *By 2015, at least one annual regional health forum conducted that provides platform for sharing knowledge/best practices.* | N/A | 1 | 0 |
| **Comments on progress towards outputs:**<br>• Following country feedback, it was decided to combine sector specific regional technical forums/meetings and have one technical meeting in South Asia. | | | |
| **Outcome 3: (Finance development)** South Asian National Societies' have skilled members of finance management staff to establish transparent financial management and timely reporting to stakeholders. | | | |
| **Output 3.1:** National Societies' capacities in financial accountability, reporting and management are strengthened. | | | |
| *By 2015, at least four National Societies in South Asia will have a technically trained cadre of finance staff.* | 1 | 3 | 2 |
| *By 2015, 50% of finance staff from four National Societies has accounting and reporting skills and competencies as well as cultural awareness and adaptability to different environments.* | 50% | 25% | 0 |
| *By 2015, 60% of donors consulted state they are satisfied with National Society planning and reporting.* | N/A | 20% | 0 |
| *By 2015, 70% reports are submitted on time and in line with reporting guidelines and standards (including financial reports).* | 10% | 10% | 0 |
| **Comments on progress towards outputs:**<br>• Following the sudden passing away of the regional finance development delegate in May 2014, most of the finance development support in the region has come to an abrupt halt, apart from the upgrading of the Microsoft Navision software at BDRCS and training to 15 BDRCS finance staff on the use of customized Navision finance software. The fine tuning and resolving of technical bugs is ongoing which will be completed in 2015. BDRCS has a plan to complete the Navision logistic system that includes inventory management, asset management, and human resource management by the end of 2015. However, in the absence of any designated technical focal point at regional office, the finance development responsibility for South Asia has been moved to the APZ OD unit. In light of the recent developments, SARD has decided to conclude its regional finance development project in 2014. However, Afghanistan and Bangladesh will continue their finance development activities as a part of their country-level project. | | | |

**Business Line 4:** To heighten Red Cross Red Crescent influence and support for our work.

| Measurement | | | |
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| **Outcome/Output/Indicators** | **Baseline** | **Annual Target** | **Year to Date Actual** |
| **Outcome 1:** Humanitarian diplomacy (HD) in South Asia is strengthened through engagement, quality service support and humanitarian diplomacy initiatives to our membership in the region. Communication and advocacy tools are employed to effectively influence policies and attitudes both nationally and regionally, with increased quality of aid delivery services through the participation of beneficiaries throughout the | | | |

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| Measurement | | | |
|---|---|---|---|
| **Outcome/Output/Indicators** | **Baseline** | **Annual Target** | **Year to Date Actual** |
| programme cycle. | | | |
| **Output 1.1:** Development of a South Asia HD framework and the organizational development and capacity building of SARD in HD. | | | |
| *By 2015, a consultative 'South Asia HD team' is developed and established consisting of representatives of SARD, National Societies, International Committee of the Red Cross (ICRC), IFRC country offices, and Partner National Societies (PNSs).* | N/A | 1 | 0 |
| *By 2015, at least one annual training on HD to improve knowledge and skills of the SARD leadership and key programme managers and key PNSs.* | N/A | 1 | 0 |
| *By 2015, a regional plan of HD action region is in place which focuses on both SARD supporting National Societies and IFRC delegations in the region, as well as SARD practicing advocacy on regional issues.* | N/A | 1 | 0 |
| **Output 1.2:** Improved external communication capacities of National Societies within the region. | | | |
| *By 2015, technical support provided to National Societies and country offices communication team to develop/update effective communication strategies, plans and tools for the region.* | N/A | 4 | 3[3] |
| **Output 1.3:** National Societies and respective country offices in the region have a deeper understanding of beneficiary communication and accountability, with these elements integrated into NS programming. | | | |
| *By 2015, support provided to at least three National Societies to include beneficiary communications and accountability as part of their country strategy.* | N/A | 2 | 0 |

**Comments on progress towards outputs:**
Based on operational context at the country level, all the output statements and its relevant indicators have been modified in order to make them more realistic and achievable, which was reflected in the revised development operation plan (DOP) of 2014. The modified output level statements are as follows:
- Output 1.1: The humanitarian activities and mission of Red Cross Red Crescent are professionally communicated, understood and supported by internal and external stakeholders.
- Output 1.2: Humanitarian diplomacy issues are prioritized in the region and awareness of those raised among key stakeholders.
- Output 1.3: Integration of effective communications into programme planning.
- Output 1.4: Increased communications capacity and team building at the regional/country office and at National Society level.
- Output 1.5: Increased knowledge sharing and capture of institutional success across the region.

- As part of continuous effort to promote the humanitarian diplomacy agenda in the South Asia, which was started in 2012, SARD continued its efforts to increase quality and quantity of IFRC representation to the diplomatic, international community and external stakeholders in Delhi throughout 2014 in view of creating opportunities for advocacy and cooperation.
- IRCS' secretary general, head of SARD, and the regional communications and advocacy manager attended a valedictory function organized by the newspaper publication 'Malayala Manorama' with the presence of Prime Minister of India, Minister of Defence, and Minister of State for Information and Broadcasting.
- Positioning of SARD on IFRC news and social media platforms is an on-going process: although some progress has been made in this direction, more efforts are required to do it in a more effective way.

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[3] ARCS, MRC and PRCS.

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| Measurement | | | |
|---|---|---|---|
| **Outcome/Output/Indicators** | **Baseline** | **Annual Target** | **Year to Date Actual** |
| Contributions were made to the Asia Pacific voices. Additionally, dengue case study from MRC and SLRCS were featured in the bi-monthly IR/HD global team updates in 2014. | | | |
| • Facilitation and technical support was provided to ARCS, MRC and PRCS for conducting media training for staff and volunteers. In each country, the workshop targeted national media, highlighting several topics including the rights of people affected by conflicts and disasters, proper media conduct, ethics in reporting on conflict, national disaster management and social media. | | | |
| • SARD in coordination with APZ facilitated the media interview with community representatives, and shared key messages and talking points on the relief efforts and press release with national and international media and spokespersons during emergencies in South Asia. To name few of them are - Afghanistan landslide in May; South Asia floods and landslides in September; cyclone Hudhud in October; and MRC response to Male water crisis in early December 2014 were prominently featured. Key messages on the benefits of preparedness and web stories with the focus on the strength of volunteers, and the auxiliary role were brought forward in 2014. | | | |
| • SARD communications and advocacy manager and few selected communication focal points from South Asia participated in the Global Communications Forum 2014 in Nairobi. More than 140 senior communication, fundraising and marketing professionals from 68 National Red Cross and Red Crescent Societies, IFRC and ICRC gathered to discuss opportunities and challenges for communication in today's environment, and ways through which the Red Cross Red Crescent Movement can have a greater impact by speaking with one voice. | | | |
| **Outcome 2:** Increased awareness of the fundamental principles and values that contributes to building inclusion, tolerance and reduce stigma and discrimination. | | | |
| **Output 2.1:** National Societies lead the process of behavioural change and develop and implement programmes aimed at reducing discrimination, intolerance and violence and have enhanced understanding and application of Principles and Values and promoting its integration into their programmes. | | | |
| *By 2015, at least four National Societies engage in the promotion of a culture of nonviolence and peace in which all groups of the community, including marginalised or disenfranchised groups are involved.* | N/A | 2 | 2 |
| *By 2015, at least two National Societies have gender and diversity policies in place and is making progress with mainstreaming of gender and diversity.* | N/A | 1 | 1 |
| *By 2015, National Society has highlighted improved involvement of young people in their activities.* | N/A | 1 | 1 |
| **Comments on progress towards outputs:**<br>• Communication support has been provided to IRCS for more visibility of its work through print and electronic media, including video to highlight IRCS' emergency response during the Uttarakhand flash floods, TV interviews with *Channel News Asia and ABC TV-Australia Network,* TB programme coverage in local media and publishing TB story on IFRC website, etc.<br>• Support is being provided to the IRCS in strengthening their junior, youth and volunteer development. IRCS has agreed to adopt IFRC's volunteering policy and youth policy by adapting it to the Indian context, and has already developed the draft documents. The finalization and process meetings are planned in 2015.<br>• A session on youth development was shared during one of the IRCS state branch meetings, with supported of the ICRC. IFRC's youth engagement strategy was presented to two National Societies in the region - MRC and SLRCS, who agreed to adopt it. | | | |

**Business Line 5:** To deepen our tradition of togetherness through joint working and accountability.

| Measurement | | | |
|---|---|---|---|
| **Outcome/Output/Indicators** | **Baseline** | **Annual Target** | **Year to Date Actual** |
| **Outcome 1:** The regional delegation has strengthened the strategic organizational development and capacity building support to National Societies and its coordination role and formed new partnerships, strengthened existing partnerships and promoted for a holistic planning process. | | | |
| **Output 1.1:** The coordination role of the IFRC regional delegation is adapted to meet the changing needs of the situation and circumstances of the region and the individual countries. | | | |
| *By 2015, regular development support visits are made to countries in the South Asia region.* | N/A | 3 | 3 |
| *By 2015, at least one regional partnership with external stakeholder is established.* | N/A | 0 | 0 |
| **Comments on progress towards outputs:**<br>• SARD programme team made technical support visits to all of the countries in South Asia region. The advisory and technical supports provided by the regional team has been useful for the country offices to gap fill and meeting increased demand of the National Societies. A number of visits were also being made by the head of SARD to BDRCS, MRC, NRCS, PRCS and SLRCS. During these visits they met with the National Societies' senior management, partner National Societies, and ICRC management to continue working closely for an effective regional impact.<br>• Over the last 18 months, SARD has been responsible for providing technical support to Bhutan's Department of Disaster Management in the implementation of the DRR project funded by the Swiss Red Cross. Following a number of visits and trainings in Bhutan carried out in the first half of this year, which culminated with a visit of the Swiss Red Cross programme manager, it has been decided to end SARD's direct programme monitoring role and hand over the direct supervision and monitoring to the Swiss Red Cross. This is due to the fact that the programme implementation has been slower than expected and requires more hands-on support. In 2015, Swiss Red Cross will be better placed to provide that direct support, as it will have established its bilateral office in Bhutan. SARD will continue to provide technical advisory support, as and when required by the Swiss Red Cross.<br>• SARD and APZ WASH unit are currently exploring possibilities for partnership with Defence Research and Development Organisation (DRDO) and Indian Chamber of Commerce and Industry (FICCI) in the utilization of their ground-breaking eco-friendly sanitation technology in our programmes' globally, with pilot schemes tentatively planned for a number of countries in Asia Pacific – Nepal, Mongolia, Philippines, Bangladesh and DPRK. In early December of 2014, the IFRC team met with the secretary general of FICCI and his team at FICCI office in New Delhi, to explore avenues of collaboration between FICCI and IFRC on establishing the bio-digester technology for the vulnerable communities in order to minimize the health risks. A cooperation agreement is currently under discussion. | | | |
| **Output 1.2:** National Societies' priority OD issues have been addressed appropriately through tailor made OD initiatives that enable better programme implementation. | | | |
| *By 2015, at least two National Societies in South Asia using their strategic plan as basis for programming and implementation and resource mobilization.* | N/A | 1 | 1 |
| *By 2015, at least National Society, as a result of heightened awareness, are willing to incorporate new or enhanced legislation to better define the auxiliary status through the identification of roles and responsibilities.* | N/A | 1 | 1 |
| *By 2015, South Asia regional ODWG have annual action plan to implement and monitor efforts for building strong National Societies in the region.* | N/A | 1 | 1 |
| *By 2015, at least two National Societies in South Asia have improved human resource (HR) systems for recruiting and retaining staff and volunteers.* | N/A | 1 | 1 |

| Measurement | | | |
|---|---|---|---|
| **Outcome/Output/Indicators** | **Baseline** | **Annual Target** | **Year to Date Actual** |

**Comments on progress towards outputs:**
- BDRCS's Red Crescent law was drafted in 2013 and a joint team of IFRC (including head of SARD) and ICRC met the Prime Minister of the Bangladesh in 2014. The Joint Statute Committee has approved the latest statutes except nomination of chairman. However, the draft law is waiting for parliamentary approval.
- All South Asian National Societies' annual plans are based on their strategic plan. Moreover, ARCS, BDRCS and MRC have been putting extra efforts for resource mobilization based on their strategic plan. MRC with the support of Canadian Red Cross has developed their fundraising strategy and guidelines.
- ARCS with support of APZ HR coordinator, has finalized its plan for HR reform and updated HR policy, as a step to improve their human resource system. The implementation of revised policy will be carried out in 2015.

| | | | |
|---|---|---|---|
| **Output 1.3:** Promote Federation-wide communications through best affordable technologies that bridge the digital divide and inform and connect National Societies to ensure mutual trust and belonging, and enhance productivity, knowledge sharing, collaborative working and outreach. | | | |
| *By 2015, technical support provided to at least to one National Society for crossing the digital divide in South Asia.* | N/A | 1 | 0 |
| *By 2015, staff and volunteers from all seven National Societies and the IFRC offices are using the IFRC online learning platform with 2,000 new subscribers.* | N/A | 500 | 2,852 |

**Comments on progress towards outputs:**
- The number of users using the online learning platform is growing in the region. From South Asia, a total of 2,852 new users were registered in the IFRC learning platform in 2014. Pakistan has the highest number of users enrolled to it. However, the ratio between registered users and course completion rate remains poor.

| | | | |
|---|---|---|---|
| **Output 1.4:** National Societies' capacities in planning and reporting are strengthened. | | | |
| *By 2015, programme staff from at least four National Societies are trained in the new project/programme planning (PPP) module.* | N/A | 1 | 1 |
| *By 2015, ensure that quality and accountability in terms of good planning, monitoring, evaluation and reporting tools are developed/ updated in at least two National Societies.* | N/A | 1 | 1 |

**Comments on progress towards outputs:**
- Technical and facilitation support was provided to the National Societies staff and volunteers for improving their PMER capacities and skills. In 2014, ARCS, conducted a 4-day PMER training for their PMER focal points from NHQ and regional operations managers, in early June with SARD support. A total of 21 ARCS staff and volunteers were trained and as an output, these trained members will be expected to lead the ARCS' operational planning/mentoring process for 2015. Additionally, a 1-day orientation session on IFRC standard planning and reporting tools/templates, donor reporting and EPoA templates was conducted for IFRC programme team. Initial support was extended, together with Swedish RC consultant, for PMER strategy development process. Further support will be provided to develop the strategy document with strategic goal, strategic outcomes and indicators in 2015.
- PMER surge capacity to India and Maldives helped the National Societies to fulfil the planning and reporting compliances of IFRC supported projects. Additionally, coordination and guidance was provided to the country PMER focal points, to keep them informed about various reporting requirements, plans and PMER resources. ARCS and NRCS also received technical support in finalizing PMER framework and some of their tools. In 2015, further support will be provided to NRCS in reviewing and refining monitoring tools of their long-term community-based Koshi River project.
- Effective monitoring and evaluation has been identified as one of the key mechanisms for measuring the impact of integrated programming on the ground. In early December, a meeting was held with the head of APZ PMER unit and discussed reporting challenges; assess progress on PMER capacity building and mentoring issues in the region, etc. It was agreed that the current resilience unit of SARD and APZ

| Measurement | | | |
|---|---|---|---|
| **Outcome/Output/Indicators** | **Baseline** | **Annual Target** | **Year to Date Actual** |
| PMER will continue to work closely on reviewing, developing/improving M&E tools for integrated community-based programmes, in order to measure results and impact of the IFRC supported projects at country level. | | | |

## Stakeholder participation and feedback

The regional delegation has strengthened coordination support between country offices and National Societies, which played an important role to meet the evolving circumstances and needs of the region. The South Asia leaders meeting, which was followed by the heads of delegations meeting, was held in September 2014 at Colombo, in Sri Lanka. Both gatherings were useful in building understanding of the operational context, auxiliary roles and operational priorities for 2015.

Bhutan has received support visits, including discussions with the Red Cross working group on establishing a Red Cross National Society in Bhutan. ICRC and IFRC regional office are currently working on a practical plan for engaging with Bhutan government representatives and initiating a coordinated strategy towards the creation of the National Society.

IFRC Secretariat has entered into a partnership with the International Food Policy Research Institute (IFPRI), with whom it is developing a proposal for a multi-year global food security programme. The programme will be implemented in a number of countries of Africa, Americas and Asia, including Bangladesh and India from the South Asia region. The proposal focuses on extensive baseline research for adequate programme design, robust monitoring and evaluation systems, and capacity building of National Societies in the sector of food security. SARD was involved in the reviewing of the second draft proposal.

SARD was represented at the South Asia Conference on Policies and Practices to Improve Nutrition Security, held on 30 to 31 July 2014, in New Delhi, hosted by the India Coalition on Nutrition and Food Security. The main reason for attending was to establish an entry point into the thematic sphere where IFRC may be more actively involved in the near future, and also to support the participation of IFRC Bangladesh in one of the sessions on food security programming in emergencies. The conference was attended by all major Indian and international NGOs involved in nutrition and food security programming, the key UN agencies in charge of leading the implementation of the UN SG's Zero Hunger Challenge - WFP and FAO, as well as the UN Resident Coordinator in India, ECHO, responsible government ministries, National Disaster Management Authority (NDMA) representatives, and leading scientists on the topic.

SARD extended coordination support to MRC and SLRCS in launching break dengue campaign in Sri Lanka and Maldives respectively. In Maldives, MRC highlighted the report: "Dengue - turning up the volume on a silent disaster" in an event organized by the Minister of Health (MoH) to mark the World Health Day. Furthermore, SLRCS, which is part of the National Dengue Task Force, organized a launch of the report together with the MoH in Sri Lanka. Moreover, collaboration with break dengue – an initiative from the synergist, supported by groups from all backgrounds, the pharmaceutical industry, research and development, NGOs, and associations has been initiated in the region. Hence, break dengue was useful in raising the visibility and position of the IFRC on this silent disaster campaign.

In December 2014, SARD participated in one of the sessions – 'A contested nexus: water and energy in the trans-boundary Koshi Basin', hosted by the Asia Foundation at Observer Research Foundation in New Delhi. The main purpose was to have a sense of Koshi basin vulnerability, politics and challenges from an external perspective and opportunities to link up with the ongoing CBDRR project of NRCS.

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# Key Risks or Positive Factors

| Key Risks or Positive Factors | Priority | Recommended Action |
|---|---|---|
| The uncertain political environment, security concerns including strikes, demonstration, election campaign have hampered implementation of field activities in Afghanistan, Bangladesh, India, Maldives and Pakistan. | M | Continued monitoring the situation and liaison with country delegation for use of Skype and emails. |
| Establishing effective technical coordination mechanisms remains a challenge in the region. | L | One of the resilience unit's priorities for 2015 is to build a consensus on the most appropriate way of working together towards better programming, and the regional technical cooperation. |

# Lessons learned and looking ahead

Lessons learned:

- One of the main conclusions of the review of the earlier Preparedness and Resilience Unit of SARD, and subsequent discussions with country offices and National Societies, was that the National Societies in South Asia will continue to need direct technical support in the traditional areas of disaster management, health, OD, PMER and communications. Resilience programming support must come in addition to, not instead of, this. The volume of programme support will continue to depend on the IFRC capacities available at country-level, but will be needed for all National Societies' in the region, nonetheless. Furthermore, feasibility of resilience programming varies to a large degree between countries of South Asia. A more tailor-made approach to the operationalization of resilience must be taken up, with focus on the actual capacities of National Societies to absorb and incorporate new concepts and approaches to their traditional ways of working.

- Due to the volatile and complex political, social and cultural context of work in some countries of the region, as well as frequent natural and man-made disasters, SARD, together with its country offices, see the need for closer and stronger disaster management support, ideally located at the regional level, in order to provide swift and appropriate support in emergencies.

Looking ahead:

In 2015, the SARD resilience unit will continue to provide country-focused technical advisory support in the areas of disaster management, health, disaster risk reduction and measuring impact of community-based projects with evidence-based data at country level through monitoring, evaluation and learning (MLE) approach. At the same time, SARD will ensure that all technical support is delivered in an integrative way, encompassing the capacity building and OD priorities, PMER, beneficiary communications, gender, and other cross-cutting issues. SARD's dedicated support to the management of RDRT will continue, combining this role with the overall organizational disaster preparedness support to countries of the region.

Looking at the increase in frequency of small and medium scale disasters in the region, the National Societies of Afghanistan, India and Nepal have started investing to improve their emergency WASH capacities. In 2015, SARD will extend customised need-based support to National Societies looking at the variable capacities and the emergency WASH needs in the field. Underpinning this is the effective use of knowledge throughout the region that is beneficial to a National Society's health emergency - outbreak/epidemic preparedness and response capacity in the region through IFRC ECV toolkit.

There will be emphasis on promoting the resilience agenda in 2015 and beyond. An upcoming focus of attention will be in helping National Societies prepare themselves to tackle the growing issues associated with

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water and sanitation, integrating youth as agents of behavioural change (YABC), and RDRT into the community-level resilience programming. SARD will also facilitate discussion and provide technical support for country office/National Societies on nutrition and food security, as requested by them.

## Financial situation

**Click here to go directly to the financial report.**

## 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 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.

www.ifrc.org
Saving lives, changing minds.

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 nonviolence and peace.

**Find out more on www.ifrc.org**

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