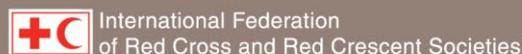


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# Emergency appeal operations update

## Mongolia: Severe winter condition



<b>Emergency appeal n° MDRMN006</b>	<b>GLIDE n° <a href="#">CW-2017-000001</a></b>
<b>Operations update n° 2 (6 months report)</b> Issued on 31 August 2017	<b>Timeframe covered by this update:</b> 2 January 2017 to 30 June 2017
<b>Emergency Appeal operation start date:</b> 4 January 2017	<b>Timeframe:</b> 10 months (to 2 November 2017)
<b>Appeal budget:</b> CHF 655,512 (current)	<b>Appeal coverage:</b> 100 per cent
<b>Disaster Relief Emergency Fund (DREF) allocated:</b> CHF 117,349	
<b>N° of people being assisted:</b> 11,264 people (2,740 families)	
<b>Host National Society presence:</b> The Mongolian Red Cross Society (MRCS) has 33 mid-level branches and over 700 primary level branches and has more than 7,000 volunteers and 75,000 youth members nationwide. MRCS has seven established regional disaster preparedness centers.	
<b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> The National Society is working with International Federation of Red Cross and Red Crescent Societies (IFRC) in this operation as well as current Partner National Societies: British Red Cross, Japanese Red Cross Society, Finnish Red Cross, Swiss Red Cross, Swedish Red Cross, American Red Cross, Canadian Red Cross, Republic of Korea National Red Cross and the European Commission Humanitarian Aid and Civil Protection (ECHO)	
<b>Other partner organizations actively involved in the operation:</b> Mongolian National Emergency Management Agency (NEMA), local governments, USAID, UN, World Vision International, Save the Children, Caritas Czech, People in Need, Khan Bank, G-mobile and World Animal Protection Organization.	

This operation update n° 2 gives an account of the humanitarian situation and the response carried out by the Mongolian Red Cross Society (MRCS) during the period between 2 January to 30 June 2017, as per emergency plan of action (EPOA) with the support of IFRC to meet the needs of families affected by severe winter conditions, locally known as Dzud, in Mongolia.

### Summary:

The Emergency Appeal was launched on 10 February 2017 seeking CHF 665,512 to enable IFRC to support the Mongolian Red Cross Society (MRCS) in delivering assistance and support to 2,740 vulnerable families (11,264 people) affected by dzud for 10 months.

The operation is focused on detailed assessments, immediate household needs through cash support, health, community preparedness and disaster risk reduction, and national society institutional preparedness and disaster response capacity.

### Appeal History:

- 17 December 2016:** An [information bulletin](#) was issued highlighting the upcoming dzud and its potential impacts.
- 20 December 2016:** The Government of Mongolia officially sent letters to the MRCS and other humanitarian actors in the country to request international assistance for the most vulnerable herder households who are experiencing extreme winter conditions.
- 4 January 2017:** 117,349 Swiss francs (CHF) allocated from the IFRC's Disaster Relief Emergency Fund ([DREF](#)).
- 10 February 2017:** IFRC issues Emergency Appeal ([MDRMN006](#)) for CHF 655,512 to assist 11,264 people.
- 13 April 2017:** [Operation update no. 1](#) issued covering the period 2 January to 28 February 2017.

## Appeal Coverage:

As at 30 June 2017, 100 per cent of total appeal has been covered. For current coverage of the appeal, see [donor response list](#). On behalf of the Mongolian Red Cross Society, IFRC would like to thank all partners for their contribution and support of this appeal.

## Description of the disaster

Mongolia has experienced very low temperatures and heavy snowfall in the winter of 2016-2017. Dzud has affected 17 out of 21 provinces and some 157,000 people (approximately 37,000 herder households) who rely on livestock husbandry for their livelihood was affected. The temperatures in some areas fell to between -40 and -50 degrees Celsius in early February. The affected herder households are sparsely populated in the eastern and northern parts of the country and rely mainly on livestock-related income for living. Among the affected populations are approximately 2,500 pregnant women, 26,000 children and 8,000 elderly people who are living below the national poverty line.

The extremely harsh winter that continued after the drought in summer has depleted the herders' reserves of hay and fodder. Continuous snowfall throughout January, February and March exacerbated the adverse situation, putting at risk millions of livestock, which are the only source of food, transport and income.

In facing the extreme winter and shortage of hay and fodder, herders started to put livestock on the market to exchange for cash in order to buy food, hay and other household necessities. However, the oversupply of livestock has resulted in decreased prices. Since the demand for meat and meat products was low, herders were either unable to sell their livestock or forced to sell at a loss which resulted in acute cash shortage critically needed for herders to cover immediate household needs. Many herders adopted negative coping mechanisms, where they were forced into debt or bartered their livestock for food items, livestock feed and other immediate needs. Thousands of vulnerable families reduced the amount and variety of their food which has led to a lack of nutrition in their diet.

On 20 December 2016, following the verbal request on 15 December 2016, the Deputy Prime Minister, on behalf of the Government of Mongolia requested humanitarian actors to provide assistance to the dzud affected herders in Mongolia. Afterwards, the government sent official letters to MRCS and other humanitarian actors in country to request international assistance for the most vulnerable herder households who were experiencing extreme winter conditions.

MRCS has conducted Dzud rapid assessment in Khovd and Dornod provinces in December. The National Emergency Commission led by the National Emergency Management agency (NEMA) has assessed 91 soums<sup>1</sup> of 21 provinces in December, which was complemented by NEMA and the Humanitarian Country Team harmonized assessments. The assessment findings stated that multipurpose unconditional cash grants to support life-saving basic needs, emergency agricultural inputs and first aid kits was the immediate need at the affected households. Food, non-food items (NFI), basic household items, and health was identified as immediate intervention areas by the affected population.

Through the government meeting held on 29 March 2017, government officials announced that 127 soums of 15 provinces are still suffering from dzud and about 70 per cent of Mongolian territory was covered in snow with depths of 10-50 cm in some soums. In preparation for upcoming spring, the government distributed 1,110 tons of hay for free and 210 tons of fodder for half the price to herders of most affected provinces.

At the end of March and early April, a severe snowstorm resulted in death of four people in the north-western part of Mongolia. As of April 2017, a total of 244,200 livestock had perished as a result of the dzud. The main contributing factors were insufficient grass in pastures, weakened livestock, severe dust storms and lack of hay and fodder. According to the Deputy Prime Minister, compared to past years' dzud, the toll of livestock loss remained relatively low this year. He acknowledged the timely and effective response of humanitarian actors as a vital part of the result.

During the reporting period, in addition to the cash assistance worth of MNT 245,000 (approximately CHF 101) provided to 1,000 herder households of four provinces of Khuvsgul, Zavkhan, Selenge and Uvs in February 2017, the MRCS and IFRC, have further assisted 1740 households of the seven most affected provinces of Darkhan-Uul, Dornod, Orkhon, Uvurkhangai, Selenge, Khentii and Tov with unconditional cash assistance worth MNT 245,000 (approximately CHF 101) per household (outcome 1.1). MRCS also distributed 1,000 first aid kits together with the 1,740 veterinarian kits provided by the World Animal Protection Organization in March (outcome 2.1). In collaboration with Save the Children, MRCS delivered psychosocial first aid (PFA) to targeted children of 10 provinces (outcome 2.2).

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<sup>1</sup> *Soum* is the second level administrative sub-division below the aimag (province). The smallest administrative unit is *bagh*.

With the operation moving into recovery phase and with the evolving situation being monitored, as well with additional funding support from ECHO received retroactively in June, MRCS and IFRC is now working on the revision plan of action and budget, so as to reflect the current needs. The revision will be finalized in mid-September. Detailed assessment on disaster risk reduction and livelihood needs to be conducted in the later stage of recovery. As dzud is a slow onset disaster, the needs of the affected population is expected to evolve over time.

### **Overview of Host National Society:**

The Mongolian Red Cross Society is the National humanitarian organization in country that has auxiliary role to the Government of Mongolia as stated in the Law on the Legal Status of the Mongolian Red Cross Society with a distinct role in the disaster preparedness, prevention, response and recovery. The MRCS has 33 mid-level branches, 700 primary level branches and seven disaster preparedness centers present in all the provinces and districts in Mongolia reaching out to all the vulnerable population throughout the country.



MRCS volunteers delivering first aid kits and veterinarian kits to herder families in Zavkhan province. Photo: MRCS

The branches play a leading role in providing relief, health and welfare assistance to the most vulnerable groups in the Mongolian population. It aims to serve the most vulnerable through a volunteer-based network, providing key services to targeted populations while promoting humanitarian values and volunteering. MRCS has a strong base of 310,000 supporters, 93,000 paying members, 2,400 special members, 7,000 volunteers and 75,000 children and youth members.

The MRCS response has been planned in close cooperation with NEMA and other HCT members. The MRCS has experience in efficiently implementing dzud response activities in 2009/2010 and 2015/2016 winters. It has on-going disaster risk reduction, livelihood and social care programmes dedicated to herder communities in Mongolia and MRCS receives technical and financial support from Partners in the Red Cross Red Crescent Movement, both bilaterally and through the IFRC.

### **Coordination and partnerships:**

#### ***Movement coordination:***

From the start of the operation, MRCS - supported by IFRC - is ensuring that the response is coordinated and identified needs are met. MRCS senior management and disaster management teams are working closely and coordinating field interventions from the headquarters level. The disaster management team is providing technical guidance to mid-level branches of MRCS while secretaries of the mid-level branches – along with their instructors – are coordinating interventions at primary level branches.

#### ***Coordinating with authorities:***

As an auxiliary to the government in humanitarian matters with a distinct recognized role in disasters and emergencies, MRCS is a member of the National Emergency Commission and is actively involved in the planning and design of the national response to the emerging crisis. MRCS is selected as a humanitarian actor to be included in the NEMA internal working group assigned by the Deputy Prime Minister of Mongolia working closely with NEMA and other relevant ministries and governmental organizations to coordinate overall response efforts in the country. MRCS also works closely with Local Emergency Management Agencies (LEMA) and local authorities. They collect information from soum authorities and participate in local emergency commission meetings through their mid-level and primary level branches.

#### ***Inter-agency coordination:***

IFRC is supporting MRCS in coordinating the mobilization of resources under the emergency appeal, and providing technical support in implementation. As a member of the Humanitarian Country Team (HCT) in Mongolia, IFRC is representing MRCS in coordination with international actors with presence in country and is sharing information about the emergency appeal operation. Since it is one of the foremost non-state agencies to mount a significant response to the current dzud, other humanitarian actors are approaching the National Society to partner in delivering assistance to the affected populations, including World Animal Protection Organization and USAID. The Humanitarian Country Team is constantly sharing updated response information to avoid inter-agency duplication of assistance and beneficiaries.

# Operational implementation

## Overview

The overall objective of the operation is to ensure 2,740 vulnerable families (11,264 people) have been supported in an effective, efficient and appropriate way, ahead of a potential dzud disaster to reduce its devastating impact and mitigate negative consequences.

### Summary of Key achievements as of June 2017

Sector	Achievements
Food security, Nutrition and Livelihoods	<ul style="list-style-type: none"> <li>2,740 herder families received unconditional cash grants which worth MNT 245,000 (approximately CHF101)</li> <li>Post distribution monitoring was conducted</li> </ul>
Health and Care	<ul style="list-style-type: none"> <li>1,000 first aid kits were distributed</li> <li>PFA training of trainers (ToT) was conducted in collaboration with Save the Children Japan in Mongolia</li> <li>Around 6,750 students of 120 schools in 10 target provinces have been reached with PFA support</li> </ul>
Disaster Risk Reduction	<ul style="list-style-type: none"> <li>Procurement of first aid kits has been completed</li> </ul>

The MRCS prioritized the most vulnerable among the affected herder households based on clearly defined selection criteria. Selection and registration have been done by MRCS branches and coordinated by a working group comprising representatives of MRCS, IFRC, LEMA and local governors. The operation aimed to assist vulnerable herder households who have in possession under 200 livestock and who were not receiving support from other organizations, prioritizing the following categories:

- Families with multiple children (more than five, under 16 years of age);
- Families with disabled members;
- Families with elderly aged over 60 who have no guardian;
- Single-headed households with three (3) or more children under 16 years of age.

To ensure that activities are implemented in line with management directions and agreed standards among others, monitoring teams comprising of NDRT members and IFRC made field visits to Khuvsgul, Uvs, Zavkhan, Tuv, Darkhan, Selenge, Orkhon and Dornod provinces to monitor the cash-transfer programme by visiting Mid-level and Primary level branches, local governments, Khan bank local branches, local supermarkets and beneficiary households.

With support from IFRC, the MRCS has established a feedback and two-way communication mechanism using the Trilogy Emergency Relief Application (TERA) to enhance community engagement and accountability. A telephone helpline integrated with TERA has been established by MRCS as a medium through which affected people can seek information on the response, make inquiries and submit complaints confidentially. In the first six months of the operation, a total of 69 calls were received through the CTP hotline. Through complaint box set up at the bank offices and Mid-level branch offices, MRCS received around 480 messages from the beneficiaries.

Most of the calls and messages were from herders expressing their gratitude for the much-needed assistance, some were from herders seeking information with whom to liaise if they needed further support, and information about beneficiary selection criteria. All complaints and inquiries were responded to in a timely manner by the volunteers working on the hotline and emergency appeal staff.



Information about the emergency appeal operation displayed through the billboard in Darkhan province. Photo: MRCS



A beneficiary from Selenge province leaving message through complaint box set up at bank office. Photo: MRCS

The MRCS Disaster Management (DM) team along with IFRC gave interviews to television stations and newspapers with national coverage. Information about the assistance was displayed on billboards in the relevant provinces to inform the communities.

The MRCS and IFRC continue to coordinate with authorities and humanitarian actors at both national and branch levels to ensure synergies and avoid duplication of efforts. On 15 May 2017, in collaboration with NEMA, MRCS organized a theory-practice conference under the theme “Dzud disaster management and its challenges”. MRCS published book with the speeches delivered during the conference.

**Progress towards outcome:**

<b>Food security, Nutrition and Livelihoods</b>																																							
<b>Outcome 1: Immediate food and other priority needs of the targeted families are met.</b>	<b>Outputs</b>		<b>% of achievement</b>																																				
		<b>Output 1.1 : Target population of 2,740 households in 10 provinces are provided with unconditional cash transfers for meeting priority needs</b>		95%																																			
Activities	Is implementation on time?		% of progress /estimate/																																				
	Yes	No																																					
1.1.1 Identification of soums in 10 provinces across the country	X		100%																																				
1.1.2 Beneficiary registration and cash form preparation	X		100%																																				
1.1.3 Distribution of unconditional cash grants (MNT 245,000/ CHF 100) through bank transfer	X		100%																																				
1.1.4 Post distribution monitoring and reporting	X		80%																																				
<b>Progress towards outcomes</b>																																							
<p><b>Unconditional cash transfers</b></p> <p>In early December, NDRT members had conducted cash feasibility study to evaluate the feasibility of using cash transfer programming (CTP), possible financial service providers and identify the needs of affected population. Based on the findings, MRCS developed a plan of delivering unconditional cash assistance to 2,740 households, with the amount of MNT 245,000 (approximately CHF101). The amount of the cash grant was determined by the government and agreed by all member organizations of the Humanitarian Country Team in Mongolia and it is based on minimum wage rate in Mongolia.</p> <p>During the reporting period, MRCS delivered unconditional cash grant to 2,740 beneficiary households in 10 provinces for meeting their priority needs.</p>																																							
	<table border="1"> <thead> <tr> <th></th> <th>Name of Province</th> <th>Number of Beneficiaries</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Orkhon</td> <td>70 households</td> </tr> <tr> <td>2</td> <td>Darkhan</td> <td>140 households</td> </tr> <tr> <td>3</td> <td>Tuv</td> <td>455 households</td> </tr> <tr> <td>4</td> <td>Khentii</td> <td>275 households</td> </tr> <tr> <td>5</td> <td>Selenge</td> <td>392 households</td> </tr> <tr> <td>6</td> <td>Uvurkhangai</td> <td>280 households</td> </tr> <tr> <td>7</td> <td>Dornod</td> <td>280 households</td> </tr> <tr> <td>8</td> <td>Zavkhan</td> <td>209 households</td> </tr> <tr> <td>9</td> <td>Khuvsgul</td> <td>379 households</td> </tr> <tr> <td>10</td> <td>Uvs</td> <td>260 households</td> </tr> <tr> <td colspan="2"><b>Total</b></td> <td><b>2,740 households</b></td> </tr> </tbody> </table>				Name of Province	Number of Beneficiaries	1	Orkhon	70 households	2	Darkhan	140 households	3	Tuv	455 households	4	Khentii	275 households	5	Selenge	392 households	6	Uvurkhangai	280 households	7	Dornod	280 households	8	Zavkhan	209 households	9	Khuvsgul	379 households	10	Uvs	260 households	<b>Total</b>		<b>2,740 households</b>
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Having collaborated on past CTP, implementation of cash transfer component through Khan Bank was efficient and convenient to all parties involved. Compared to the past operation, errors that occurred during distribution had reduced. These include mismatches between beneficiaries' names and citizen ID cards, misspelling of the names and registration number etc.

### Monitoring and evaluation

Local Red Cross staff and volunteers, trained on disaster response and cash transfer programming conducted onsite monitoring of the cash distribution process at bank offices. Daily reports of the onsite monitoring process and post distribution monitoring were being sent to the Headquarters. The information and monitoring data has been collected using Magpi. In total, 248 households were randomly selected for post-distribution monitoring. The results of the beneficiary satisfaction surveys relating to the cash programme monitoring will be reviewed and shared.

To ensure that activities are implemented in line with operational strategy and plan, and to deliver good quality services, monitoring teams comprising of NDRT members and IFRC made field visits to Khuvsgul, Uvs, Zavkhan, Tuv, Darkhan, Selenge, Orkhon and Dornod provinces to monitor and evaluate cash-transfer programme by visiting Mid-level and Primary level branches, local governments, Khan bank local branches, local supermarkets and beneficiary households.

MRCS along with IFRC in-country team organized a regional workshop on challenges and lessons learned of past two CTPs among Mid-level branch staffs, volunteers of Zavkhan, Uvs and Khovd provinces in the end of June. The participants discussed the challenges and achievements faced while implementing the emergency appeal operations and framed following recommendations.

- On selection criteria of the beneficiaries.  
While the operation aimed to assist herders who have less than 200 livestock, there were some herders who were greatly affected by dzud but couldn't receive assistance since they had more than 200 livestock to begin with. In addition to focus on vulnerable herder families during dzud, consideration is needed for herder families who have more livestock since they face more challenges to keep their livestock safe. Participants suggested making the selection more flexible for the operations in the future to include herder families who have more than 200 livestock but greatly affected by dzud, by officially deciding their cases through the emergency committee meetings.
- On CTP trainings for volunteers  
As CTP training organized for volunteers this year was highly efficient, Mid-level branches shall continue organizing CTP trainings during calm times and include CTP parts in all disaster response trainings.
- On community engagement and accountability  
MRCS should have weekly or monthly broadcast programme about its activities aimed for herders through "Malchin" broadcast channel. It is one of the most popular TV channel among the herders.

Health and care			
Outcome 2: The immediate and medium-term risks to the health of affected populations are reduced.	Outputs		% of achievement
	Output 2.1: Provision of First Aid kits to affected herder households.		85%
Activities	Is implementation on time?		% of progress /estimate/
	Yes	No	
2.1.1 Identification of soums in 4 provinces across the country (in cooperation with local government)	X		100%
2.1.2 Beneficiary selection and registration	X		100%
2.1.3 Orientation and mobilization of volunteers at soum levels for FA training for herders	X		100%
2.1.4 Local procurement of first aid kits (To be carried out centrally in Ulaanbaatar)	X		100%
2.1.5 Distribution of first aid kits	X		100%
2.1.6 FA trainings for herders		-	Not started
2.1.7 Onsite monitoring during the distribution	X		100%

	Outputs		% of achievement
	<b>Output 2.2: School-going children affected by the dzud are provided with psychosocial first aid support (PFA).</b>		90%
Activities	Is implementation on time?		% of progress /estimate/
	Yes	No	
2.2.1 PFA TOT training at the province level	X		100%
2.2.2 PFA service for school children at soum school levels	X		80%
<b>Progress towards outcomes</b>			
<p><b>First aid</b>  The identification of soums in four provinces across the country was conducted with a beneficiary list of 1,000. 1,000 first aid kits were distributed in March 2017, together with the veterinarian kit provided by the World Animal Protection Organization to target households of provinces of Khuvsgul, Zavkhan, Uvs and Selenge.</p>			
<p><b>PFA</b>  Activities delivered under Psychosocial first aid (PFA) in the previous year were well appreciated by school teachers and social care workers as an effective way to assist dzud affected children. PFA ToT training was conducted for the second year in collaboration with Save the Children Japan in Mongolia. The training was facilitated by those trained in the past year's PFA ToT, with support from Save the Children training officer. In preparation for the training MRCS procured 867 pieces of puzzle toys and 300 training manuals in Mongolian language for school classrooms and dormitories to provide safe and children-friendly environment for children.</p> <p>The training had four steps.</p> <ol style="list-style-type: none"> <li><b>Step one:</b> ToT training in Ulaanbaatar  The PFA ToT was organized in Ulaanbaatar from 19-22 April 2017. Mid-level branch staff of each target provinces and eight NDRT members received training as ToT of PFA.</li> <li><b>Step two:</b> ToT training in province  Each one of the trained ToTs went back to their respective provinces and trained secondary school teachers, dormitory teachers and social care workers from each target soums.</li> <li><b>Step three:</b> ToT training in soum  Trained secondary school teachers from each soum went back to their respective soums and selected 15 students from their school to present the "I support my friend" methodology. The students volunteered to participate in the project and age, sex, and diversity were taken into consideration during the selection process. The students were in grade 6-11.</li> <li><b>Step four:</b> ToT training for pupil  Peer to peer support was provided by the 15 trained students in the secondary schools of each soums. In total, around 6,750 students of 120 schools in 10 target provinces have been reached with PFA support.</li> </ol>			

<b>Community preparedness and disaster risk reduction</b>			
<b>Outcome 3: Communities' resilience to disasters is protected.</b>	<b>Outputs</b>		<b>% of achievement</b>
	<b>Output 3.1: Risk reduction measures are incorporated in disaster recovery programmes.</b>		<b>20%</b>
Activities	Is implementation on time?		<b>% of progress /estimate/</b>
	Yes	No	
3.1.1 Selection of beneficiaries for community preparedness and risk reduction activities		-	Not started
3.1.2 Procurement and distribution of 300 portable grass harvesters		-	Not started
3.1.3 Procurement of First Aid kits for prepositioning	-		100%
3.1.4 Preposition First Aid kits		-	Not started
3.1.5 Monitoring and reporting		-	Not started
<b>Progress towards outcomes</b>			
Procurement of first aid kits has been completed and it was done locally jointly by MRCS and IFRC country team.			
For other DRR activities, MRCS is working on revising the activities' plan based on the current needs during this reporting period, which will be completed by end of September.			

<b>Quality programming / Areas common to all sectors</b>			
<b>Outcome 4: Continuous and detailed assessment and analysis is used to inform the design and implementation of the operation</b>	<b>Outputs</b>		<b>% of achievement</b>
	<b>Output 4.1: Needs assessments are conducted and response plans updated according to findings</b>		<b>68%</b>
Activities	Is implementation on time?		<b>% of progress /estimate/</b>
	Yes	No	
4.1.1 Mobilize MRCS staff and volunteers for assessments	X		100%
4.1.2 Mobilize/deploy regional tools to support MRCS in conducting assessments and implementation of activities	X		100%
4.1.3 Develop detailed response plans with activities that will meet identified beneficiary needs	X		100%
4.1.4 CTP component's implementation	X		100%
4.1.5 Continued information collection from local branches	X		Continuous
4.1.6 Monitoring visits by joint teams of MRCS headquarters and IFRC	X		80%
4.1.7 Beneficiary satisfaction survey	X		60%
4.1.8 Internal final evaluation		-	Not started
<b>Progress towards outcomes</b>			
<b>Assessments</b>			
Prior to the response, MRCS analysed the disaster data collected from the authorities as well as the local branches. In order to effectively plan the CTP component and develop a comprehensive detailed work plan, including cooperation with local stakeholders, IFRC supported MRCS by deploying a regional disaster response team (RDRT) member, seconded by the Bangladesh Red Crescent Society to Mongolia, for one month in February. The deployed RDRT member provided technical support in planning of the activities, in building up of expertise in CTP of respective MRCS counterparts, including at HQ and mid-level branches, in beneficiary registration, in monitoring of encashment processes, and with other activities.			

Analysis of assessment data and cash feasibility study indicates that conditions in most of the affected provinces continue to deteriorate and herder households are struggling to cope with impact of second severe winter in a row. Preparation of hay and fodder is considerably low in among vulnerable herders due to budgetary constraints.

#### **Community engagement and accountability**

IFRC has supported MRCS in developing a community engagement strategy for the response to ensure that affected people receive information and can provide feedback on the assistance from MRCS. A beneficiary satisfaction survey was developed and completed in randomly selected beneficiaries among affected people, which is being processed. A helpline in collaboration with G-mobile was set up through which affected people, targeted beneficiaries and other stakeholders can convey their concerns, observations, and complaints about the response. The helpline allows placement of confidential calls. A total of 69 calls were received via the helpline since its establishment. All concerns, questions and complaints were addressed in a timely manner by the volunteers and staffs.

## **Operational Support Services**

#### **Human resources:**

MRCS has mobilized 220 volunteers, 15 NDRTs members and 14 staff members from both national headquarters and branches level in support of the operation. A regional disaster response team (RDRT) member from Bangladesh Red Crescent Society was deployed to support the cash transfer component of the operation in February 2017. A surge capacity delegate of IFRC was deployed in March for one month to provide an overall operations support management and coordination. In addition, the IFRC CCST in Beijing and APRO in Kuala Lumpur are providing wide range of technical, administrative and logistical support to the operation.

#### **Logistics and supply chain:**

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

Procurement of first aid kits has been completed and it was done locally, jointly by MRCS and IFRC country team. The transportation cost of the relief items was borne by MRCS, however, NEMA supported in distributing FA kits and veterinary kits to dzud affected herder households through provision of man power and trucks. IFRC regional logistics unit in Kuala Lumpur provides technical logistics support to MRCS and IFRC country team as needed.

#### **Information technologies (IT):**

The cost of communication will be low and consist of mobile phone and mobile internet usage. Mobile cellular networks operate normally in the targeted areas. The 15 MRCS national disaster response team (NDRT) members have portable radios and Iridium satellite phones as a backup emergency communication means used during the field monitoring visits.

#### **Community engagement and accountability:**

MRCS has an access to a two-way SMS communication with almost 600,000 G-mobile subscribers through TERA. TERA is free of charge for both the Red Cross and the G-Mobile subscribers who receive or send messages. MRCS is also using traditional beneficiary communication methods such as face-to-face communication, leaflets and bill boards. Hotline number, with a easy to remember number – 98-106-106 is operating 24/7 to receive complaints and provide feedback to the beneficiaries.

#### **Communications:**

With support from the IFRC regional communications unit in Kuala Lumpur, the MRCS communications officers support the development of stories, articles and documentary films – see *Red Cross respond as Mongolian herders struggle to survive winter dzud* [here](#). Partner National Societies have been provided with information on the response through Newswire operation updates. MRCS is also developing beneficiary stories, documentaries and articles to be published locally. The Finnish Red Cross Field Communication Unit was deployed to Mongolia in early February to produce a [documentary video](#) and stories in support of the operation's communication. IFRC is collaborating with international media to cover MRCS and IFRC activities in the field.

#### **Security:**

Security management is a vital element of the operation to ensure security of personnel, assets and programmes. The MRCS's operational coordination center ensures that volunteers and staff follow security rules when working in affected areas. MRCS continuously monitors the security environment and respond to changes in the threat and risk situation, if any, by implementing adequate security risk reduction measures. This includes measures related to safety-related threats and risks, e.g. road traffic accidents, fire safety, and health and weather-related concerns.

All MRCS personnel are encouraged to complete the respective IFRC Stay Safe courses; Stay Safe Personal Security, Stay Safe Security Management and Volunteer Stay Safe. IFRC is a member of various inter-agency groups including the HCT and Mongolia International NGO forum, which allows monitoring changes in the security situation. MRCS, with its wide network of branches and volunteers will be aware of any possible security threats and/or volatile situation.

#### **Planning, monitoring, evaluation, & reporting (PMER):**

NDRT members continuously monitor the implementation of the emergency operation. MRCS headquarters receives regular updates from operating branches. Monthly update formats were developed and introduced to responding branches. Considering the previous operation's evaluation recommendations, the MRCS PMER officer and MRCS DM officer have been working closely with the MRCS mid-level branches, standardizing templates, guiding the branches on data collection, M&E framework, and other aspects to ensure effective implementation.

#### **Administration and Finance:**

MRCS has a well-established finance and administration team consisting of six specialists. IFRC has a finance and administration manager based in Mongolia. IFRC teams at Asia Pacific regional office and the CCST in Beijing provide a range of support services to the operations, including finance, administration and logistics.

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## **Contact information**

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

#### **Mongolian Red Cross Society:**

- Nordov Bolormaa, secretary general; mobile: +976 99119395; email: [bolormaa.n@redcross.mn](mailto:bolormaa.n@redcross.mn)
- Davaajargal Batdorj, director of programs and cooperation; mobile: +976 8095 8095, email: [davaajargal.batdorj@redcross.mn](mailto:davaajargal.batdorj@redcross.mn)

#### **IFRC country cluster support team in Beijing:**

- Gwendolyn Pang, head of CCST; mobile: +86 135 110 6515; email: [gwendolyn.pang@ifrc.org](mailto:gwendolyn.pang@ifrc.org)

#### **IFRC Asia Pacific regional office in Kuala Lumpur; phone: +603 9207 5700; fax: +603 2161 0670:**

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- Nelson Castano, head of disaster and crises unit: [nelson.castano@ifrc.org](mailto:nelson.castano@ifrc.org)
- Alice Ho, operations coordinator; mobile: +60 13 360 0366; email: [alice.ho@ifrc.org](mailto:alice.ho@ifrc.org)
- Riku Assamaki, logistics coordinator; mobile +60 12 298 9752; email: [riku.assamaki@ifrc.org](mailto:riku.assamaki@ifrc.org)
- Antony Balmain, acting communications manager; email: [antony.balmain@ifrc.org](mailto:antony.balmain@ifrc.org)

#### **IFRC Geneva:**

- Susil Perera, senior officer, response recovery and preparedness; phone: +412 2730 4947; email: [susil.perera@ifrc.org](mailto:susil.perera@ifrc.org)
- Cristina Estrada, operations quality assurance senior officer; phone: +412 2730 4260; email: [cristina.estrada@ifrc.org](mailto:cristina.estrada@ifrc.org)

#### **For Resource Mobilization and Pledges:**

- Sophia Keri, resource mobilization in emergencies coordinator; email: [sophia.keri@ifrc.org](mailto:sophia.keri@ifrc.org)

#### **For Performance and Accountability (planning, monitoring, evaluation and reporting enquiries)**

- Clarence Sim, PMER manager; email: [clarence.sim@ifrc.org](mailto:clarence.sim@ifrc.org)



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## How we work

All IFRC assistance seeks to adhere to the Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the Humanitarian Charter and Minimum Standards in 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](http://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 non-violence and peace.

## Disaster Response Financial Report

MDRMN006 - Mongolia - Severe Winter

Timeframe: 02 Jan 17 to 02 Nov 17

Appeal Launch Date: 10 Feb 17

Interim Report

## Selected Parameters

Reporting Timeframe	2017/1-6	Programme	MDRMN006
Budget Timeframe	2017/1-11	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>A. Budget</b>			655,512			655,512	
<b>B. Opening Balance</b>							
<b>Income</b>							
<b>Cash contributions</b>							
<i>Airbus</i>			5,330			5,330	
<i>American Red Cross</i>			201,508			201,508	
<i>British Red Cross</i>			122,832			122,832	
<i>European Commission - DG ECHO</i>			126,060			126,060	
<i>Finnish Red Cross</i>			53,315			53,315	
<i>Japanese Red Cross Society</i>			21,600			21,600	
<i>Red Cross of Monaco</i>			10,853			10,853	
<i>Swedish Red Cross</i>			111,554			111,554	
<i>The Canadian Red Cross Society (from Canadian Government*)</i>			25,625			25,625	
<b>C1. Cash contributions</b>			<b>678,677</b>			<b>678,677</b>	
<b>Other Income</b>							
<i>DREF Allocations</i>			177,349			177,349	
<b>C4. Other Income</b>			<b>177,349</b>			<b>177,349</b>	
<b>C. Total Income = SUM(C1..C4)</b>			<b>856,026</b>			<b>856,026</b>	
<b>D. Total Funding = B + C</b>			<b>856,026</b>			<b>856,026</b>	

\* Funding source data based on information provided by the donor

## II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>B. Opening Balance</b>							
<b>C. Income</b>			856,026			856,026	
<b>E. Expenditure</b>			-449,922			-449,922	
<b>F. Closing Balance = (B + C + E)</b>			406,104			406,104	

## Disaster Response Financial Report

### MDRMN006 - Mongolia - Severe Winter

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Subsector:	*		

All figures are in Swiss Francs (CHF)

## III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
<b>BUDGET (C)</b>				<b>655,512</b>		<b>655,512</b>		
<b>Relief items, Construction, Supplies</b>								
Clothing & Textiles				405		405	-405	
Medical & First Aid	57,500			32,675		32,675	24,825	
Teaching Materials	17,125			6,734		6,734	10,391	
Cash Disbursement	279,708			279,402		279,402	306	
<b>Total Relief items, Construction, Sup</b>	<b>354,333</b>			<b>319,216</b>		<b>319,216</b>	<b>35,117</b>	
<b>Land, vehicles &amp; equipment</b>								
Others Machinery & Equipment	52,500						52,500	
<b>Total Land, vehicles &amp; equipment</b>	<b>52,500</b>						<b>52,500</b>	
<b>Logistics, Transport &amp; Storage</b>								
Distribution & Monitoring	18,670						18,670	
Transport & Vehicles Costs	10,700						10,700	
<b>Total Logistics, Transport &amp; Storage</b>	<b>29,370</b>						<b>29,370</b>	
<b>Personnel</b>								
International Staff	44,000			2,791		2,791	41,209	
National Staff	14,271			418		418	13,853	
National Society Staff	28,250			230		230	28,020	
Volunteers	5,686						5,686	
<b>Total Personnel</b>	<b>92,207</b>			<b>3,439</b>		<b>3,439</b>	<b>88,768</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	44,250						44,250	
<b>Total Workshops &amp; Training</b>	<b>44,250</b>						<b>44,250</b>	
<b>General Expenditure</b>								
Travel	8,500			10,081		10,081	-1,581	
Information & Public Relations	7,000			413		413	6,587	
Office Costs	4,750						4,750	
Communications	4,832			887		887	3,945	
Financial Charges	1,303			40		40	1,263	
Shared Office and Services Costs	16,459						16,459	
<b>Total General Expenditure</b>	<b>42,844</b>			<b>11,421</b>		<b>11,421</b>	<b>31,422</b>	
<b>Operational Provisions</b>								
Operational Provisions				85,761		85,761	-85,761	
<b>Total Operational Provisions</b>				<b>85,761</b>		<b>85,761</b>	<b>-85,761</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recover	40,008			27,289		27,289	12,718	
<b>Total Indirect Costs</b>	<b>40,008</b>			<b>27,289</b>		<b>27,289</b>	<b>12,718</b>	
<b>Pledge Specific Costs</b>								
Pledge Earmarking Fee				2,794		2,794	-2,794	
<b>Total Pledge Specific Costs</b>				<b>2,794</b>		<b>2,794</b>	<b>-2,794</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>655,512</b>			<b>449,922</b>		<b>449,922</b>	<b>205,590</b>	
<b>VARIANCE (C - D)</b>				<b>205,590</b>		<b>205,590</b>		

**Disaster Response Financial Report**

MDRMN006 - Mongolia - Severe Winter

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Interim Report

**Selected Parameters**

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Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

**IV. Breakdown by subsector**

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
<b>BL3 - Strengthen RC/RC contribution to development</b>							
Disaster risk reduction	655,512		856,026	856,026	449,922	406,104	
Subtotal BL3	655,512		856,026	856,026	449,922	406,104	
<b>GRAND TOTAL</b>	<b>655,512</b>		<b>856,026</b>	<b>856,026</b>	<b>449,922</b>	<b>406,104</b>	