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## Operation Update Report Pakistan: Severe Winter

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF n° MDRPK018</b>	<b>GLIDE n° <a href="#">CW-2020-000027-PAK</a></b>
<b>Operation update n° 1:</b> 8 May 2020	<b>Timeframe covered by this update:</b> 5 February - 20 April 2020
<b>Operation start date:</b> 5 February 2020	<b>Operation timeframe:</b> 6 months; <b>End date:</b> 31 July 2020 (revised)
<b>Funding requirements:</b> CHF 315,292	
<b>N° of people being assisted:</b> 7,096 people (1,000 households)	
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> The International Federation of Red Cross and Red Crescent Societies (IFRC), the International Committee of the Red Cross (ICRC) are actively involved in supporting the Pakistan Red Crescent Society (PRCS) response for severe snowfall in Pakistan Administered Kashmir and Baluchistan.	
<b>Other partner organizations actively involved in the operation:</b> State Disaster Management Authority (SDMA), National Disaster Management Authority (NDMA) and District Disaster Management Unit (DDMU) are actively responding to the disaster. They have established field offices to coordinate response efforts on ground. SDMA has deployed ambulances, rescue vehicles and rescuers in the affected areas for clearing snow, restoration of roads, infrastructure and medical assistance to the injured.	

### Summary of major revisions made to emergency plan of action:

This operation update informs on the extension of the implementation timeframe for two months from 31 May until 31 July 2020, mainly due to the current COVID-19 outbreak and lockdown in the country. This will enable completion of activities such as below:

- Distribution of non-food items (NFIs) to 150 Households (HH) in Neelum District;
- Cash disbursement to 1,000 families in Azad Jammu & Kashmir (AJK) and Baluchistan;
- Post Distribution Monitoring (PDM);
- Lessons learnt workshop.

Other circumstances contributing to the delay include change in PRCS management, continuous rain and snow in the affected areas and cross border firing in Neelum District.

## A. SITUATION ANALYSIS

### Description of the disaster

From 11 to 13 January 2020, several parts of Pakistan were hit by heavy rains and snow fall which resulted in flash floods, avalanches and landslides. According to the National Disaster Management Authority (NDMA) sitrep published on 23 January 2020<sup>1</sup>, at least 107 people have died due to the severe weather conditions. Among them, 21 belonged to Baluchistan, five from Khyber Pakhtunkhwa (KP), two from Gilgit Baltistan (GB) and 79 were confirmed in AJK. The Baluchistan provincial government declared a state of emergency in 11 districts and requested NDMA to allow humanitarian organizations to support the Provincial Disaster Management Authority (PDMA) to reach out to the people in need. AJK government also declared Neelum, Leepa Valley and Bhadi as disaster hit areas, nominating a Relief Commissioner to manage the relief activities in these areas.

<sup>1</sup> <http://www.ndma.gov.pk/sitreppia/january/Situationreport9dated23Jan2020.pdf>

**Table 1: Summary of the damages and losses (Source: NDMA Sitrep – 23 January 2020)**

Provinces	Deaths	Injury	Houses damaged		Others
			Fully	Partially	
AJK	79	63	91	202	One mosque, 22 shops, 7 vehicles Light Transport Vehicle (LTV), 3 Motorcycles damaged. In upper Neelum (Lawat to Tao Butt) Leepa roads blocked.
Baluchistan	21	24	148	1,062	One bridge collapsed, one Mosque completely collapsed, 9 Light Transport Vehicles (LTV), 3 motorcycles damaged and 29 livestock perished.
KP	5	13	31	33	
GB	2	4	3	3	100 years record snow in some areas (Media and GBDMA)
<b>TOTAL</b>	<b>107</b>	<b>104</b>	<b>273</b>	<b>1,300</b>	

BBC news reported that the snowfall had been historical for both Kashmir and Baluchistan. Quetta, Areas of Ziarat, Harnoi, Kan Mehtarzai, Muslim Bagh, Khanozai and Khojak Pass were blanketed in snow. Due to heavy snow fall the highways between Quetta-Sibi, Quetta-Karachi and Quetta-Zhob were also blocked. Meanwhile, the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) reported that around 1 million people have been affected by the cold wave (around 140,000 families)<sup>2</sup>.

In Kharan, Panjgoor and Gwadar districts, heavy rains had been reported which resulted in flash-flooding in different area of mentioned district. In total, 56mm rainfall was recorded in Turbat, 40mm in Pasni and 26mm in Pishin.

In Kashmir, the worst affected district is Neelum (Extreme North District of AJK) due to heavy snowfall, rain and avalanche created havoc, where 79 people died, and more than 91 houses completely destroyed. The total population affected by the avalanches in Neelum District is 910 households (6,370 people), with another 3,134 households (21,938 people) indirectly affected by the heavy snow.

Astor Valley received a record-breaking snow in some areas breaking 100 years record (Media and Gilgit Baltistan Disaster Management Authority - GBDMA). It was reported that two people had died due to avalanche while four injured. The heavy snow paralyzed life in the region, with residents in northern valleys restricted to their homes. Gilgit Baltistan authorities mobilized all their resources to open the blocked roads and to assist the people in need.

As a result of the heavy rain and snowfall on the upper reaches of Neelum and Leepa and some top mountainous parts of AJK was disconnected from rest of the country through land routes. The roads and telecommunication networks were badly affected in AJK, Baluchistan, KP and GB and adjoining areas because of downpour in plains and snowfall on mountains. All these not only have caused deaths but also halted the lives of thousands of local people. Furthermore, since local people in this region make their living through daily wage jobs, livestock rearing, farming, or small local businesses, blockage of pathways and roads directly affect their livelihoods. The extreme cold weather conditions (up to minus 16°C) also restricted them to their houses.

## Summary of current response

### Overview of Host National Society

PRCS with more than 150 staff at NHQ level, seven at provincial, state and GB branches and more than 70 district branches with 50 active volunteers in each district Branches have the capacity to respond to any emergency situation in the country. PRCS deployed Practical Emergency Cash Transfer (PECT), Rapid Response personnel, NDRTs and Branch Disaster Response Teams (BDRTs) in the target areas for the registration of effected community members.

PRCS- National Head Quarter (NHQ) is in continuous coordination with PRCS field teams at Provincial Head Quarters (PHQ) and district level, and external stakeholders including Red Cross Red Crescent partners and NDMA. The National Disaster Response Teams (NDRTs) receive initial assessment reports and information from affected districts through dedicated staff and volunteers delivering First Aid (FA) on the spot.

The National Society had dispatched alert messages to its NDRT members while staff and volunteers have been placed on standby for deployment. PRCS Provincial, State and GB branches have mobilized FA teams from adjoining districts to provide first aid response to the injured. Initially roads were blocked in Neelum Valley AJK which opened later by the district administration and now these areas are fully accessible.

<sup>2</sup> OCHA [sitrep no. 5 – 24 Jan 2020](#)

**Table 2: Summary of response actions by PRCS (as of 20 April 2020)**

Area	Date	Response
GB,	13-22 January	<ul style="list-style-type: none"> <li>• First Aid response.</li> <li>• Rapid need assessment completed by deploying staff and volunteers. NHQ, PHQ and NDRTs are on high alert.</li> <li>• 96 tents, 312 tarpaulin sheets, 312 water canes and 425 blankets have been distributed in district Gilgit, Astore and Skardu.</li> </ul>
AJK	13-22 January	<ul style="list-style-type: none"> <li>• First Aid response.</li> <li>• Rapid need assessment completed by deploying staff and volunteers.</li> <li>• Essential medicines have been sent to Neelum District.</li> </ul>
Baluchistan	13- 22 January	<ul style="list-style-type: none"> <li>• First Aid response.</li> <li>• Rapid need assessment completed by deploying staff and volunteer.</li> <li>• 700 food packs (35kg), 700 blankets, 700 jackets, 300 kitchen sets, 300 hygiene kits have been distributed in districts of Killa Saifullah, Killa Abdullah, Pishin, and Mastung.</li> </ul>
Baluchistan	22-29 February	<ul style="list-style-type: none"> <li>• Orientation of staff and volunteers on data collection tools and Red Rose.</li> <li>• Registration of beneficiaries through Red-Rose.</li> </ul>
AJK	22-29 February	<ul style="list-style-type: none"> <li>• Orientation of staff and volunteers on data collection tools and Red Rose.</li> <li>• Registration of beneficiaries through Red-Rose.</li> </ul>
Baluchistan + AJK	2-6 March	<ul style="list-style-type: none"> <li>• Analysis and finalization of beneficiary list.</li> <li>• Re-verification of beneficiaries.</li> <li>• Coordination with Financial Service Provider (FSP).</li> </ul>

### **Overview of Red Cross Red Crescent Movement in country**

The ICRC supported the deployment of PRCS FA teams, replenishment of FA kits, Restoring Family Links (RFL) and public communication. The IFRC Country Office (CO) and Asia Pacific Regional Office (APRO) are providing technical support to the National Society, while Partner National Societies (PNS) in country (e.g. German Red Cross, Norwegian Red Cross and Turkish Red Crescent) can provide additional bilateral support to PRCS if there are any gaps to fill in the response.

### **Overview of non-RCRC actors in country**

High alerts were issued by SDMAs to local officials and rescue teams where up to four feet of snowfall had been reported. Also, immediate rescue operations had been launched by SDMA, PDMA, GBDMA District Administrations and Pakistan Army in the disaster hit areas for prompt action. Also, a Special Emergency Desk has been set up in the SDMA to monitor the situation and District Disaster Management Authority (DDMA) Neelum is functional and continuously monitoring the situation at district level.

NDMA has taken the lead in coordinating the response and held coordination meetings with the support of United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA). PRCS and IFRC have been active participants of these meetings and so far, have attended three NDMA coordination meetings. PRCS shared their need assessment findings in the coordination meeting. The assessment data was highly appreciated by the members and is now being used as secondary data for their response planning. At provincial and district levels, the response is being coordinated by the respective provincial, state and district disaster management authorities. The Pakistan Army completed the search and rescue operations in the affected areas as soon as the disaster struck.

The Government of AJK has provided death claim compensation at the rate of CHF 942/person, and compensation for injured at the rate of CHF 440/person. For the damaged houses the government is providing compensation at the rate of CHF 628 for fully damaged houses and CHF 251 for partially damaged houses.

An amount of CHF 314 is being extended to the next of kin/legal heir of every deceased person as Ex Gratia announced by NDMA Chairman as part of the Prime Minister of Pakistan Assistance Package for the affected population of Baluchistan, while CHF 314 has been paid to the injured people and CHF 628 were paid to the families whose houses were fully damaged or collapsed.

## **Needs analysis and scenario planning**

### **Needs analysis**

The rapid assessment of Neelum was conducted from 15 to 17 January 2020 with two assessment teams of PRCS AJK along with PRCS local volunteers. The pre-designed Rapid Need Assessment (RNA) form was used for this process. A consultative process took place with different stakeholders including PRCS District Branch Neelum, SDMA, the Revenue Department, District Administration, Health Department and DDMA Neelum during the assessment. The assessment

teams visited one Union Council (UC) and three villages of Tehsil Sharda of District Neelum to conduct interviews with the local community. Below are some of the key findings for Kashmir:

- **Affected population:** The number of population directly affected by avalanches in Neelum District is 910 households (6,370 people), while 3,134 households (21,938 people) were indirectly affected due by the heavy snowfall. The most affected areas include villages in UC Sharda, Surgan Bagnowa, Surgan Bakvali, Surgan Sari, Surgan Neelum, and villages in UC Kel Kail Kalalot, Kail Domail.
- **Accessibility to affected areas:** The road accessibility was a major challenge to reach the affected areas of district Neelum. The heavy snow, avalanches and land sliding caused severe blockade of roads in district Neelum. The main road of Athmuqam (District Headquarters) to Sharda was blocked from different areas. The District Administration with support of Public Works Department AJK (Highways) deployed heavy machineries (Athmuqam & Sharda) for clearing of roads. According to the local authorities, the link roads towards affected areas were completely snow covered with 6-8ft of snow, and it was difficult to clear the road.
- **Communication:** The landline phone and mobile services were interrupted during the first two to three days of the disaster; however, they are now functional in some of the areas. There is only Special Communications Organization (SCO) mobile service available in the affected areas, but that is also not providing full coverage.
- **Market functionality and accessibility:** District as well as local markets (Sharda & Kel) have a collective capacity of stock to supply the basic food and essential household items which includes WASH and shelter items to the local community members. Shopkeepers/vendors have the financial capacity in terms of investment for the provision of mentioned items, however, in normal routine they keep minimum quantity of food items as per daily/weekly demand. In winter season, vendors normally stock the commodities for three months.

Initially the local markets were inaccessible to the local community due to the cold wave and snow packed pathways in Neelum. However, roads became clearer by the end of February, making it accessible for the local people.



PRCS teams conducting market assessment in Neelum. (Photo:PRCS)

- **Cash transfer mechanisms:** Several FSPs are available in the target districts and affected areas, which includes banks (AJK & National), post office and UBL Omni. PRCS had already signed a Memorandum of Understanding (MoU) with a leading financial institution which includes UBL Omni. Voucher Assistance (CVA) will be provided to targeted households.
- **Shelter and household item:** Heavy snow and avalanches caused serious destruction of houses in the affected areas of District Neelum where 202 of the houses were fully or partially damaged. The partially damaged houses were not in a liveable condition due to the severe cracks caused by the avalanche. Although the government is providing relief aid in different areas, however, it's not enough for the entire affected population. The government has provided relief aid through NDMA, PDMA and SDMA in the form of tents and tarpaulin sheets for the community members who have lost their houses. Government has also announced a compensation amount for the people who have lost their family member(s) and their shelter. It has been found that emergency shelter (Igloos /winterized snow tents) and household items are the critical need of the affected population. The government wants to cover most of the worst affected families however, it depends on the access to the target areas. In addition to the standard household items kit, there is also a critical need of warm clothes (for children, women & men), quilts/warm blankets, mattresses and emergency lights. For the transitional shelter, it is also recommended that along with the emergency shelter and household items, Corrugated Galvanized Iron (CGI) sheets and shelter tool kits should be provided to the directly affected community members for their early recovery. Most of the houses in Kashmir and Baluchistan are built with CGI sheets, however the government is not providing those to the people in need. Therefore, PRCS is covering the gap by providing CGI sheets, emergency tool kits and household items (warm clothes, quilts, kitchen set, hygiene kit and stove) to meet the affected people's immediate needs. The tents provided by the government are not winterised tents which is only a temporary solution, whereas CGI sheets provided by PRCS will help them repair their houses.



- **Food:** As per discussions with the community members, food items are easily available in the nearby markets although it takes a long time to reach there but these are the same markets that they access during normal days. However, the purchasing power of the local communities has been reduced due to the disaster and its effects on their livelihood.

Below are the key findings in Baluchistan:

- Meeting with different departments and community members revealed that the total population affected in 11 districts was 20,000 families/households, more than 30 people were reported dead, and numbers of livestock disappeared and died. While PDMA Baluchistan has reported more than 200,000 families affected in this spell.
- Though all 11 districts are affected, districts of Killa Abdullah, Killa Saifullah, Ziarat Pishin, Khaaran and Turbat are the worst hit. There is need of food and household items including winterized packages and medicines available in these areas.
- The markets are accessible in all districts and financial service providers are also available while having the capacity to provide cash in timely manner if informed in advance.

### Targeting

In AJK the worst affected area is Neelum as per RNA of PRCS and recommended by NDMA and SDMA for intervention. The area is accessible, and markets are functional in Surgan Bagnowa, Surgan Bakvali and Sari Surgan Neelum in Sharda, while in Kel the village Kail kalalot Domail which were the most affected area are also accessible.

In Baluchistan PDMA declared 11 districts affected by the disaster while PRCS RNA revealed four districts which were the worst affected among these 11 districts. Kharaan, the southern district was affected by the flash floods while Pishin, Killa Abdullah and Ziarat were among the districts affected by heavy snow.

In both provinces, the community members were fully involved in the identification of UCs and villages during assessment, and initial assistance in close coordination with district administration and relevant disaster management authorities.

Some 500 families in Kashmir who have lost their houses and livelihoods fully or partially, with low income, household headed by elderly or women and with high dependency ratio are in dire need of essential household items, health services, food and fuel for cooking food, while some 150 most affected families are in need of winterized kits, CGI sheets, shelter toolkits and other household items. The 500 affected families of Baluchistan are in need of household items, hygiene items, health assistance, food and fuel for cooking. PRCS will respond through multipurpose cash grant for 1,000 families in Kashmir and Baluchistan, calculated on the basis of Minimum Expenditure Basket (MEB) separately for each province. The food needs of 2,100Kcal per person per day will be fulfilled through this cash grant besides other basic needs. While the needs of the 150 families in Kashmir will be fulfilled through in-kind support in the form of goods mentioned in the below table. These families are also receiving cash grants.

**Table 3: Summary of cash assistance and In-kind assistance**

Province	Cash Assistance/per month	No. Of Households	Frequency of Cash assistance	In-kind Assistance	No. Of Households
Kashmir	PKR 16,500/CHF 106 (Food, health, fuel and transportation)	500	Two months	CGI sheets, kitchen set, hygiene kits, winterized kits, jerry cans and stove for wood burning	150
Baluchistan	PKR 21,500/CHF 139 (Food, health, fuel, transportation, wash, household items)	500	One month	n/a	0

### Estimated disaggregated data for population targeted:

The need assessment has the basic information about the existing situation, needs and gaps in AJK and Baluchistan. Red-Rose application has been used in registration of beneficiaries where segregated data was highlighted.

**Table 4: Age wise segregated data and # of PWDs, PLWs and orphans in households**

Province	Male < 5yrs	Female < 5yrs	Male 5-17yrs	Female 5-17yrs	Male 18-49yrs	Female 18-49yrs	Male > 50yrs	Female > 50yrs	Orphans in HH	PWDs	PLWS
Kashmir	328	326	681	633	555	555	182	196	220	227	130
Baluchistan	482	528	578	647	536	530	154	185	297	94	227
<b>Total</b>	<b>810</b>	<b>854</b>	<b>12,59</b>	<b>1,280</b>	<b>1,091</b>	<b>1,085</b>	<b>336</b>	<b>381</b>	<b>517</b>	<b>321</b>	<b>357</b>

**Table 5: Summary of marital status of targeted households by province**

Marital status	Kashmir	Baluchistan	Total
Married	370	422	792
Separate	2	2	4
Single	19	12	31
Widow	109	64	173
<b>Total</b>	<b>500</b>	<b>500</b>	<b>1,000</b>

**Table 6: Number of male and female headed household by province**

Status	Kashmir	Baluchistan	Total
Female	169	118	287
Male	331	382	713
<b>Total</b>	<b>500</b>	<b>500</b>	<b>1,000</b>

**Scenario planning**

More rainfall and snow followed the initial severe weather which created hindrance in beneficiaries' registration process and caused delays. Most importantly, the global emergency of COVID-19 outbreak in Pakistan since Mid-Feb 2020 has led to discontinuation of activities for the moment considering social distancing. Additionally, in the month of March, the Government of Pakistan announced lockdown and banned public gatherings.

Scenario	Humanitarian consequence	Potential Response
Long winter season and prediction of more snowfall	The livelihoods of the people in the target areas will be severely affected and they will be confined to their homes with accessibility issues.	More than expected snowfall resulted in delays of activities.
Key Government decisions on the response	Delays in the cash assistance announced by the government can negatively impact the most affected people, especially in terms of repair of their houses.  The government has announced compensation for the family members of the deceased. However, the cash compensation has not yet reached the target population.	The timely response by PRCS through DREF operations, can reduce the effects of the delayed response by the Government.  PRCS will monitor the situation and will ask for support through PNS well in time, in case the government response is further delayed.
Impact on livelihood	The affected community may adopt negative coping mechanisms in case their needs are not met in a timely way.	PRCS will support 1,000 families in Kashmir and Baluchistan, however if the situation prevails, PRCS will look for support from other partners in the country or ask for the extension of the DREF operation.

**Operation Risk Assessment**

Due to severe winter in these areas, PRCS staff and volunteers faced much difficulties to access the target areas and the registration process took more than expected timeframe. At the same time the PRCS staff and volunteers were also equally exposed to the severe weather conditions, putting their health at risk too.

Risk of avalanches and landslides still exist in Neelum District and northern parts of Baluchistan.

The COVID-19 crisis across the country has further complicated the situation and reshaped the scenario. The ground activities have been halted for the time being keeping in view the government restrictions as well as the safety of both people to be assisted and front-line workers.

## B. OPERATIONAL STRATEGY

### Proposed strategy

PRCS carried out detail need assessments through the use of tools including Red-Rose for data collection, further refined data collected through analysis of gender disaggregated data and feeding relevant information to the specific sectors for immediate assistance. PRCS deployed FAR, NDRT Teams from the district branches in Kashmir and Baluchistan, working in coordination with the Disaster Management Authority and PDMA at respective provincial and district levels. The teams carried out initial assessments of the affected areas to ascertain the damages and needs. The DREF plan of action is developed based on the findings of the assessment teams, the collective experience of PRCS staff and volunteers, and assets available, such as relief items positioned in strategic locations across the country. PRCS already has trained staff and volunteers available at National and Provincial level who are available to be deployed in the field on an immediate basis. The provincial offices in the target districts are fully functional and the available staff at national and branch level already specialized in disaster response and cash. The branches and staff are already carrying out similar projects and are fully equipped to respond via DREF. With a strong presence in the affected areas, PRCS will ensure assistance to the affected population (500 families) in Kashmir through provision of in-kind support of winterised kits, CGI sheets and other essential household items and cash for food items. In Baluchistan, multipurpose cash grant will be given to 500 households in order to meet the immediate needs of the affected families.

### Cash and Voucher Assistance

In Baluchistan, the immediate food and WASH needs of the affected population in Ziarat, Pishin, Kharaan and Killa Abdullah districts were identified as a result of emergency needs assessment carried out by PRCS:

- Affected population to receive cash assistance.
- Nearby markets are functional and accessible to affected population.
- Financial Service Providers (FSPs) exist in the area (Banks, Telecom Partners and Post Offices).
- In-kind support in the form of Household Items and shelter assistance.

The PRCS Annual Contingency Plan proposes to adopt multipurpose cash grants assistance in case the prerequisites for cash assistance are fulfilled, as per the MEB guidelines outlined in the contingency plan. The annual multi hazard contingency plan already includes cash grant value calculated through MEB, but the value may change subject needs, context and current prices. PRCS has the required capacities to distribute cash assistance with the support of IFRC. The multipurpose cash grant modality provides beneficiaries with flexibility and more options to prioritize their own immediate basic needs. This is considered necessary due to the impact on households by the disaster. Thus, it is imperative for the beneficiaries to quickly fulfil their basic needs and the cash grant is expected to revive the local market as well, which will in turn create multiplier effects of increased livelihood opportunities and flow of money in the market. PRCS has prior experience and capacity with Cash Transfer Programming using FSPs for reliable cash disbursement. The amount for multipurpose cash grant for Baluchistan is PKR 21,500 (CHF 139) per family, while for targeted families in Kashmir it is PKR 16,500 (CHF 106) per family calculated through MEB. Multipurpose cash grant for Kashmir includes food, fuel for cooking, health and transportation needs. While multipurpose cash grant for Baluchistan covers hygiene and household items besides the items already mentioned in the Kashmir MEB.



Registration activity by PRCS volunteers in hard to reach areas.  
(Photo: PRCS)

For Pakistan Administered Kashmir in-kind support as Household Items is preferred and recommended as while for food, health and transportation and fuel a multipurpose cash grants will be provided using for locally available stuffs in the market.

In all affected districts of Baluchistan, the markets are functional and there is no demand and supply issue for the essential food and household items, while in Neelum the markets are functional but access to the market was not possible by the people due to the 6 to 7 feet snow on the roads and pathways to markets due to land sliding, avalanches and snow. Therefore, dry ration (food for at least two months) had been recommended in AJK besides household items (Warm clothes, CGI sheets, emergency shelter tool kit, Kitchen and Hygiene sets).

### **Acceptability and willingness for the cash and voucher assistance**

As PRCS is working on multi-sector interventions in the aftermath of disaster focusing on the basic survival needs of the affected population, the same approach is followed in the cash and vouchers assistance and the amount calculated for each individual family/household is based on multi-sector needs like food, health, transportation and other general but basic needs. This approach will facilitate the affected community to greater extent and get wider acceptability among them. Acceptability at both Government and Community level is the foremost requirement for initiating a programme and in this case these two key stakeholders are in full confidence and on board.

### **Availability of financial service providers**

Several Financial Service providers are available in the districts and affected areas that includes Banks, Post offices and Telecom companies. PRCS has already signed MoUs with leading financial institution which includes Telenor, Jazz Cash and UBL Omni. All FSPs have tested pilot projects and found very efficient and cost effective. Telenor Mobile Company has a well-known mechanism of Easy paisa being used for reliable transfer of money not only for individuals but also for/on behalf of organizations especially during disaster situation. This Financial institution has been recommended due to the fact that it has already provided services in PRCS-Cash Transfer Programming in 2015-2016 in KP and GB, in 2017, 2018 and 2019 in Baluchistan and some other parts of the country. In Ziarat, Pishin, Killah Abdullah and Kharaan FSPs retailers and franchises are available within the affected zone as well as at district and tehsil level. If informed in advance, they have collectively the capacity and willingness to provide cash to affected families within the agreed timelines and procedure as interviewed during field visits. Moreover, FSPs have their outlets/franchises at the very grass root level and capable of service delivery to the community with an easier access.

### **Policies of host Government and Donors**

Government of Pakistan has been using Cash Transfers in emergency relief and recovery operations since the 2005 earthquake. The Government has implemented a wide range of cash initiatives for those affected by the 2010 mega floods and to support people displaced by the complex emergency in ex FATA. Most recent example is the disbursement of cash by the government in the Covid-19 situation where 12 million household is providing cash assistance. Other actors including UN agencies, civil society partners and the private sector also use Cash Transfer Programming. Currently Cash Transfer Programming initiatives in Pakistan are driven by the mandate and opportunities of individual organizations. Government is allowing cash transfers as per state bank laws while ensuring biometric verification during cash disbursement using banks and telecom companies. As part of the UNOCHA coordination meetings UN agencies, government departments and NGOs all share their response mechanism as well as the modalities, Household Items and cash transfers, to avoid duplication of efforts and fill the gaps in the disaster affected areas.

The Government of Pakistan so far provided cash to the disaster victims during various natural and human induced disasters through formal banking and electronic mode of transfer. PRCS has used several disbursement mechanisms of banks, post offices and telecom companies.

## **Operational support services**

### **Human resources**

PRCS Director of Operations is in charge of the operation, reporting to the PRCS Secretary General, who has the overall responsibility for the operation while Deputy Director Cash and Voucher Assistance (CVA) / Disaster Response (DR), PRCS AJK State Branch and Baluchistan Provincial Branch staff and volunteers are directly supporting the operation. In addition to the PRCS staff and volunteers, the IFRC CO team is also supporting the operation in country.

### **Logistics and supply chain**

PRCS maintains household items stocks at National and Branch warehouses situated at strategic locations around the country. Household items to the affected areas will be disbursed from the existing stock and will be replenished through DREF. Replenishment will be done locally by PRCS with the support of IFRC CO and OLPSM, Kuala Lumpur.

### **Community Engagement and Accountability (CEA)**

Community engagement and accountability, has been integrated into the operation to ensure that people assisted can give feedback and receive answers to their questions, have access to the timely and accurate information on the nature and scope of assistance and services provided by PRCS, and the expected behaviour of staff and volunteers. PRCS local volunteers have been part of the assessment exercise and also been engaged during the project implementation



for identification and household registration, information sharing regarding response activities, distribution of household items, hygiene promotion sessions, coordination with local Financial Service Providers (FSPs) and collecting feedback from community members regarding project activities/assistance.

The provincial and state branches is ensuring visibility and transparent communication with the affected population during the relief distributions. Banners and information charts of the items being distributed will be put on display at all the distribution points and volunteers will explain charts to people to ensure understanding. In addition, a feedback mechanism will also be implemented. During assessment, distribution or any field activity, feedback will be captured through a dedicated phone line, the number for which will be communicated to the community members at the very beginning of response activities and continuously shared during all activities to ensure wide dissemination of the number. Verbal feedback will be registered formally during interaction with community members through manual paper-based forms filled in by volunteers. Volunteers will be supplied with a simple Q&A document to answer most frequently or urgent posed questions and concerns.

### **Communications**

PRCS regularly share information and updates on the operation with key stakeholders. PRCS Secretary General is responsible for communication to external stakeholders. At the operational level, the communication department is undertaking activities aimed to increase visibility of PRCS and to show the impact of the intervention.

### **Planning, Monitoring, Evaluation and Reporting (PMER)**

Emphasis has placed on ensuring that the choice of interventions and the beneficiary selection is need based, with adherence to all standards of accountability and transparency.

Emphasis is also made on encouraging continuous assessment of the situation, monitoring of the services being provided as well as looking at monitoring of the feedback from beneficiaries. Analysis of monitoring observations will help with timely decision-making. Attention has been made to data management, inclusive of collection of disaggregated beneficiary data, storage and analysis. Continuous communication with the field teams, along with issuance of necessary updates of the operation including the final report will be managed accordingly. Post Distribution Monitoring (PDM) is part of the Operational Plan and will be carried out two weeks after the distribution of cash and household items. Lastly, a lesson's learned workshop is planned and budgeted at the end of the operation in order to record the best practices and recommendations for future operations.

### **Administration and Finance**

Both PRCS and IFRC CO administration and finance teams are on standby to support development and implementation of the DREF operation.

### **Security**

Neelum is a northern district of the Pakistan Administered Kashmir which lies at around 127km from the capital city of Islamabad while Baluchistan districts (Pishin, Ziarat, Killa Abdullah and Khaaran) are 57km,127km, 94km, 43km respectively from the provincial capital Quetta. In general, the security situation of Neelum district is stable and doesn't present major concerns, while some militancy issues persist in the district of Khaaran of Baluchistan.

Militancy is not a concern in the area and crime level also remains low in general in Neelum while district of Baluchistan had some insecurity issues in the past. However, Neelum district has its borders with the Line of Control and so is normally affected by cross border clashes between Pakistan and India.

Communications systems have also been badly affected after the disaster which have now being resumed to a large extent. Lack of communication is not expected to be a major issue for the operation.

IFRC does not maintain a presence in the district however National Society does have its presence in the area with different response and emergency teams already deployed to the affected areas while maintaining close coordination with state and district authorities.

Any movement of IFRC staff to snowfall affected areas in relation to the DREF operation will be monitored by IFRC security and IFRC Islamabad Radio Room. IFRC Security will also carry out visits to the affected areas to carryout quick risk assessment as part of the DREF operation. IFRC will ensure that all staff and volunteers are briefed on the security situation and on safety and emergency procedures, prior to departure to the affected areas.

Expatriates' visit to any district of Pakistan Administered Kashmir is subject to No Objection Certificate (NOC) issued by the Ministry of interior which will also be applicable in the case of Neelum district and Baluchistan. Any RDRT deployed will only be able to visit the affected areas subject to the obtention of a NOC.

## C. DETAILED OPERATIONAL PLAN



### Shelter

People reached: 0 (Targeted: 150 HH/1128 people)

Male: 0

Female: 0

**Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions**

Indicators:	Target	Actual
# of targeted households that have temporary shelter assistance including household items to cover their basic needs	150	0

**Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.**

Indicators:	Target	Actual
# of households reached with temporary shelter support, shelter tool kits, Jerry can and hygiene kits	150	0

### Progress towards outcomes

#### Activities already carried out:

- NHQ, PHQ and district staff and volunteers have been deployed to target areas and trained on project activities, household registration template and digital data collection through Red Rose.
- Carried out household registration and collected data of 590 households.
- Approximately 10 per cent of the registered households were verified by NHQ and PHQ staff through monitoring visits during the registration process in both provinces.
- The collected data was further reviewed by NHQ technical team, whereby 150 households were selected as the most vulnerable HH for NFIs assistance.
- The data for most vulnerable 150 households was endorsed by PHQ technical team and village committees. Additionally, it has been put up for management approval for distribution of items.
- The procurement process has been initiated and approved by PRCS management for replenishment of distributed items.

#### Challenges:

- Distribution has been delayed due to more than expected snowfall and rains in the target areas.
- In AJK, cross border firing caused delays in activities as the targeted area are near the border.
- Change in higher management at PRCS NHQ caused some delays in procurement approval process.
- Activities were entirely stopped due to lockdown and movement restriction because of Covid-19 situation.



### Livelihoods and basic needs

People reached: 0 (Targeted: 1,000 HH /7,096 people)

Male: 0

Female: 0

**Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods**

Indicators:	Target	Actual
# of targeted households that have enough <food, cash, income> to meet their survival threshold	1,000	0

**Output 1.1: Basic needs assistance for livelihoods security including food is provided to the most affected communities**

Indicators:	Target	Actual
# of households reached with cash for basic needs	1,000	0

**Progress towards outcomes**

**Activities already carried out:**

- NHQ, PHQ and district staff and volunteers have been deployed to target areas and trained on project activities, household registration template and digital data collection through Red Rose.
- Carried out household registration and collected data of 1,166 households in Baluchistan and AJK.
- Approximately 10 per cent of the registered households were verified by NHQ and PHQ staff through monitoring visits during the registration process in both provinces.
- The collected data was further reviewed by NHQ technical team, whereby 1,000 most vulnerable HHs were selected for cash assistance.
- The data for most vulnerable 1,000 households was endorsed by PHQ technical team and village committees. Additionally, it has been put up for management approval for distribution of items.
- Coordination with FSPs is ongoing. Two different FSPs have been selected i.e. UBL Omni and Telenor easy-paisa, keeping in view the context and coverage respectively for Kashmir and Baluchistan.

**Challenges:**

- Similar challenges as mentioned in earlier area of focus.



**Water, sanitation and hygiene**

People reached: 0 (targeted: 1,050)

Male: 0

Female: 0

**Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities**

Indicator:	Target	Actual
% of target population that has increased knowledge of hygiene practices	60	0

**Output 1.1: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population**

Indicator:	Target	Actual
# of people reached by hygiene promotion activities	1,050	0

**Progress towards outcomes**

**Activities already carried out:**

- NHQ, PHQ and district staff and volunteers have been deployed to target areas and trained on project activities, household registration template and digital data collection through Red Rose.
- Volunteers carried out household registration and collected data of 590 HH.
- Approximately 10 per cent of the households were verified by NHQ and PHQ staff through monitoring visits during the registration at field level in both provinces.
- Collected data was further reviewed by NHQ technical team and they selected 150 most vulnerable households for NFIs assistance.
- The data for the most vulnerable 150 households was endorsed by PHQ technical team and village committees. The same has been put up for management approval for distribution of items.
- The procurement process has been initiated and approved by PRCS management for replenishment of distributed items

**Challenges:**

- Similar challenges as mentioned in earlier area of focus.



## Protection, Gender and Inclusion

People reached: 0 (Targeted: 1,000 HH)

Male: 0

Female: 0

**Outcome 1: Communities become more peaceful, safe and inclusive through meeting the needs and rights of the most vulnerable.**

Indicators:	Target	Actual
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<i>The operation demonstrates evidence of addressing the specific needs to ensure equitable access to disaster response services</i>	Yes	Ongoing
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**Output 1.1: Programmes and operations ensure safe and equitable provision of basic services, considering different needs based on gender and other diversity factors.**

Indicators:	Target	Actual
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<i># of NS that ensure improved equitable access to basic services, considering different needs based on gender and other diversity factors</i>	1	1
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### Progress towards outcomes

#### Activities already carried out:

- Gender and age disaggregated data has been collected in order to target the most vulnerable segments of society.
- Data of orphan, widows, Persons with Disabilities (PWDs) has also been collected.

## Strengthen National Society

Requirements (CHF):56,155

**Outcome S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform**

Indicators:	Target	Actual
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<i># of NS that is well functioning in the operation</i>	1	1
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**Output 1.1: National Societies have effective and motivated volunteers who are protected**

Indicators:	Target	Actual
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<i># of volunteers involved in the operation provided with briefing/orientation</i>	30	30
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**Outcome S2.1: Effective and coordinated international disaster response is ensured**

**Output S2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained**

Indicators:	Target	Target
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<i>Does the operation demonstrate evidence of effective and coordinated international disaster response?</i>	Yes	Yes
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<i># of RDRT deployed</i>	1	0
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**Output S2.1.2: Supply chain and fleet services meet recognized quality and accountability standards**

<i>Procurement is carried as per Sphere and IFRC standards and items replenished in PRCS warehouses within the operation timeline</i>	100 %	100 %
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**Output S2.1.3: Coordinating role of the IFRC within the international humanitarian system is enhanced**

<i>PRCS engage with other humanitarian actors for coordinated humanitarian intervention</i>	Yes	Yes
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**Outcome S3.1: The IFRC secretariat, together with National Societies uses their unique position to influence decisions at local, national and international levels that affect the most vulnerable.**

Indicators:	Target	Target
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<i>IFRC and NS are visible, trusted and effective advocates on humanitarian issues</i>	Yes	Yes
<b>Output S3.1.2: IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming.</b>		
<i># of assessment done for needs, capacities and gaps</i>	1	1
<b>Outcome S3.2: The programmatic reach of the National Societies and the IFRC is expanded.</b>		
<b>Output S3.2.1: Resource generation and related accountability models are developed and improved</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Target</b>
<i># of lessons learned workshop conducted</i>	1	0
<i># of national appeal launched</i>	1	0
<b>Progress towards outcomes</b>		
<p><b>Activities already carried out:</b></p> <ul style="list-style-type: none"> <li>• PRCS PHQ and districts branches were extensively involved in the overall implementation and decision-making process.</li> <li>• NHQ, PHQ and district volunteers were involved and trained on the processes of HH registration, and digital data collection through Red Rose.</li> <li>• Procurement of NFIs has been initiated timely and technical and financial bid has been opened for replenishment of the items. All standards as per PRCS procurement Standard Operating Procedures (SoPs) were followed.</li> <li>• Need assessment and market assessment were carried out timely in both the provinces.</li> <li>• Coordination with other stakeholders like SDMA, DDMU and UN agencies was ensured to avoid duplication in selection of target area.</li> </ul> <p><b>Challenges:</b></p> <ul style="list-style-type: none"> <li>• Terms of Reference (ToRs) for Cash RDRT were shared with region, however the RDRT could not be deployed due to ban on movement and restriction on air travel in context of COVID-19.</li> </ul>		

## D. Financial Report

*There are no changes to the budget, only no cost extension has been sought. A final financial report of expenditure will be published with the DREF operation final report within three months of the end of the DREF operation.*





Click here for:

- Previous updates
- [DREF EPoA](#)

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## How we work

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

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



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



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



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