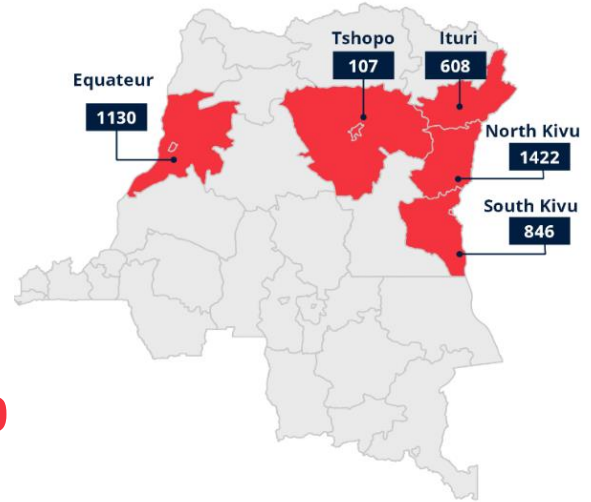# RED ROSE USE IN VOLUNTEER PAYMENTS IN DRC OPERATIONS

Context

The Ebola operation tackled the second biggest EVD outbreak in the world in an active conflict zone with inaccessible areas due to lack of roads, armed groups presence and areas with no network coverage. One of the main challenges faced by the operation was the payment of 1000+ volunteers mobilized weekly across 41 branches, many of which in remote hard-to-reach locations. Red Rose's cash-for-work module was successfully piloted marking a before and after in the volunteer's payment process in DRC. The system was then used in 2 new Ebola outbreaks and 2 flood operations.

Volunteers registered by province

Equateur **1130**
Tshopo **107**
Ituri **608**
North Kivu **1422**
South Kivu **846**

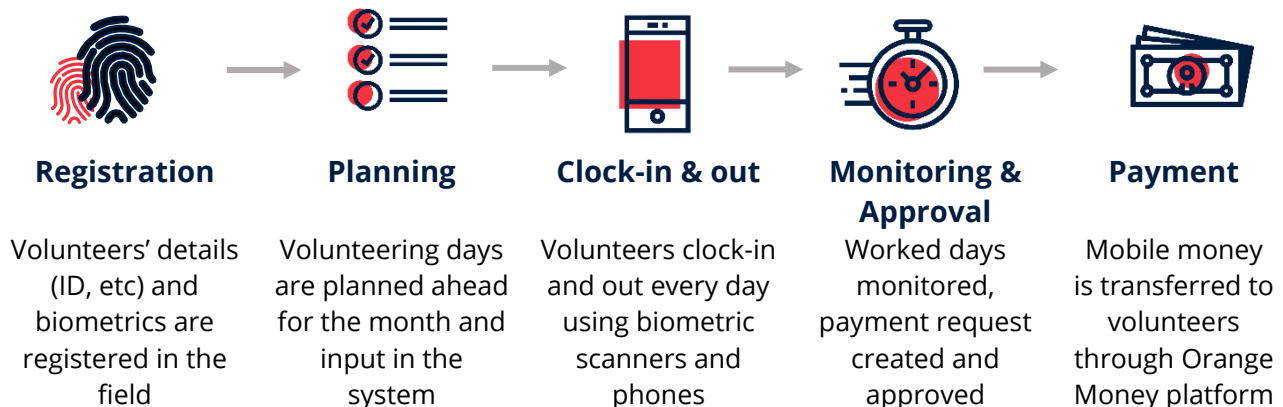|			
4,113	**41**	**5**	**$1,001,800**
Volunteers registered	Bases and branches	Response operations	Per diem (managed in system)

Paper-based Method Challenges

⊘ Risk of existence of fictitious volunteers and false payment claims

⊘ Difficult process of verification of presence of volunteers (signed timesheets)

⊘ Logistic, validation and approval challenges creating long payment delays and backlogs

⊘ High risk of fraud due to long chain of document manipulation

⊘ Tensions and security risks related to delayed payment of volunteers

Red Rose Solution

✓ Biometric registration of volunteers mitigates risk of fictitious volunteers

✓ Real-time available data (timesheets) in the system that allows planning and monitoring of presence

✓ Automatically created and system-validated payment reports exported directly (Excel, PDF)

✓ Efficient control systems in place to change any numbers or volunteer details with systems logs

✓ Speed and regularity of payments greatly increased improving the service to volunteers

Process

Registration → **Planning** → **Clock-in & out** → **Monitoring & Approval** → **Payment**

Registration	Planning	Clock-in & out	Monitoring & Approval	Payment
Volunteers' details (ID, etc) and biometrics are registered in the field	Volunteering days are planned ahead for the month and input in the system	Volunteers clock-in and out every day using biometric scanners and phones	Worked days monitored, payment request created and approved	Mobile money is transferred to volunteers through Orange Money platform

For more information please contact: Lucia.ROBLESDIOS@ifrc.org or Markenson.MORANVIL@ifrc.org