

GREAT LAKES OPERATION

(excluding Rwanda)

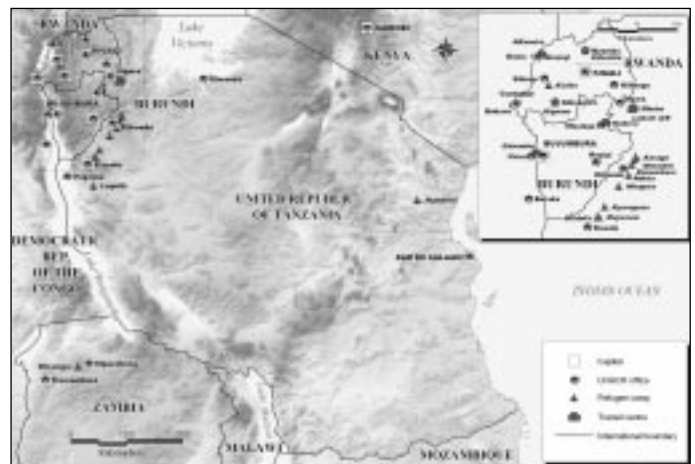
AT A GLANCE

Main Objectives and Activities

Sustain the return and reintegration of refugees to Burundi; provide protection and assistance to Congolese and Rwandan refugees in Burundi and, when the situation in the countries of origin permits, facilitate voluntary repatriation; provide protection and assistance to Burundi, Congolese and Rwandan refugees in the Democratic Republic of the Congo (DRC) and, subject to adequate security conditions, facilitate voluntary repatriation; reinforce local integration of Rwandan refugees in the Republic of the Congo; provide protection and assistance to Burundi, Congolese and Rwandan refugees in the United Republic of Tanzania (Tanzania) and, security permitting, facilitate voluntary repatriation; ensure security in the camps and preserve their civilian and humanitarian character; sensitise national and local authorities to principles of international protection of refugees; help to prevent sexual and gender-based violence and maximise the participation of refugee women in community decision-making; continue tracing and family reunification of unaccompanied minors (UAMs) throughout the region.

Impact

- UNHCR continued to facilitate the repatriation of 12,200 Burundi refugees from neighbouring countries, mainly from Tanzania (11,300), and to monitor and assist in the reintegration of the returnees. Returnees were successfully reintegrated in Burundi.
- In the DRC, UNHCR provided assistance to 49,000 Congolese (Brazzaville) refugees who arrived in 1999 and repatriated 41,400 of them. Their health and nutritional status was improved while transiting through the DRC.
- UNHCR re-established a limited presence in North Kivu (DRC), whence it facilitated the repatriation of 38,228 Rwandan refugees.
- In the Republic of the Congo, UNHCR successfully initiated the transfer of Rwandan refugees from the refugee camp in Loukoulela to villages in the interior of the country, in order to give these refugees – who were unwilling to repatriate – a chance to integrate locally.
- In Tanzania, UNHCR provided protection and assistance to some 420,900 refugees. Local communities in refugee-affected areas also benefited from UNHCR's assistance.
- UNHCR supported the Tanzanian authorities in providing security in the refugee camps, with the result that the civilian and humanitarian character of the camps was by and large preserved.
- UNHCR continued to address the problem of sexual and gender-based violence in Tanzania through preventive measures, such as awareness raising at the community level, and the provision of legal, medical and psycho-social support to victims.



Persons of Concern*

COUNTRY OF ASYLUM	TYPE OF POPULATION	TOTAL IN COUNTRY	OF WHICH: UNHCR-ASSISTED	PER CENT FEMALE	PER CENT < 18
Burundi	Congolese Refugees (DRC)	20,800	800	-	-
Burundi	Rwandan Refugees	1,320	20	-	-
Burundi	Returned in 1999	12,200	12,200	-	-
DRC	IDPs	300,000	3,000	-	-
DRC	Burundi Refugees	19,200	820	-	-
DRC	Congolese Refugees (Brazzaville)	11,800	5,700	58	52
DRC	Rwandan Refugees	33,000	1,500	-	-
Rep. of Congo	Congolese Refugees (DRC)	12,400	100	-	-
Rep. of Congo	Rwandan Refugees	7,100	7,100	-	-
Rep. of Congo	Returned in 1999	52,300	41,400	-	-
Tanzania	Burundi Refugees	499,000	299,000	47	55
Tanzania	Rwandan Refugees	20,100	20,100	47	55
Tanzania	Congolese Refugees (DRC)	98,500	98,500	48	57

* The figures in the table refer to persons of concern covered under Special Programmes only. Persons of concern covered under General Programmes are described in the Regional Overview.

Income and Expenditure (USD)

WORKING BUDGET*	INCOME FROM CONTRIBUTIONS	OTHER FUNDS AVAILABLE**	TOTAL FUNDS AVAILABLE	TOTAL EXPENDITURE*
72,757,031	46,195,476	23,368,428	69,563,904	65,713,840

* Includes costs at Headquarters.

** Includes opening balance and adjustments.

WORKING ENVIRONMENT

The Context

The year began with fresh hope for Burundi when the parties to the Arusha peace process proposed the establishment of a transitional government and leaders in the region suspended economic sanctions on the country. Meanwhile, Burundi and Tanzania revived the tripartite mechanism between their respective governments and UNHCR on the issue of repatriation. This positive climate allowed some 12,200 Burundians to return with UNHCR's assistance, bringing to more than 200,000 the total number of Burundians who have returned since 1996. Hopes for durable repatriation were dampened, however, when a series of rebel attacks in the eastern province of Ruyigi began to take place in April, followed by violent incidents around Bujumbura in July. As a result of heightened insecurity, in late September the Government started to regroup the refugee population, in order to maintain control over insecure areas. In October, during a visit to a site for 4,000 displaced persons in Rutana Province, a convoy of humanitarian workers was attacked by rebels, leading to nine deaths (including two UN international staff). Following this incident, the UN declared security phase four, which meant that all non-essential staff were evacuated and activities reduced to a minimum (life-sustaining activities continued). At the end of 1999, generalised insecurity reigned once again in Burundi and a large number of the population fled, seeking safety in neighbouring countries, mainly in Tanzania (63,900 in 1999).

In the DRC, the civil war which erupted in August 1998 continued to engulf most of the country, displacing large numbers of people within the country as well as across borders. Close to one million persons were thought to be displaced within the DRC by the end of 1999. A large number of the population fled to countries in the region, mainly to Tanzania (76,200), the Central African Republic (18,300), Malawi (300), the Republic of the Congo (12,000), Uganda (2,300), Zambia (25,100) and other countries. The DRC was also hosting refugees from Burundi, the Republic of the Congo and Rwanda. While the refugees from the Republic of the Congo arrived recently, Burundi and



Rwandan refugees arrived between 1994 and 1998. Most of these refugees remained without humanitarian assistance, as all UNHCR offices, except Kinshasa, were closed following the evacuation of international staff. In March, UNHCR was able to re-establish a presence and resume its operations in some areas, including rebel-controlled areas. In July, a cease-fire agreement was signed in Lusaka between six nations (Angola, the DRC, Namibia, Rwanda, Uganda and Zimbabwe) but, as the fighting continued, only some small-scale individual returns took place from and to the DRC during the rest of the year.

In the Republic of the Congo, the resumption of the civil war in 1998 caused substantial suffering among the civilian population. Some 60,000 persons fled to the DRC (49,000 of whom were assisted in Bas Congo) and some 11,900 to Gabon. Another 400,000 persons were thought to be displaced within the country. Most of these remained without humanitarian assistance for months, as UNHCR offices were closed and staff evacuated amid deteriorating security. At the end of 1999, the peace agreement and the cease-fire accord signed on 16 November and 29 December, respectively, enabled the Government to regain control over the majority of the territory, including the northern area and 85 per cent of the south. As a result, the fighting ended and the demobilisation of militias began. The improved security situation encouraged most displaced persons to return to their areas of origin. Plans for their reintegration were part of the cease-fire accord.

The on-going conflicts in the Great Lakes region, in particular in Burundi and the DRC, continued to cause refugees to flee into Tanzania. By the end of 1999, Tanzania hosted a total of some 620,900 refugees.

Of these, UNHCR provided protection and assistance to 420,900. The remaining 200,000 were refugees from Burundi who had arrived in 1972 and had settled spontaneously in local villages. The Government expressed concern over the security implications of hosting such large numbers of refugees on its territory, and over the degradation of the environment caused by such heavy concentrations of people. The policy of the Government therefore remained to offer temporary asylum and to encourage repatriation whenever feasible, while maintaining strict limitations on the movement of refugees within the country. Most of the refugees were confined to living in camps and their movement was restricted to areas within four kilometres of the camps' boundaries. The Burundi, Congolese and Rwandan refugees assisted by UNHCR were accommodated in camps in the regions of Kagera (Ngara District) and Kigoma (Kasulu, Kibondo and Kigoma Districts) in north-western Tanzania. By the end of the year, some of these camps were full and UNHCR had to identify new sites in the event of new influxes. In preparation for elections in October 2000, the refugee presence in Tanzania became a contentious issue. Refugee protection and assistance were thus being delivered in an increasingly challenging environment.

Constraints

Continuing instability in the countries of the region constituted the single most important constraint. Humanitarian access to refugees remained limited in areas of Burundi, the DRC and the Republic of the Congo and delivery of assistance continued to be constrained by major logistical difficulties. In September, the Government of the DRC introduced new financial regulations, imposing an official exchange rate. This measure had a negative impact on all UN operations. The official exchange rate led to a tremendous increase in operational costs, notably in the logistics sector. The country also experienced a general shortage of basic supplies, fuel and spare parts, and WFP was unable to provide a full food basket to the refugees. Local NGOs faced serious financial problems as a result of the new regulations and rapidly lost most of their best staff, who found more lucrative employment with international NGOs.

Funding

In 1999, UNHCR's Great Lakes Operation suffered from lower donor support. UNHCR had to base its planning assumptions on the availability of funds rather than on real needs, constraining the Office's ability to operate with flexibility and respond effectively

to sudden changes. An allocation from the Emergency Fund of USD 2.3 million had to be made at the end of the year to cover the needs of new arrivals in Tanzania. UNHCR's long-term objectives of phasing out direct assistance and, where possible, ensuring self-sufficiency of refugees, were also affected by limited funding.

ACHIEVEMENTS AND IMPACT

Protection and Solutions

In 1999, prior to the suspension of UN activities in Burundi, 11,300 Burundi refugees returned with UNHCR's assistance from Tanzania to the relatively safe and stable north-eastern provinces. Upon return, UNHCR provided them with returnee packages to facilitate their reintegration. Protection monitoring continued in all the main areas of return, as well as registration and tracing of UAMs. The internally displaced persons (IDPs) in those areas also benefited from UNHCR's assistance. The results of the protection monitoring indicated that the returnees were not subjected to discriminatory practices. Returnees to the north-western provinces, however, continued to be affected by rebel activity and UNHCR's access to these areas was often restricted.

The Government of Burundi continued to host the Congolese and Rwandan refugees resident in the country since the 1960s. Despite prevailing insecurity in the DRC, the Congolese refugees continued to demand that UNHCR facilitate their repatriation. Of these, however, only three repatriated during 1999. In view of the favourable prospects for repatriation to Rwanda, UNHCR continued to phase out assistance to the Rwandan refugees. The asylum requests lodged by the new Congolese refugees remained unresolved. The Government granted temporary residence permits to 64 persons (out of 308 requests) and considered the rest to be irregular or economic migrants. UNHCR continued to intervene with the Ministry of Interior and the Consultative Commission for Foreigners for a decision on their status. Against this background, the only option was to protect and assist some 400 remaining new Congolese refugees in the Rugombo camp in Cibitoke Province. Most had departed spontaneously by the end of the year. UNHCR also facilitated the repatriation of 700 of the new Rwandan refugees.

In order to strengthen understanding of UNHCR's activities in Burundi and to promote principles of refugee law, four training workshops were organised for

government officials and local civil and military authorities. Following the recommendations of the Regional Gender Workshop held in Burundi in May 1998, UNHCR continued a project, in collaboration with the Association of Women Lawyers, to train female paralegals who could be approached by women to discuss the problems facing them.

In the DRC, UNHCR was able to establish a presence in Bas-Congo, where it assisted 49,000 Congolese refugees and facilitated the repatriation of about 41,400 of them to Brazzaville. The health and nutritional status of these refugees was improved while in the DRC. UNHCR re-established a limited presence in North Kivu, where it assisted and facilitated the repatriation of 38,228 Rwandan refugees. UNHCR also assisted, subject to considerable security constraints, some of the 19,200 Burundi refugees scattered in the forests of South Kivu. Some 770 repatriated with UNHCR's assistance. To address the needs of these refugees, UNHCR sought to reactivate the Tripartite Agreement, which permits access for the purpose of providing assistance and facilitating repatriation.

In the Republic of the Congo, UNHCR assisted 7,100 Rwandan refugees in two sites. The Rwandans who first arrived in 1997 have been a controversial group, as the majority were young males, some with alleged links with the Interhamwe or ex-FAR (Forces Armées Rwandaises) soldiers. An attempt was made to screen Rwandans to identify those of concern to UNHCR. UNHCR engaged in local integration of the Rwandans who were unwilling to repatriate. The Rwandan refugees in Loukolela camp were settled in various villages in the interior of the country. UNHCR distributed material assistance to the local population of the villages to facilitate the integration of the refugees.

Continued instability in the region hindered large-scale voluntary repatriation from Tanzania. There was no promotion of repatriation to the DRC and facilitated repatriation to Burundi was suspended in October. During the entire year, 11,300 Burundi refugees repatriated with UNHCR's assistance. The movement was offset by an influx into Tanzania of 63,900, bringing the total number of Burundians in Tanzania to 499,000 (including the 200,000 resident in the country since 1972). A contingency site in Karago was activated in December at the height of the influx from Burundi which continued into the new year. Some 76,200 Congolese refugees also arrived, and by the end of the year, UNHCR provided protection and assistance to 98,500 Congolese refugees. As the camps accommo-

dating the Congolese (Nyarugusu and Lugufu) became full, at the end of the year UNHCR prepared a new site (Lugufu 2) to receive additional refugees from the DRC. Efforts to promote repatriation to Rwanda, through various meetings of the tripartite mechanism (Rwanda, Tanzania and UNHCR) yielded few results. While 1,000 Rwandan refugees repatriated with UNHCR's assistance during the year, 1,300 new refugees arrived, bringing the total number of Rwandan refugees in Tanzania to 20,100. Since 1997, Tanzania no longer considers Rwandans as *prima facie* refugees and they must go through individual refugee status determination. Rwandans, therefore, continued to be screened by the National Eligibility Committee and, with UNHCR's assistance, 4,000 individuals were granted Convention status. UNHCR continued to assist the Tanzanian authorities to ensure security in the camps, through a range of measures, including the deployment and training of police contingents, supported by refugee guardians (one per 1,000 refugees), and of facilities for the separation of combatants from the refugee population, thereby safeguarding the civilian and humanitarian character of the camps. The incidence of sexual and gender-based violence in the camps continued. This prompted UNHCR and its partners to strengthen preventive measures, such as training and awareness raising, and support services to ensure that victims received legal, medical and psycho-social assistance. To promote tolerance for the presence of refugees in the country, UNHCR continued to ensure that the local populations benefited from the rehabilitation of services in the refugee-hosting areas. UNHCR also promoted refugee law through training workshops for the police, the armed forces and the civilian administration.

Activities and Assistance

Community Services: In all countries, identification, documentation, tracing and family reunification of UAMs continued throughout the year. Material, medical and educational assistance was provided, in addition to psycho-social counselling. Prior to the interruption of the programme in Burundi, files for 720 returnee UAMs remained active, while 618 files were successfully closed. Family tracing was also carried out on behalf of 2,000 Burundi UAMs in Rwanda and Tanzania and on behalf of 21 Congolese and 177 Rwandan UAMs. In the DRC, in Equateur and Kasai Province, active research of UAMs was conducted with the intention of grouping them in special centres in Mbandaka and Mbuji-Mayi. They were provided with basic food and medical assistance as well as primary and secondary education before their relatives were traced in their country of origin and family reuni-

fication conducted. In Tanzania, out of 458 UAMs in Ngara, 225 were integrated in foster families and 196 were reunited with their families, while in Kigoma, some 2,578 were reunited with their families (out of 12,674 registered as separated children). Seventeen UAMs were reunited with their families in Rwanda and 106 cases were submitted to Burundi for cross-border tracing. However, there has been no feedback, due to the deteriorating security situation. In Ngara and Kigoma, community development workers developed recreational activities for young people, promoted dialogue with women on gender issues, such as domestic violence, family planning and HIV/AIDS, and provided support to extremely vulnerable individuals, including the collection of food and other items, the provision of firewood, as well as home visits.

Crop Production: In Burundi, the returnees were provided with an agricultural package to facilitate their reintegration. Preparations were made for the rehabilitation of a marshland in the province of Cankuzo, but the security incident in October led to a complete halt of this project. In the DRC, seeds and agricultural tools were distributed for family gardening in the camps. The aim was to compensate for the lack of some essential items in the food basket provided by WFP. In the Republic of the Congo, refugees received fishing nets to promote self-sufficiency. In an effort to increase vegetable consumption (for a more balanced diet), refugees in Tanzania were provided with seeds and tools for gardening around the homesteads.

Domestic Needs/Household Support: In Burundi, the standard package (normally including soap, blankets, plastic sheeting, hoes, seeds and jerry cans) was given to the returnees upon arrival to facilitate their reintegration. In the DRC, soap and firewood were purchased locally and distributed to refugees in Bas-Congo and Mbuji-Mayi. In the Republic of the Congo, a house was rented in an urban area to house Rwandan refugees who, having declared their intention to repatriate voluntarily, were subjected to pressure in the camps. In Tanzania, soap, blankets, sanitary material for women, clothes for school children, and domestic utensils were distributed to the refugees. Firewood was also provided to the vulnerable refugees. Exceptionally, plastic sheeting was replaced in Ngara, due to the storm damage affecting refugee shelters.

Education: In Burundi, UNHCR assisted the Government in rehabilitating schools in the areas of return, in particular, in the western, eastern and north-eastern provinces, in order to facilitate the reintegration

of returnees. In the DRC, an informal education curriculum was provided in the camps in Luozi while in Mbuji-Mayi and Mbandaka UAMs were integrated in the local schools. In the Republic of the Congo, materials were provided for the schools in the villages hosting refugees and informal schooling was arranged for the refugees and local children. In Tanzania, a total of 19,995 children were enrolled in primary school classes in Ngara, with an attendance rate of 90 per cent. UNHCR endeavoured to increase the number of teachers. Vocational training courses included carpentry, masonry, tailoring, and shoe repair. Literacy and language courses were arranged for adults. In Kigoma, over 90,600 children and young people under 25 were enrolled in education programmes, including vocational training. The education in the camps was based on the concept of "education for repatriation", aimed at preparing students for future reintegration in the educational system of their home country. Home countries were requested to allow the refugees to take national exams and receive certificates recognised by the authorities. The Burundi and Congolese refugees were able to take the national exams, but the results were poor. The poor results were attributed to the lack of qualified teachers, poor teaching methodologies, the lack of text books and crowded classrooms. The education in the camps also included a peace education programme, which promoted skills, values and concepts supportive of peace and conflict resolution. Classrooms were constructed and rehabilitated.

Food: Basic food requirements in all countries were covered by WFP. UNHCR covered the supplementary food needs of vulnerable refugees. When WFP ceased to provide food to refugees in the Mbuji-Mayi camp in the DRC in June, UNHCR undertook local procurement. The food basket – consisting of cereals, pulses, vegetable oil, salt and corn and soya blend – was the same throughout the refugee programme in Tanzania. Distribution of food was undertaken on a group basis, with the active participation of refugee women. Refugee women participated actively in food management in all refugee programmes in Tanzania.

Forestry: Several reforestation projects were implemented in and around refugee settlements in the DRC and the Republic of the Congo. As conservation of the environment remained one of the priorities of the Government of Tanzania, vigorous environmental awareness campaigns were conducted in the camps and in the surrounding communities. The refugees and the local populations were alerted to the significance of sustainable use of natural resources around the camps

and encouraged to avoid harmful activities, such as indiscriminate tree felling and charcoal burning.

Health/Nutrition: In Burundi, UNHCR assisted the Government in the rehabilitation of its health infrastructure, in order to facilitate the reintegration of returnees. UNHCR also provided medicines and training of medical personnel in hospitals. In addition, UNHCR provided health insurance cards to vulnerable returnees and urban refugees, to give them free access to the country's health services. This was an exceptional measure. Medicines and medical equipment were provided in the DRC and the costs of the refugees' medical bills were covered. In the Republic of the Congo, UNHCR provided medicines and equipment to support existing health structures. Where there were no health structures, UNHCR installed mobile medical teams to provide basic medical care, and covered hospital fees when necessary. Reproductive health was promoted among the refugees and the local population. Mosquito nets were provided to the refugees in villages north of Loukolela, a malaria-infested area. In Tanzania, the two standard nutritional surveys per year were carried out and the results showed a good nutritional status in the camps in Ngara and Kigoma. Nonetheless, special feeding programmes were introduced for the few cases of malnutrition. In Kigoma, crude mortality rates in 1999 averaged 0.44, while mortality rates for children under five averaged 1.32. The major cause of mortality remained malaria, followed by pneumonia and diarrhoea. All refugee families were provided with impregnated mosquito nets in an effort to prevent malaria. All health services incorporated preventive care, such as vaccinations, and curative services. The health services were open to Tanzanians who came from the surrounding villages seeking free medical care. Medicines and medical supplies remained sufficient throughout the year. Some minor surgery was also performed in the camps. Reproductive health, family planning and treatment of victims of sexual violence were gradually merged as components of an integrated health service. Health facilities were maintained and renovated when necessary.

Income Generation: Due to prevailing insecurity, most income-generation projects in Burundi, the DRC and the Republic of the Congo could not be implemented. In Tanzania, women in Ngara and Kigoma were organised in income-generating associations, but the impact was minimal for lack of markets for their products.

Legal Assistance: Registration was carried out routinely in all countries, for which UNHCR provided office

space, furniture and supplies and covered related costs. In the DRC, UNHCR put in place, in collaboration with the local military authorities, a security force around the camps, in order to maintain order and protect the refugees. In Tanzania, UNHCR assisted the authorities to ensure security in the camps through the deployment and training of police contingents. These were supported by refugee guardians to whom UNHCR provided a monetary incentive. To ensure due process for those refugees who were detained, UNHCR assisted the authorities to undertake a speedy review of individual cases pending trial. In all countries, UNHCR continued to organise training workshops to raise awareness of refugee law.

Operational Support (to Agencies): UNHCR provided its implementing partners in all countries with the necessary administrative support for the smooth delivery of services. UNHCR covered the costs of office rental, furniture, utilities and telecommunications. In Tanzania, UNHCR also conducted training in programme management for its implementing partners. On the occasion of Africa Refugee Day, public information campaigns and promotional activities were undertaken in all countries. These included videos, national television coverage, T-shirts and sports activities for the returnees.

Sanitation: UNHCR provided for the building of latrines in transit centres, camps and villages in refugee-affected areas. Most of the work carried out involved community participation. Latrines built in the camps in Tanzania covered 90 per cent of the needs. Garbage and soakage pits and other drainage works, as well as washing slabs, were kept in satisfactory condition in the camps in Tanzania.

Shelter/Other Infrastructure: In preparation for repatriation from Tanzania to Burundi, some roads between Tanzania and the areas of return in Burundi were rehabilitated, mainly in Ruyigi, Rutana and Cankuzo. The lack of adequate housing in Burundi constituted one of the main impediments to the reintegration of returnees. A programme of housing reconstruction was therefore launched in the areas of return, in line with the Government's priorities, including construction of houses for vulnerable landless returnees. UNHCR provided doors, windows, tiles and nails to the returnees, who built their own houses. UNHCR ensured the availability of carpenters for vulnerable families and individuals unable to build their own houses. In the DRC, UNHCR built a new camp for Congolese refugees at Kimaza and rehabilitated a site called

“Ferme” used as a transit camp for refugees awaiting repatriation to Brazzaville. For the new arrivals, UNHCR provided bamboo poles and construction materials in the camps. In the Republic of the Congo, UNHCR provided tiles to the refugees and the local population in the villages in refugee-receiving areas. In Tanzania, regular road maintenance was carried out in and around the camps, in particular during and after the rainy season. Office structures were regularly maintained.

Transport/Logistics: Major logistics operations in all countries were entrusted to implementing partners, including the operation of fleets of trucks, tractors and water tanks, as well as insurance, maintenance and repair. UNHCR procured and distributed diesel fuel, and maintained light vehicles. Furthermore, UNHCR ensured the rental and management of warehouses to stock food and non-food items. In the DRC, UNHCR repatriated more than 41,000 Congolese refugees from Bas-Congo by road and rail. Some 55 kms of road were rehabilitated from Gome-Matadi to Mbanza-Ngungu in Bas-Congo. In the Republic of the Congo, UNHCR registered a major increase in the cost of logistics, as staff had to travel by air or boat to reach the refugees and some commodities had to be bought outside the country.

Water: Water tanks were installed in transit areas in Burundi; water-testing and treatment kits were also delivered. Drinking water was provided for refugees in some areas of the DRC. Wells could not be built as planned, due to the on-going conflict. A minimum supply of 15 litres of water per day per person was sustained throughout the year in the camps in Tanzania. Water testing and treatment were routinely carried out. Water sources were maintained to supply refugees with adequate potable water. The average distance from any homestead to the nearest water source was maintained at 400 metres.

ORGANISATION AND IMPLEMENTATION

Management

For the Great Lakes Operation, UNHCR maintained offices in four countries in 1999. In Burundi, the main office was in Bujumbura, supported by three offices in Gitega, Muyinga and Ruyigi. At the beginning of the year, a total of 21 international staff, including two UNVs, and 80 national staff, worked in Burundi. Following the evacuation of all non-essential staff,

only four international staff remained by the end of the year. A regional office in Kinshasa covered both the DRC and the Republic of the Congo (UN international staff was evacuated from Brazzaville in December 1998), with support from 13 offices in the DRC and three in the Republic of the Congo. These offices were manned by a total of 187 staff, of whom 40 were international (including one JPO and 15 UNVs) and 147 national. In Tanzania, UNHCR maintained a total of six offices, including the main office in Dar es Salaam, and a total of 193 staff. They included 34 international staff, 146 national staff, two JPOs and 11 UNVs. Due to the increased refugee influxes during the year and the diminished level of activity in Burundi, some staff was redeployed from Burundi to Tanzania in late 1999.

Working with Others

All humanitarian activities in Burundi were co-ordinated by the UN Resident Co-ordinator who also acted as the Humanitarian Co-ordinator. Information was exchanged through weekly Contact Group meetings, which brought together the main humanitarian actors from the UN, NGOs and the donor community. UNHCR also worked closely with the World Bank, FAO and UNDP to develop specific mechanisms for close collaboration in reintegration and rehabilitation. UNHCR also held its own co-ordination meetings with implementing partners (one Government agency and four NGOs) to discuss refugee-related issues. Regular communication between the UNHCR offices in Rwanda and Burundi took place, as well as between Tanzania and Burundi, regarding the repatriation of Rwandan refugees and tracing of UAMs.

In 1999, the UNHCR Regional Representative in Kinshasa assumed the role of Humanitarian Co-ordinator in the DRC. This role brought him in close contact with donor representatives and enhanced inter-agency co-operation in refugee matters. UNHCR worked with 19 NGOs in the DRC and six in the Republic of the Congo. In the spirit of PARinAC, UNHCR gave preference, whenever possible, to local NGOs for the implementation of its projects. Training could not, however, be organised for these NGOs, as UNHCR had very limited staff and several sudden refugee influxes to deal with. For the repatriation of refugees from countries in the region, the office in Kinshasa liaised closely with the offices in Luanda, Bangui, Ndjamena and Khartoum. The offices in Lusaka, Kigali and Kampala provided operational support.

In Tanzania, the Ministry of Home Affairs was responsible for the overall management of the refugee situation in Tanzania. While UNHCR maintained the co-ordination of assistance to the refugees, technical guidance in sectoral areas was provided by UN sister agencies, including WFP, UNICEF, UNDP, WHO, UNFPA, UNESCO and FAO. UNHCR participated actively in the UN Common Country Assessment (CCA)/UN Development Assistance Framework (UNDAF) process. UNHCR also chaired the Inter-agency Ad-hoc Committee for the Refugee Emergency and participated in other inter-agency committees on programme co-ordination. During 1999, UNHCR worked with 19 NGOs. Capacity-building of local NGOs was an objective shared by UNHCR and the Government. That meant endeavouring to replace the largest possible number of international NGOs by local ones through a process of coaching and hand-over. With the prospect of dwindling resources, however, the sustainability of local NGOs was a source of concern. A tripartite mechanism (Rwanda, Tanzania and UNHCR) was in place as a forum for UNHCR offices and the governments of the two countries to discuss issues of mutual concern and to co-ordinate planning for repatriation.

Basic non-food items for the entire region, such as plastic sheeting, blankets and jerrycans, were provided under the regional Great Lakes-wide Project. This project was co-ordinated from the office in Nairobi. The regional approach allowed for easier prioritisation, as well as more consistent and regular reporting to donors. The project also covered the costs of 39 UNVs, the four regional aircraft used in the Great Lakes Operation and evaluation by consultants of on-going and completed programmes, including an evaluation of the shelter programme in Rwanda.

OVERALL ASSESSMENT

In its regional strategic planning exercise for the Great Lakes region held in March, UNHCR established co-ordinated planning assumptions for all the concerned countries. In retrospect, these planning assumptions (which included progress towards peace and stability followed by voluntary repatriation) made clear the importance of undertaking a regular review in the course of the year and of maintaining an adequate level of emergency preparedness. While UNHCR will promote voluntary repatriation whenever the security situation in the countries of origin permits, protection and assistance to the refugees in countries of the region will continue.

The prospects for a phase out, however, remain limited. It is hoped that current international efforts to find peaceful solutions to the conflicts in the region will bear fruit and allow a return to peace and stability. Peace and stability will also largely depend on the successful reintegration of returnees.

Offices

BURUNDI

<u>Bujumbura</u>	Muyinga
Gitega	Ruyigi

DEMOCRATIC REPUBLIC OF THE CONGO

<u>Kinshasa</u>	Kimpese
Aba	Kisenge
Aru	Lubumbashi
Biringi	Luozi
Bukavu	Matadi
Dungu	Mbandaka
Goma	Mbaza-Ngungu
Kahemba	Mbuji-Mayi

REPUBLIC OF THE CONGO

<u>Brazzaville</u>	Pointe Noire
Loukolela	

UNITED REPUBLIC OF TANZANIA

<u>Dar-es-Salaam</u>	Mwanza
Kasulu	Ngara
Kibondo	
Kigoma	

Partners

BURUNDI

Government Agencies
Ministère de la Réinsertion et de la Réinstallation des Déplacés et des Rapatriés

NGOs

Austrian Relief Programme
Deutsche Gesellschaft für Technische Zusammenarbeit
OXFAM (Québec)
Stichting Rwanda Onderwijs 2000

DEMOCRATIC REPUBLIC OF THE CONGO

NGOs

Actions et Interventions pour le Développement et l'Encadrement social
Association pour le Développement social et la Sauvegarde de l'Environnement
Atlas
Cooperazione Internazionale
Diocèse de Boma
Dioceses of Mahagi, Boga and Dungu
Equipe mobile et de Gestion de la Logistique
Human Dignity in the World
Human Protection Association
International Federation of the Red Cross and Red Crescent
International Rescue Committee
Médecins Sans Frontières (Belgique) (France)
Omnis omnibus
OXFAM (Québec)
Save the Children Fund (UK)
The Baptist Community of Fleuve Congo

The Catholic Coordination of Boma
The Congolese Red Cross
World Vision International

REPUBLIC OF THE CONGO

NGOs

Actions et Interventions pour le Développement et l'Encadrement social
Commission épiscopale pour les Migrants et les Réfugiés
Equipe d'Urgence de la Biodiversité
International Federation of Red Cross and Red Crescent Societies
International Rescue Committee
Atlas

UNITED REPUBLIC OF TANZANIA

Government Agencies

Ministry of Home Affairs
Regional Administrative Secretary (Kigoma)

NGOs

Africare
Atlas (France)
CARE
Caritas
Chama Cha Uzazi Na Malezi Bora
Christian Outreach
Deutsche Gesellschaft für Technische Zusammenarbeit
Diocese of Western Tanganyika
Dutch Relief Agency
International Rescue Committee
Norwegian Peoples Aid
OXFAM
Relief to Development Society
South African Extension Unit
Tanganika Christian Refugee Service
Tanzania Red Cross Society
Tanzania-Mozambique Friendship Association
TWESA
World Vision International

Other

Food and Agriculture Organisation

Voluntary Contributions (USD)

Donor	Income	Contribution
Belgium	525,198	525,198
Denmark	4,995,568	4,995,568
Finland	1,568,321	1,568,321
France	571,104	571,104
Germany	1,200,000	1,200,000
Ireland	191,804	191,804
Japan	7,750,000	7,750,000
The Netherlands	475,163	475,163
Norway	3,275,549	3,275,549
Sweden	1,725,080	1,725,080
Switzerland	1,976,970	1,976,970
United Kingdom	320,000	320,000
United States of America	16,825,000	16,825,000
European Commission	4,185,395	2,795,192
International Bank for Reconstruction and Development (IBRD)	300,000	300,000
<i>Deutsche Stiftung für UNO-Flüchtlingshilfe E.V (GFR)</i>	134,268	134,268
Shin-Nyo-En Foundation (JPN)	102,462	102,462
<i>España con ACNUR (SPA)</i>	73,507	96,652
Private Donors Japan	87	87
TOTAL	46,195,476	44,828,418

Financial Report (USD)

	Current Year's Projects		Prior Years' Projects	
Programme Overview		notes		notes
Opening Balance	15,876,101	(1)		
Income from Contributions	46,195,476	(1)		
Other Funds Available	7,492,327			
Total Funds Available	69,563,904	(5)		
Expenditure	65,713,840	(1) (5)		
Closing Balance	3,850,064	(1) (5)		
Expenditure Breakdown				
Protection, Monitoring and Coordination*	18,626,689		799,889	
Community Services	877,743		1,104,493	
Crop Production	30,455		471,567	
Domestic Needs / Household Support	1,843,413		320,080	
Education	681,564		893,638	
Food	294,838		358,069	
Forestry	296,802		400,334	
Health / Nutrition	2,021,100		5,082,729	
Income Generation	13,908		55,307	
Legal Assistance	684,338		168,101	
Livestock	0		9,177	
Operational Support (to Agencies)	7,377,239		4,528,314	
Sanitation	227,144		798,775	
Shelter / Other Infrastructure	2,707,264		1,006,206	
Transport / Logistics	7,459,977		6,008,275	
Water	484,979		1,435,841	
Instalments with Implementing Partners	7,536,284		(15,890,409)	
Combined Projects	502,289		(1,409,278)	
Transit Account	0		14,712	
Sub - total Operational	51,666,026		6,155,820	
Administrative Support*	5,584,021		743,536	
Sub - total Disbursements/Deliveries	57,250,047	(5)	6,899,356	(6)
Unliquidated Obligations	8,463,793	(5)	0	(6)
TOTAL	65,713,840	(1) (5)	6,899,356	
Instalments with Implementing Partners				
Payments Made	19,483,224		12,907,159	
Reporting Received	11,946,940		28,797,568	
Balance	7,536,284		(15,890,409)	
Outstanding 1 January	0		27,623,749	
Refunded to UNHCR	0		888,415	
Currency Adjustment	(1,326)		(340,803)	
Outstanding 31 December	7,534,958		10,504,122	
Unliquidated Obligations				
Outstanding 1 January	0		14,331,413	(6)
New Obligations	65,713,840	(1) (5)	0	
Disbursements	57,250,047	(5)	6,899,356	(6)
Cancellations	0		6,909,910	(6)
Outstanding 31 December	8,463,793	(5)	522,147	(6)

* Includes costs at Headquarters.

Figures which cross reference to accounts

(1) Annex 1 to Statement 1

(5) Schedule 5

(6) Schedule 6