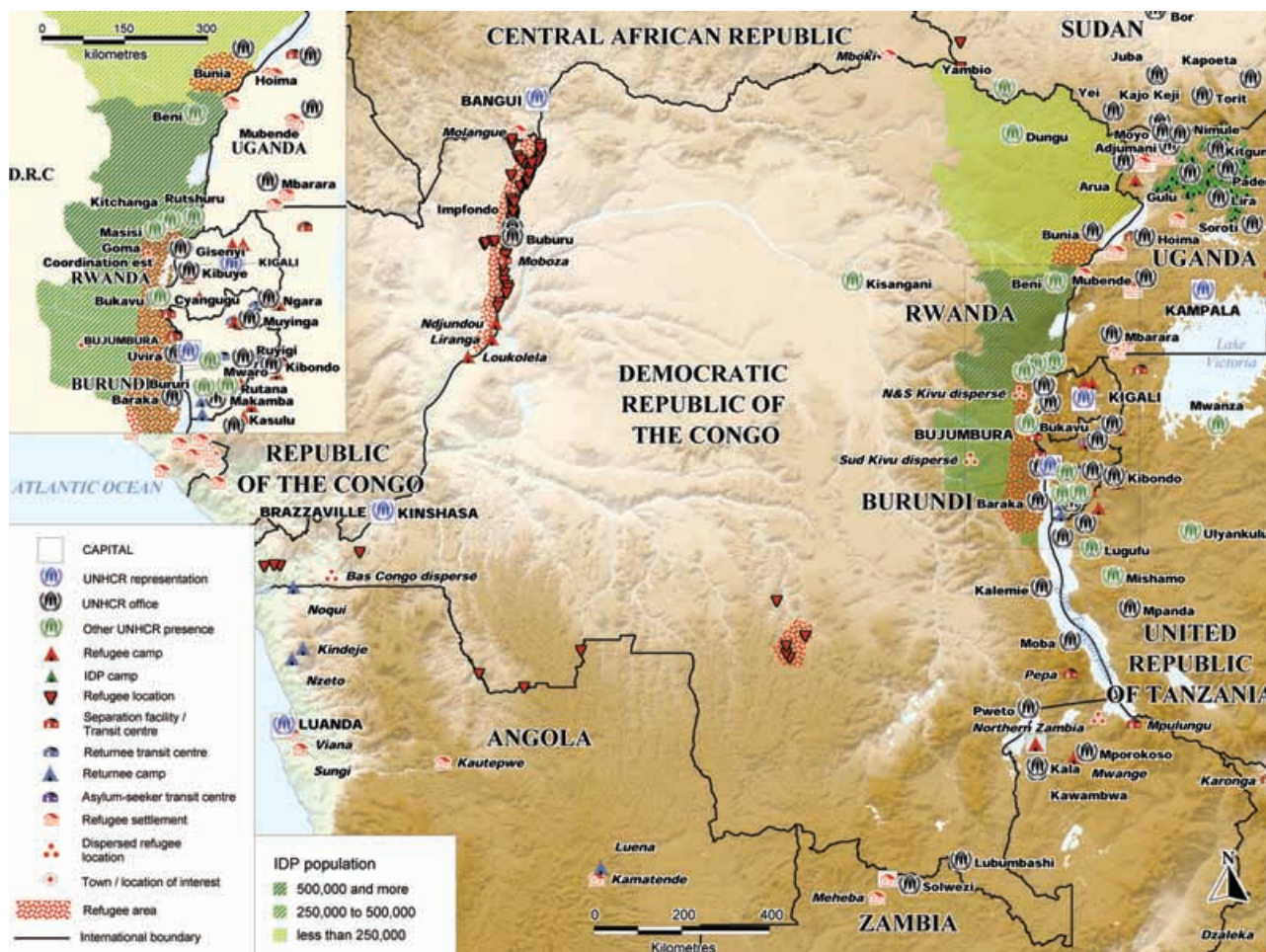


DEMOCRATIC REPUBLIC OF THE CONGO (DRC)



Operational highlights

- UNHCR organized the voluntary repatriation in safety and dignity of 8,000 refugees from the DRC to their country of origin.
- The Office assisted 40,000 refugees who returned to the DRC from neighbouring countries.
- Up to 150,000 IDPs in camps enjoyed improved UNHCR protection and assistance, while 110,000 other IDPs received non-food support.
- IDPs and populations trapped in conflict were protected through UNHCR's timely and successful interventions with security forces.
- The Office eased the reintegration of 50,000 Congolese refugees and 105,000 IDPs into their communities by implementing socio-economic projects and assisting in the peaceful resolution of property issues.

Working environment

Despite the agreement reached in January 2008 by the Government and rebel groups operating in the eastern DRC, fighting resumed in August. Large parts of North Kivu were occupied by the rebel *Congrès National pour la Défense du Peuple* (CNDP), displacing some 250,000 people in the province.

In Rutshuru territory, four IDP camps that were home to some 14,000 people were dismantled by the CNDP in November, and two more were evacuated in the face of the rebels' advance. Hostilities ended in December following a ceasefire brokered by the UN special envoy.

The security situation also deteriorated in *Province Orientale* in September, causing new waves of displacement. In Ituri District, the *Front Populaire pour la Justice au Congo* (FPJC) militia attacked government forces before being forced to retreat in October. The fighting and looting of several villages compelled 156,000 people to flee. Further north, in

Haut Uele District, the Ugandan rebel group, the Lord's Resistance Army (LRA), began attacking villages in September 2008. The LRA killed and abducted hundreds of people, including children, and forced 80,000 people to flee the area. The situation also remained volatile in northern South Kivu, which received IDPs fleeing fighting in North Kivu.

Due to the conflict, humanitarian actors had only limited and sporadic access to IDPs in North Kivu and *Province Orientale*, although IDPs around Goma were easier to reach. The UN mission, MONUC, had limited capacity to protect civilians effectively. IDPs and populations in affected areas were subjected to gross human rights violations, including sexual violence, which reached epidemic proportions. IDPs and affected populations also had serious difficulties in getting food and gaining access to health services and education.

On a more positive note, the situation remained stable in *Equateur*, Katanga and southern South Kivu, allowing for the continued return of Congolese refugees. However, even in these areas, access to food, shelter, health care and education was limited, hampering returnees' sustainable reintegration.

| Achievements and impact |

● Main objectives

UNHCR's main objectives in the DRC in 2008 were to improve living conditions for IDPs, reduce displacement and human rights violations in general and support the reintegration of returning Congolese refugees and IDPs. It also sought to achieve durable solutions for refugees hosted by the DRC and promote the peaceful coexistence of all groups of concern, including the host population.

● Protection and solutions

UNHCR continued to conduct RSD as the *Commission nationale pour les réfugiés* (CNR) structure was not ready to do so. Registration and profiling exercises were undertaken in *Bas-Congo*, *Equateur*, *Kasai Oriental* and *Bandundu* provinces to identify refugees and potential solutions. Tripartite consultative discussions were reopened with Angola but the modalities of repatriation had not been agreed upon.

UNHCR also continued to promote the return of Rwandan civilians, and close to 8,000 did so in 2008. As the DRC authorities have set the completion of repatriation operations as a pre-requisite for discussing the local integration of remaining refugees, no progress was achieved on this issue.

UNHCR also helped launch tripartite discussions between the DRC and Uganda, Rwanda and Burundi for the return of Congolese refugees. Technical working groups were established and met as a first step towards establishing tripartite commissions and signing agreements. Due to the situation in the eastern DRC, however, the meetings of the commissions had to be postponed.

Meanwhile, UNHCR continued to facilitate the return and reintegration of Congolese refugees from the Republic of Congo, Tanzania and Zambia. Close to 40,000 refugees repatriated (13,300 to *Equateur*, 14,750 to South Kivu and 10,900 to Katanga).

UNHCR continued to lead the protection cluster at the national, provincial and sub-provincial levels. It organized assessments and strategic discussions and coordinated operational responses. The protection cluster strengthened its advocacy for the respect of human rights and humanitarian law and for the deployment of security forces to protect civilians.



IDPs rebuilding their makeshift shelter at the IDP camp next to MONUC COB, Democratic Republic of the Congo

In North Kivu, UNHCR trained some 670 members of the Congolese armed forces, police and local authorities on human rights and humanitarian law, child protection and how to address sexual and gender-based violence. These efforts led to a reduction in cases of abuse of power and helped improve the safety of civilians trapped in conflict.

UNHCR provided camp coordination and management services in 11 IDP camps in North Kivu for up to 150,000 IDPs. It conducted registration, verification and profiling exercises to facilitate the delivery of assistance and identified individuals with special needs. The Office strove to ensure the civilian character of IDP sites as well as their safety through the deployment of MONUC forces and police and community watch systems. It also followed up individual protection cases, conducted sensitization campaigns on sexual and gender-based violence and ensured that a reporting and assistance system was in place for victims. Women were encouraged to participate in camp representation structures.

○ Activities and assistance

Community services: UNHCR ensured that all repatriating unaccompanied children were monitored and received special follow-up assistance if required. In South Kivu, some 450 unaccompanied children were reunited with their families. All refugee and returnee victims of sexual violence who reported their cases received medical, psychosocial and legal support or were referred to specialized agencies.

UNHCR conducted training and awareness campaigns in the camps on sexual and gender-based violence, gender equity and development, as well as children rights. Standard operating procedures were in place in the camps to support victims of sexual violence. In North Kivu, UNHCR worked together with its partners to prevent and respond to sexual violence. In some camps, whistles were distributed to women to allow them to alert neighbours if attacked. UNHCR worked towards the empowerment of women by ensuring their representation in committees, through literacy training (some 560 beneficiaries) and income-generating activities (some 670 beneficiaries).

Crop production: In Mitwaba, Katanga, 4,400 families of returned IDPs were trained on improved agricultural and fishing practices.

Domestic needs and household support: UNHCR provided packages of non-food items to 50,000 returnees as well as to 110,000 IDPs, through the Rapid Response Mechanism.

Education: UNHCR negotiated school fee exemptions for new returnees, rehabilitated seven schools, and provided furniture and teaching materials to 97 schools in the main return areas. In Fizi, Moba and Kalemie the enrolment rate at primary level was between 85 and 89 per cent and gender parity was nearly achieved. Among refugees in urban areas, it ranged between 71 and 100 per cent. Scholarships for secondary and post-secondary education were awarded to 21 refugees.

Food: Congolese returnees and repatriating refugees received three hot meals per day in transit centres. UNHCR distributed a WFP three-month food ration as well as seeds and tools from FAO to returnees.

Forestry: UNHCR helped reduce the impact of IDP sites on the environment, in particular through deforestation and the collection of wood for fuel, by providing some 11,000 fuel-saving stoves that reached nearly 70 per cent of residents. Some 2,600 vulnerable households (60 per cent) received fuelwood on a regular basis and 16 hectares of land were reforested.

Health and nutrition: Returnees, departing refugees, IDPs and urban refugees received medical support and were sensitized on various health issues. Community-based HIV and AIDS sensitization campaigns were organized in return areas with more than 30,000 participants, and 140,000 condoms were distributed. Agreements were negotiated to provide free access to health services to returnees for six months. Fifteen health clinics, ten in Katanga and five in South Kivu, were rehabilitated and provided some 62,000 people with medical supplies and materials.

Persons of concern					
Type of population	Origin	Total	Of whom assisted by UNHCR	Per cent female	Per cent under 18
Refugees	Angola	111,600	1,800	52	45
	Rwanda	22,600	200	-	-
	Burundi	17,600	600	-	-
	Sudan	2,500	50	47	44
	Republic of the Congo	700	140	41	44
	Various	120	120	40	55
Asylum-seekers	Various	10	-	38	23
Returnees (refugees)	From United Rep. of Tanzania	15,700	15,700	52	58
	From Uganda	14,300	-	-	-
	From Republic of the Congo	13,600	13,600	52	63
	From Zambia	9,700	9,700	53	60
	From Mozambique	500	500	44	57
	Various	250	250	-	-
IDPs		1,460,100	327,900	-	-
Others of concern	Various	10	-	-	-
Total		1,669,290	370,560		

Income generation: UNHCR supported about 50,000 people through community-based income-generating projects in refugee return areas. Assistance was given to 148 associations and 155 families of returnees involved in agriculture, small-husbandry, fishing and other business activities. UNHCR also implemented 21 community projects, such as the construction of a market place, mechanical workshops, bridges and small boats. Skills training was given to some 5,000 people.

Legal assistance: UNHCR provided support to the CNR and its 11 field offices to help the Government address refugee and returnee issues. It worked with the CNR to follow up cases of arbitrary detention of refugees and returnees and obtain their release. The Office also helped resolve property conflicts through sensitization activities, mediation commissions and legal support. In South Kivu, more than 1,000 cases were registered, of which 62 per cent were resolved through mediation and 1 per cent in court.

Livestock/small animal husbandry: Some 450 vulnerable families in IDP sites were helped to rear poultry and produce eggs for sale. Twenty-four associations received fishing equipment and supplies in main villages of return in *Equateur*.

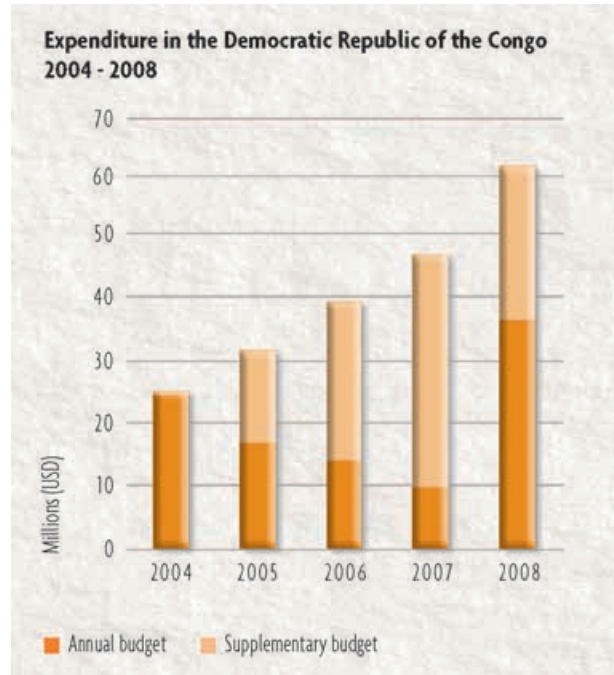
Operational support (to agencies): UNHCR partially covered the administrative and management costs of implementing partners. Financial controls and audits were conducted to verify financial statements and internal control mechanisms.

Sanitation: Sanitation facilities were maintained in transit centres and added to rehabilitated health and education facilities.

Shelter and other infrastructure: More than 20 assembly points and transit centres used for the return of refugees to and from the DRC were maintained. More than 8000 returnee households received a shelter construction kit comprising tools, nails and rope. Houses were constructed for some 1,300 vulnerable returning refugee families and more than 520 vulnerable IDP returnees. Some 70 kms of road were rehabilitated in Katanga to facilitate returns and economic recovery. UNHCR also constructed shelters in IDP sites where only 55 to 71 per cent of the residents had access to adequate shelter.

Transport and logistics: A logistics platform was established in Goma, in addition to the eight maintenance workshops in field locations. UNHCR operated warehouses in all field offices to support the distribution of non-food items, and transported more than 60,000 people of concern safely during return or relocation operations

Water: UNHCR dug 22 wells in Katanga and *Equateur* to reduce the risk of epidemics, particularly cholera. It also provided potable water in refugee and returnee transit centres.



○ Constraints

Access to IDPs was limited or even non-existent due to security reasons. Staff had to be evacuated on several occasions and movements were constrained by security measures. Donors, NGOs and UN agencies tended to focus on the IDP situation and previous conflict areas did not receive the humanitarian and transitional support required.

| Financial information |

Budgetary requirements have steadily grown over the last five years, and particularly in 2008, due to UNHCR's increased involvement with IDPs and continuous need to support the reintegration of returning refugees. The DRC Office and particularly UNHCR presence in the field was strengthened in 2008 to better respond to these multiple challenges. By the end of 2008, the DRC operation was fairly well funded and donors reacted effectively to the North Kivu emergency.

| Organization and implementation |

UNHCR operated through a total of 15 offices, including the Representation Office in Kinshasa and offices in Buburu in *Equateur* Province; Bunia and Kisangani in *Province Orientale*; Goma, Beni and Rutshuru in North Kivu; Bukavu, Uvira and Baraka in South Kivu; and Lubumbashi, Kalemie, Moba and Pweto in Katanga. It was not able to open the planned Kitchanga and Masisi field units in North Kivu because of the lack of security in the area. The total workforce was of 283 staff: 77 international staff including 20 UNVs and 206 national staff.

| Working with others |

UNHCR worked with 28 implementing partners in 2008, including the CNR, and collaborated closely with other central and local authorities. The Office participated in national and provincial humanitarian coordination

mechanisms and thus led the Protection cluster and the Camp Coordination and Camp Management mechanism and co-led the Reintegration and Community Recovery cluster with UNDP.

Overall assessment

UNHCR helped protect and improve the lives of thousands of IDPs and refugees through direct action as well as leadership of the protection cluster and co-leadership of the reintegration and community recovery cluster. The Office also helped more than 150,000 returnees rebuild their lives in their communities. However, additional transitional and development support is required to sustain returns. Efforts to mobilize other agencies in this area have so far yielded limited results.

Partners	
Implementing partners	
Government: <i>Gouvernorat Régional du Nord-Kivu, Commission nationale pour les Réfugiés</i>	
NGOs: <i>Action Humanitaire Africaine, Actions et Interventions pour le Développement et l'Encadrement Social, Adventist Development and Relief Agency, Agence d'Aide à la Coopération Technique et au Développement, Arche d'Alliance, Association Africaine de Défense des Droits de l'Homme, Association pour le Développement Social et la Sauvegarde de l'Environnement, Avocats sans Frontières, Caritas Kalemie, Caritas Uvira, Communauté des Eglises Libres de Pentecôte en Afrique, Encadrement des Réfugiés Urbains de la Ville de Kinshasa, International Medical Corps-UK, International Medical Corps-US, Mercy Corps, Norwegian Refugee Council, OXFAM-Québec, Pain pour les Déshérités, Saving Lives through Alternate Options, Search for Common Ground, Vétérinaires Sans Frontières, Women for Women International</i>	
Others: <i>Deutsche Gesellschaft für Technische Zusammenarbeit (GTZ), IOM</i>	
Operational partners	
Government: <i>Defence Ministry, Ministry of Interior, Ministry of Human Rights, Ministry of Women and Social Affairs, Police Department,</i>	
Others: <i>FAO, ICRC, ILO, UNDP, UNICEF, UNHCHR, UNOCHA, WFP</i>	

Financial report for UNHCR's operations in the Democratic Republic of the Congo (USD)				
Expenditure breakdown	Current year's projects			Prior years' project
	Annual programme budget	Supplementary programme budget	Total	Annual and supplementary budgets
Protection, monitoring and coordination	11,409,164	6,976,270	18,385,433	0
Community services	1,444,434	896,428	2,340,862	373,928
Crop production	0	10,488	10,488	0
Domestic needs and household support	259,049	4,875,397	5,134,446	41,605
Education	389,956	0	389,956	0
Food	167,533	0	167,533	33,662
Forestry	0	48,348	48,348	21,111
Health and nutrition	1,698,715	186,771	1,885,487	115,516
Income generation	558,225	226,662	784,887	(11,251)
Legal assistance	604,401	3,499,603	4,104,004	530,309
Livestock	0	729,251	729,251	0
Operational support (to agencies)	2,985,277	2,272,324	5,257,601	178,885
Sanitation	0	84,551	84,551	(1,076)
Shelter and infrastructure	1,401,484	711,251	2,112,736	16,672
Transport and logistics	4,838,893	2,769,874	7,608,767	176,849
Water	88,873	32,680	121,553	(225)
Instalments to implementing partners	2,950,980	1,781,674	4,732,653	(1,475,985)
Subtotal operational activities	28,796,985	25,101,571	53,898,556	0
Programme support	8,344,679	129,807	8,474,485	0
Total expenditure	37,141,664	25,231,378	62,373,042	0
Cancellation on prior years' expenditure				(526,800)
Instalments with implementing partners				
Payments made	11,649,375	8,210,154	19,859,530	
Reporting received	(8,698,395)	(6,428,481)	(15,126,876)	
Balance	2,950,980	1,781,674	4,732,653	
Outstanding 1st January				2,712,633
Reporting received				(1,475,985)
Refunded to UNHCR				(1,028,500)
Currency adjustment				169
Outstanding 31st December				207,978

Budget, income and expenditure in the Democratic Republic of the Congo (USD)

	Final budget	Income from contributions	Other funds available	Total funds available ¹	Total expenditure
Annual budget	38,341,107	36,239,646	1,061,650	37,301,296	37,141,664
IDP operations in DRC SB	28,507,764	22,130,449	3,836,569	25,967,018	25,231,378
Total	66,848,871	58,370,095	4,898,219	63,268,313	62,373,042

Note: Supplementary programmes do not include seven per cent support costs that are recovered from contributions to meet indirect costs for UNHCR. Income from contributions includes contributions earmarked at the country level. Other funds available include transfers from unearmarked and broadly earmarked contributions, opening balance and adjustments.

¹ Total funds available include currency adjustments.