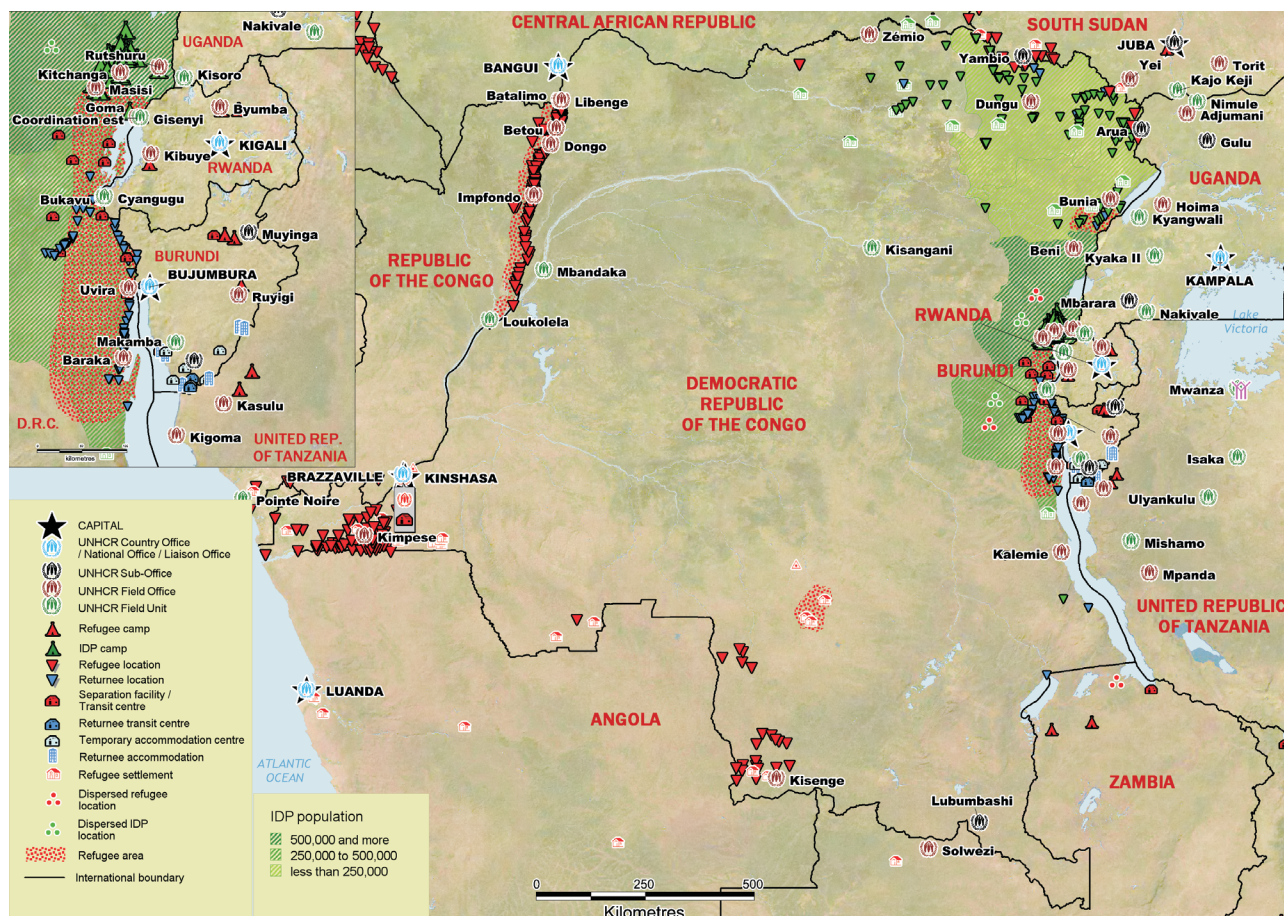


DEMOCRATIC REPUBLIC OF THE CONGO



Operational highlights

- UNHCR and the Democratic Republic of the Congo (DRC) signed tripartite agreements with the Republic of the Congo (the Congo) and Angola that paved the way for the voluntary repatriation from those countries of more than 40,000 Congolese (DRC) refugees. Some 600 Congolese (DRC) refugees returned to their home country in 2011, mostly from Burundi and the United Republic of Tanzania.
- The repatriation of Burundian refugees from the DRC continued in 2011, with close to 4,000 returns by the end of the year.
- More than 8,000 Rwandans also repatriated during the year, bringing the total number of returns to more than 108,000 since the operation began in 2001.
- Out of the 152,600 internally displaced persons (IDPs) who were assisted by UNHCR and its partners in 2011, some 78,700 live in 31 IDP settlements in North Kivu province. UNHCR managed camps and provided security, protection monitoring, profiling and documentation services, as well as emergency shelter.

- Close to 22,100 IDP families and more than 1,100 returning families received shelter assistance.
- More than 350 refugees aged 12 and above living in urban areas received refugee identity cards. All other refugees possess attestations of status, with the exception of Rwandan refugees living in inaccessible areas in the Kivu provinces.

Working environment

The eastern and western parts of the country experienced further violence and upheaval, with various armed groups violating the rights of the civilian population, including through sexual and gender-based violence (SGBV), and causing mass displacement. The persisting instability, as well as the inaccessibility of certain zones controlled by armed groups, severely impeded UNHCR's programme. In the province of Equateur, the threat of a reoccurrence of inter-community conflict over political power and control over natural resources remained high. At the end of 2011, there were more than 1.7 million IDPs in the country.

UNHCR worked very closely with the UN Stabilization Mission in the DRC (MONUSCO), focusing on emerging priorities, such as the protection of civilians and the stabilization and consolidation of peace initiatives.

Achievements and impact

Main objectives and targets

In 2011, UNHCR focused on the return and reintegration of Congolese refugees from neighbouring countries, on facilitating the voluntary repatriation of refugees living in the DRC, and on finding local integration opportunities for those unable to return to their homes. UNHCR also aimed to provide protection and assistance to IDPs, and to prevent statelessness in the country.

Favorable protection environment

- UNHCR organized training sessions to strengthen the capacity of its Government counterpart, the *Commission nationale pour les réfugiés* (CNR) on international protection and human rights. This enabled the CNR to prepare taking over activities related to refugee status determination (RSD). Advocacy with the authorities aimed to ensure that they followed up on reports of gross violations of human rights that were revealed during protection monitoring. These violations included SGBV, extortion and illegal taxation, physical assaults, murder, abduction and arbitrary detention.

Fair protection processes

- To reduce the risk of statelessness, UNHCR focused on birth certification. Identity cards were issued to all refugees aged 12 and above. In addition, some 880 Angolan refugee children in the provinces of Bas Congo and Kinshasa were assisted to obtain birth certificates.

Security from violence and exploitation

- As lead of the protection and prevention pillar of the comprehensive inter-agency strategy to combat SGBV in the country, UNHCR helped establish protection groups, conducted training sessions on IASC principles and ran community sensitization programmes. It also helped set up local community networks to oversee case referrals, the socio-economic reinsertion of survivors and the organization of civil mobile courts.
- In addition, tracing and activities related to best interest determination (BID) for unaccompanied minors met the set objectives.

Basic needs and services

- Almost 900 refugees from the Central African Republic (CAR), who had fled to a remote location in Province Orientale after attacks by the Lord's Resistance Army (LRA), were sheltered, protected and assisted by UNHCR and its partners.
- In South Kivu, a total of 293 shelters were constructed for vulnerable returnees. Some 2,400 fast-growing shade trees and 1,200 fruit trees were distributed to returnees both to protect the environment and to provide nutritional supplements. In Province Orientale, 4,150 emergency shelters were constructed for the most vulnerable people of concern and 200 transitional shelters were built for returnees.
- In Equateur province, 700 shelter kits were distributed to spontaneous returnees who had special needs. In North Kivu, 610 families received durable shelter kits.
- Under the inter-agency cluster approach, UNHCR assisted 78,700 IDPs in 31 spontaneous camps in North Kivu, providing services in camp management and security, protection monitoring, profiling and documentation. It also covered the IDPs' domestic needs, with kits of non-food items (NFIs) distributed to 20,400 households. In Katanga province, UNHCR profiled some 33,000 IDPs and constructed 200 emergency shelters.

Persons of concern

| Type of Population | Origin | Total | Of whom assisted by UNHCR | Per cent female | Per cent under 18 |
|---|----------------------|------------------|---------------------------|-----------------|-------------------|
| Refugees | Angola | 78,100 | 78,100 | 52 | 47 |
| | Rwanda | 61,500 | 10,200 | 46 | 65 |
| | Burundi | 8,900 | 8,900 | 48 | 54 |
| | Sudan | 2,500 | 2,500 | 47 | 44 |
| | Central African Rep. | 900 | 700 | 50 | 42 |
| | Congo | 700 | 700 | 39 | 86 |
| | Various | 70 | 70 | 36 | 54 |
| Asylum-seekers | Burundi | 800 | 800 | 49 | 55 |
| | Rwanda | 260 | 260 | 44 | 50 |
| | Various | 100 | 100 | 34 | 45 |
| IDPs | DRC | 1,709,300 | 152,600 | - | - |
| Returnees (IDPs) | DRC | 822,700 | 7,600 | - | - |
| Returnees (refugees)¹ | Central African Rep. | 11,600 | - | 47 | 57 |
| | Uganda | 8,000 | - | 47 | 57 |
| | Congo | 800 | 20 | 47 | 57 |
| | Various | 700 | 700 | 47 | 57 |
| Total | | 2,706,930 | 263,250 | | |

¹The demographic breakdown of returnees refers to the total 21,100 Congolese (DRC) returning refugees.



A former refugee who has now returned home is making furniture at a workshop set up by UNHCR's partner GTZ, one of several sustainable return projects.

UNHCR / M. HOFER

- In urban areas refugees continued to benefit from educational and medical assistance. Ninety per cent of camp-based refugee children had access to education.

Community participation and self-management

- UNHCR and its partner Search for Common Ground financially supported the implementation of a project for pacification and community-based reintegration in Equateur province, which aimed at raising awareness among communities on peace and non-violent conflict resolution. This was achieved through radio emissions, public theatre performances, reconciliation festivals, sports events, as well as through workshops on non-violent conflict resolution organized for community.

Durable solutions

- Resettlement continued to be used primarily as a protection tool. In total, 109 individuals were submitted for resettlement, but only 70 were able to depart for new homes.
- In 2011, UNHCR registered some 8,500 Burundian refugees in South Kivu for repatriation, of whom more than 3,900 departed in 2011.
- More than 21,000 Congolese (DRC) refugees returned to the DRC from neighbouring countries, including 600 who were repatriated by UNHCR. Fewer refugees returned than planned, mainly due to the prevailing insecurity in the Kivu provinces. Returnees benefited from transport and social and medical care.

External relations

- UNHCR worked closely with the media and the donor community to draw attention on the plight of people of concern in the DRC. The Office mobilized resources at the field level, securing contributions from the UN

Pooled Fund mechanisms for activities related to protection monitoring and coordination.

Logistics and operational support

- The improvement in the vehicle fleet, both in quantity and quality, allowed for a timely delivery of supplies and NFIs, and for more regular field missions. Operational support was provided to implementing partners through regular coordination meetings, designed to share information and assess project implementation.

| Constraints |

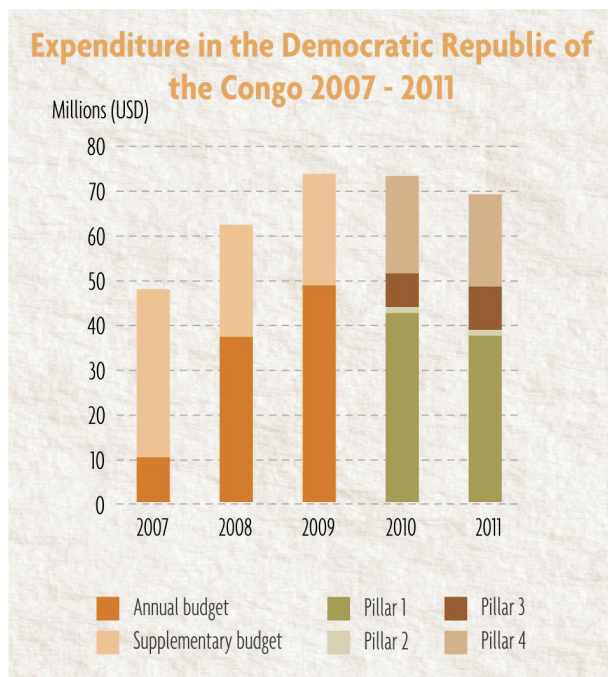
Humanitarian access to populations in need remained limited due to poor infrastructure and the volatile security situation, characterized by gross human rights violations. The limited capacity of the administrative and judiciary structures also prevented civilians from enjoying their full rights. The root causes of displacement, such as access to land and other natural resources, were not addressed in a participatory manner, resulting in a new outflow to the Congo, and hindering the repatriation of larger number of Congolese refugees to eastern DRC from Burundi and the United Republic of Tanzania.

| Financial information |

Revised requirements for UNHCR's operation in the DRC amounted to USD 139.6 million in 2011, some USD 2.5 million less than the original budget approved by the Executive Committee. Given the limited financial resources, only USD 69.2 million were made available to the operation. This reduction was also due to the fact that fewer refugees returned to the DRC than expected, due to political and security constraints.

While the needs of both refugees and Congolese returnees in the DRC were thus largely covered, many of the overwhelming needs of the more than 1.7 million IDPs

Expenditure in the Democratic Republic of the Congo 2007 - 2011



remained unmet. In camps and in spontaneous sites, UNHCR's resources were inadequate to cover all protection needs, such as round-the-clock security in the camps, the much-needed replacement of shelter and NFIs, and educational assistance for displaced children.

Organization and implementation

UNHCR managed its operation in the DRC with 19 offices and 359 employees, including the Regional Office in Kinshasa, which also covered the Congo and Gabon. In the DRC, UNHCR re-opened offices in Equateur (Libenge), Bas Congo (Kimpese) and Katanga (Dilolo) provinces.

UNHCR's presence in 2011

| | |
|---------------------|------------|
| □ Number of offices | 19 |
| □ Total staff | 359 |
| International | 64 |
| National | 257 |
| UNVs | 29 |
| Others | 9 |

Working with others

UNHCR worked with 35 implementing partners, coordinated closely with WFP and the German Federal Ministry for Economic Cooperation and Development (BMZ), and maintained a strong working relationship with MONUSCO, particularly in response to SGBV.

All IDP activities were coordinated under the cluster approach. In addition, two joint programmes were implemented with UNDP, UNICEF, FAO and WFP, through the UN Human Security Trust Fund and the UN

Peacebuilding Fund. UNHCR and UNICEF signed an agreement to coordinate protection and assistance for IDPs.

Overall assessment

UNHCR met its main objectives in the DRC in 2011. Important achievements included the tripartite agreements signed with the Congo and Angola for the voluntary repatriation of Congolese refugees from these countries, and the introduction of a joint programme for pacification and community-based reintegration in Equateur province. The relatively low number of Congolese repatriating to the DRC was mainly due to insecurity in the eastern parts of the country. With regard to IDPs, UNHCR managed to consolidate its contribution within the cluster approach, while protection monitoring was extended to remote areas.

Unmet needs

- Community-mobilization projects for peacebuilding and prevention measures against SGBV could not be undertaken in Katogota (South Kivu) within the community of displaced women and refugees.
- Some 4,000 refugees in Kinshasa and Province Orientale did not receive multi-sectoral assistance.
- Preparatory activities such as road repairs for the repatriation of Congolese (DRC) refugees from the Congo could not be carried out.
- The registration and profiling of the IDP population could not be completed.
- Planned activities geared towards preventing and responding to SGBV could not be fully implemented.

Partners

Implementing partners

Government agencies: *Gouvernorat régional du Nord-Kivu, Commission nationale pour les réfugiés*

NGOs: *Actions et interventions pour le développement et l'encadrement social, Adventist Development and Relief Agency, African Conservation Funds, Aide et action pour la paix, Arche d'Alliance, Association africaine de défense des droits de l'homme, Association pour le développement social et la sauvegarde de l'environnement, Caritas Germany, Centre de développement intégral Bwamanda, Centre d'intervention psychosociale, Communauté des églises libres pentecôtistes, Cooperazione Internazionale, Encadrement des réfugiés urbains de la ville de Kinshasa, Femmes en mission pour le soutien et les actions aux vulnérables, Groupe d'Appui, Conseils pour le développement Endogène, Hope in Action, International Medical Corps, InterSOS, Les Aiglons, Lutheran World Federation, Multi Actions d'Assistance aux Marginalisés et aux sinistrés, Organisation Inter Églises de Coopération au Développement, Oxfam-Québec, Pain pour les déshérités, Première Urgence France, Réseau d'actions citoyennes pour le développement, Save the Children, Search for Common Ground, Women for Women International*

Others: *Gesellschaft für Technische Zusammenarbeit, IOM, UNOPS, UNV*

Operational partners

Others: *Bundesministerium für wirtschaftliche Zusammenarbeit und Entwicklung, FAO, UN-HABITAT, UNOPS, WFP*

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

| | PILLAR 1 Refugee programme | PILLAR 2 Stateless programme | PILLAR 3 Reintegration projects | PILLAR 4 IDP projects | Total |
|------------------------------|-------------------------------|---------------------------------|------------------------------------|--------------------------|--------------------|
| FINAL BUDGET | 58,460,316 | 1,984,749 | 20,183,182 | 58,983,642 | 139,611,889 |
| Income from contributions | 17,708,557 | 0 | 3,003,578 | 8,800,942 | 29,513,077 |
| Other funds available | 19,727,021 | 1,268,697 | 6,787,132 | 11,923,542 | 39,706,392 |
| TOTAL FUNDS AVAILABLE | 37,435,578 | 1,268,697 | 9,790,710 | 20,724,484 | 69,219,469 |

EXPENDITURE BREAKDOWN

| | | | | | |
|--|------------------|----------------|------------------|------------------|-------------------|
| <i>Favourable protection environment</i> | | | | | |
| International and regional instruments | 328,675 | 166,350 | 0 | 0 | 495,025 |
| National legal framework | 205,202 | 166,350 | 0 | 197,423 | 568,975 |
| National administrative framework | 204,619 | 0 | 0 | 0 | 204,619 |
| Policies towards forced displacement | 0 | 0 | 0 | 198,509 | 198,509 |
| Prevention of displacement | 0 | 0 | 0 | 2,350,792 | 2,350,792 |
| Prevention of statelessness | 0 | 351,635 | 0 | 0 | 351,635 |
| Cooperation with partners | 562,569 | 0 | 0 | 199,250 | 761,819 |
| Public attitudes towards persons of concern | 749,650 | 0 | 0 | 7,857 | 757,507 |
| Environmental protection | 0 | 0 | 0 | 197,423 | 197,423 |
| Subtotal | 2,050,715 | 684,335 | 0 | 3,151,254 | 5,886,304 |
| <i>Fair protection processes and documentation</i> | | | | | |
| Registration and profiling | 537,719 | 0 | 0 | 1,218,635 | 1,756,354 |
| Fair and efficient status determination | 454,009 | 0 | 0 | 0 | 454,009 |
| Family reunification | 493,013 | 0 | 0 | 0 | 493,013 |
| Individual documentation | 236,528 | 0 | 0 | 0 | 236,528 |
| Civil status documentation | 794,837 | 0 | 0 | 503,994 | 1,298,831 |
| Subtotal | 2,516,106 | 0 | 0 | 1,722,629 | 4,238,735 |
| <i>Security from violence and exploitation</i> | | | | | |
| Impact on host communities | 958,558 | 0 | 0 | 168,696 | 1,127,254 |
| Law enforcement | 211,588 | 0 | 0 | 175,227 | 386,815 |
| Community security management | 0 | 0 | 0 | 166,491 | 166,491 |
| Gender-based violence | 591,120 | 0 | 0 | 1,418,937 | 2,010,057 |
| Protection of children | 221,026 | 0 | 0 | 1,219 | 222,245 |
| Non-arbitrary detention | 306,348 | 0 | 0 | 197,903 | 504,251 |
| Access to legal remedies | 275,940 | 0 | 0 | 201,903 | 477,843 |
| Subtotal | 2,564,580 | 0 | 0 | 2,330,376 | 4,894,956 |
| <i>Basic needs and essential services</i> | | | | | |
| Water | 0 | 0 | 325,898 | 0 | 325,898 |
| Shelter and other infrastructure | 400,889 | 0 | 1,398,667 | 1,685,996 | 3,485,552 |
| Basic domestic and hygiene items | 2,275,629 | 0 | 0 | 673,792 | 2,949,421 |
| Primary health care | 1,055,420 | 0 | 513,753 | 264,832 | 1,834,005 |
| HIV and AIDS | 815,690 | 0 | 0 | 322,559 | 1,138,249 |
| Education | 399,200 | 0 | 490,599 | 398,817 | 1,288,616 |
| Sanitation services | 180,351 | 0 | 350,040 | 0 | 530,391 |
| Services for groups with specific needs | 386,328 | 0 | 0 | 174,392 | 560,720 |
| Subtotal | 5,513,507 | 0 | 3,078,957 | 3,520,388 | 12,112,852 |

Democratic Republic of the Congo

| | PILLAR 1 Refugee programme | PILLAR 2 Stateless programme | PILLAR 3 Reintegration projects | PILLAR 4 IDP projects | Total |
|--|-------------------------------|---------------------------------|------------------------------------|--------------------------|-------------------|
| <i>Community participation and self-management</i> | | | | | |
| Participatory assessment | 1,300,030 | 0 | 0 | 338,499 | 1,638,529 |
| Community self-management | 368,752 | 0 | 0 | 0 | 368,752 |
| Camp management and coordination | 0 | 0 | 0 | 1,154,413 | 1,154,413 |
| Self-reliance and livelihoods | 470,788 | 0 | 2,097,842 | 466,003 | 3,034,633 |
| Subtotal | 2,139,570 | 0 | 2,097,842 | 1,958,915 | 6,196,327 |
| <i>Durable solutions</i> | | | | | |
| Voluntary return | 6,588,056 | 0 | 25 | 511,636 | 7,099,717 |
| Rehabilitation and reintegration | 37,687 | 0 | 2,289,842 | 634,326 | 2,961,855 |
| Resettlement | 451,821 | 0 | 0 | 0 | 451,821 |
| Local integration | 315,264 | 0 | 0 | 0 | 315,264 |
| Subtotal | 7,392,828 | 0 | 2,289,867 | 1,145,962 | 10,828,657 |
| <i>External relations</i> | | | | | |
| Donor relations | 403,289 | 0 | 0 | 0 | 403,289 |
| Resource mobilisation | 768,167 | 0 | 0 | 493,006 | 1,261,173 |
| Public information | 872,818 | 0 | 0 | 540,771 | 1,413,589 |
| Subtotal | 2,044,274 | 0 | 0 | 1,033,777 | 3,078,051 |
| <i>Logistics and operations support</i> | | | | | |
| Supply chain and logistics | 5,779,439 | 538,818 | 0 | 1,791,861 | 8,110,118 |
| Programme management and coordination | 3,406,831 | 0 | 721,360 | 1,053,998 | 5,182,189 |
| Subtotal | 9,186,270 | 538,818 | 721,360 | 2,845,859 | 13,292,307 |
| Other objectives | 2,287 | 0 | 0 | 0 | 2,287 |
| Balance of instalments with implementing partners | 4,025,438 | 45,544 | 1,602,685 | 3,015,325 | 8,688,992 |
| Total | 37,435,575 | 1,268,697 | 9,790,711 | 20,724,485 | 69,219,468 |