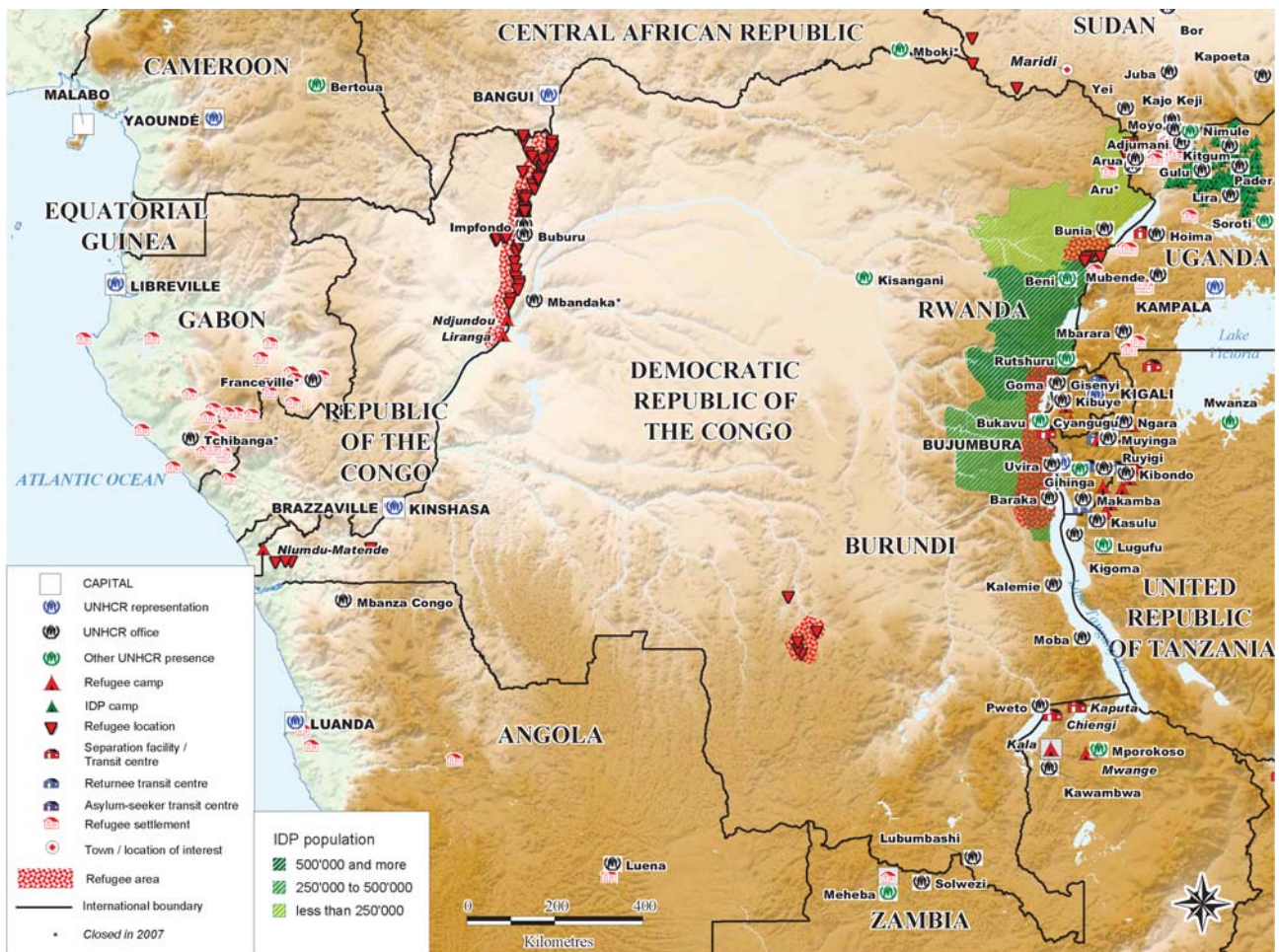


# Democratic Republic of the Congo



## Operational highlights

- UNHCR organized the repatriation of 13,400 refugees in the Democratic Republic of the Congo (DRC) to their countries of origin.
- The Office provided transport and distributed return packages to help 55,500 DRC refugees from neighbouring countries and 84,000 internally displaced persons (IDPs) return to their communities.
- UNHCR improved access to health and education for returning refugees, IDPs and members of host communities.
- The Office helped mitigate the impact of conflict and improved the safety and security of IDPs, returnees and affected communities by interceding with security forces, promoting peaceful coexistence and resolving disputes.
- Some 72,900 IDPs in six camps in North Kivu benefited from improved protection and assistance.

## Working environment

In 2007, the DRC nominated a new government and elected new provincial assemblies and governors. However, the security situation deteriorated in North Kivu and in northern parts of South Kivu due to fighting between government forces and rebel groups. More than 500,000 people were newly displaced, 400,000 in North Kivu alone. At the end of the year, 1.3 million people (800,000 in North Kivu) were still in displacement. The majority of IDPs in North Kivu lived with host families.

On a more positive note, security improved in Ituri district and Katanga Province, and about one million displaced Congolese returned to these areas as well as to Equateur and South Kivu provinces.

UNHCR's main concern was the physical safety of persons of concern. Civilians in conflict areas were victims of execution, torture, abduction and sexual

Persons of concern					
Type of population	Origin	Total	Of whom assisted by UNHCR	Per cent female	Per cent under 18
Refugees	Angola	112,700	1,700	52	46
	Rwanda	29,800	190	-	-
	Burundi	17,600	700	-	-
	Uganda	13,900	20	53	55
	Sudan	2,500	50	47	44
	Rep. of Congo	800	140	41	45
	Various	100	100	41	57
Asylum-seekers	Various	100	-	-	-
Returnees (refugees)	From United Rep. of Tanzania	28,400	26,500	-	-
	From Rep. of Congo	19,400	19,400	-	-
	From Zambia	7,800	7,300	-	-
	From Rwanda	1,900	-	-	-
	From Central African Republic	1,400	1,400	-	-
	Various	900	900	-	-
IDPs		1,317,900	72,900	-	-
Returned IDPs <sup>1</sup>		1,000,000	84,000		
<b>Total</b>		<b>2,555,200</b>	<b>215,300</b>		

<sup>1</sup> During 2007.

violence. Exploitation and abuse of civilians was also common in more stable areas. Refugees from North Kivu, who remained in exile, were worried about whether their Congolese nationality would be recognized and they could regain their land and property. IDPs and returnees faced food scarcities as they were unable to farm or had limited access to agricultural inputs and markets.

Long distances, poor infrastructure and services, and the inability to pay for medicines, school fees or school supplies made it difficult for returnees and IDPs to avail of health services or get an education. For their part, refugees hosted by the DRC had limited access to health and education. Urban refugees faced high living costs and lack of economic opportunities.

## Achievements and impact

### Main objectives

UNHCR's main objectives in 2007 were to protect and assist refugees; strengthen the capacity of relevant national institutions; support the repatriation of refugees in the DRC; and, in the case of those who opted to remain in the country, work towards their local integration. Furthermore, the Office pursued resettlement for refugees for whom neither local integration nor repatriation were possible. UNHCR also aimed to support the return and reintegration of IDPs and returning refugees. Other objectives were to strengthen partnerships with humanitarian actors,

reduce violence and human rights violations, and build the capacity of national institutions and civil society to protect civilians.

### Protection and solutions

UNHCR completed the repatriation of Sudanese refugees in early 2007. The Office also repatriated 4,700 Angolan refugees with specific needs. It promoted the return of Rwandans through radio broadcasts and community-based campaigns, and transported some 7,500 Rwandans to their country. The Office engaged in refugee status determination (RSD) and trained officials of the *Commission Nationale pour les Réfugiés* (CNR), which is expected take responsibility for RSD in the near future.

UNHCR facilitated the return and reintegration of 55,500 Congolese refugees, mainly from the Republic of Congo, the United Republic of Tanzania and Zambia. Two draft tripartite agreements were finalized for the return of Congolese refugees from Burundi and the repatriation of Burundian refugees from the DRC. However, the Tripartite Commission meeting was postponed by the DRC Government pending the outcome of the Goma peace conference in January 2008.

UNHCR co-led the protection cluster, and organized training sessions on human rights and humanitarian law for the authorities and security forces. It disseminated information about children's rights and the national law on sexual and gender-based violence to communities.

However, this had limited impact due to the prevailing climate of impunity. In North Kivu, the protection cluster requested the deployment of MONUC mobile teams to protect areas where civilians were seeking refuge. UNHCR's protection monitoring teams identified protection risks, documented human rights violations and identified perpetrators. This information was provided to MONUC's human rights division, while other needs identified during these missions were reported to the relevant clusters.

In North Kivu, many new IDPs spontaneously regrouped in open sites or structures such as schools. Therefore, a camp coordination and camp management mechanism was established under the leadership of UNHCR in September 2007. The Office reorganized existing sites around Goma and created new ones where necessary. It monitored and addressed protection issues and coordinated assistance with a view to achieving acceptable humanitarian standards. UNHCR registered IDPs on the sites. By the end of the year, some 72,900 IDPs in six sites around Goma benefited from the camp coordination and camp management mechanism, and its extension to seven other sites was underway.

## Activities and assistance

**Community services:** UNHCR and its partners instituted standard operating procedures and trained staff to deal with sexual and gender-based violence. All UNHCR staff and those of its partners were also made aware of the Office's code of conduct. Some 5,700 victims of sexual and gender-based violence were given medical, psychosocial and legal support or referred to specialized agencies. In South Kivu, UNHCR supported 220 unaccompanied children, of whom 170 were reunited with their families. The Office also identified returning Congolese with specific needs and made sure they benefited from reintegration activities. Women were adequately represented in refugee, IDP and host community committees.

**Crop production:** Some 500 community groups (10 households each) benefited from agricultural kits and trained to increase harvests and diversify crops.

**Domestic needs and household support:** All 55,500 returning refugees and some 84,000 IDP returnees, as well as IDPs in camps, received a kit of basic non-food items. All packages included women's sanitary supplies.

**Education:** UNHCR made parents aware of the importance of education, especially for girls. The Office helped more than 15,000 returnee children enrol in

primary and secondary school. However, the inability of many parents to pay school fees led to drop-out rates of up to 45 per cent in some schools. The Office rehabilitated four primary schools, constructed five others and equipped them with furniture. In Ituri district, UNHCR distributed uniforms and shoes to 12,000 pupils in 44 schools. In urban areas, UNHCR paid school fees at the primary level. As a result the net enrolment rate in urban areas was 85 per cent. At the secondary school level, 40 per cent of the children, mostly girls, received scholarships.

**Food:** Congolese returnees and repatriating refugees received three hot meals per day in transit centres. UNHCR distributed food rations for three months to returnees.

**Forestry:** The Office established environmental protection commissions in return areas. It also set up a working group to reduce the environmental impact of IDP camps, relocating IDPs where necessary.

**Health and nutrition:** UNHCR constructed or rehabilitated nine health centres and a hospital and supplied essential medicines to 64 health centres in return areas. HIV and AIDS awareness campaigns were conducted and condoms distributed in transit centres and return areas. Medical screening was organized in transit centres and returning refugees in therapy were referred for treatment. Urban refugees benefited from a dedicated health centre or a referral mechanism.

**Income generation:** About 18,000 people benefited from community-based income-generating projects in refugee return areas. In Uvira, a project benefited some 1,000 women, including 600 returnees and 170 victims of sexual and gender-based violence. In Mitwaba, close to 5,000 families of returned IDPs received training in farming, animal husbandry and other income-generating activities. Eleven savings and credit associations were formed.

**Legal assistance:** UNHCR registered some 72,900 IDPs in camps to facilitate their access to protection and assistance. In Equateur province, UNHCR funded an international NGO to demarcate and demine return areas; in other areas, it provided information to direct demining efforts. Mine awareness campaigns were held in reception centres. Protection monitoring teams conducted peaceful coexistence campaigns, established community-based conflict resolution mechanisms, and provided legal training, advice and representation to individual returnees. Other reconciliation activities were carried out in North and South Kivu through theatre groups and radio broadcasts.



Photo: MONUC/M. Frechon

Democratic Republic of the Congo. Internally displaced persons waiting for supplies distribution at Camp Bulengo, North Kivu.

**Livestock:** In Katanga Province, some 5,000 families of returned IDPs received animals such as goats to complement their agricultural activities.

**Operational support:** UNHCR covered some of the administrative and management costs of implementing partners. Audits verified financial statements and internal control mechanisms.

**Sanitation:** UNHCR ensured that transit centres had adequate sanitation facilities, and that such facilities were constructed whenever schools or health centres were rehabilitated.

**Shelter and other infrastructure:** UNHCR maintained more than 20 transit centres and assembly points. It distributed housing kits to Congolese returnees, consisting of a plastic sheet, tools, and basic supplies such as nails. The Office helped to build houses for returnees with specific needs by providing construction material and mobilizing communities. Some 310 houses were built for IDP returnees in Mitwaba and 180 houses in South Kivu for refugee returnees.

**Transport and logistics:** Returnees were transported from transit centres to their final destination by trucks

and light vehicles. Refugees repatriating to their country of origin were taken there by road transport or chartered aircraft. The Office managed a fleet of vehicles and eight maintenance workshops as well as warehouses in main areas of operation.

**Water:** UNHCR ensured that at least 20 litres per person per day were available in refugee and returnee transit centres. Ten wells were built in IDP return villages in the Mitwaba area.

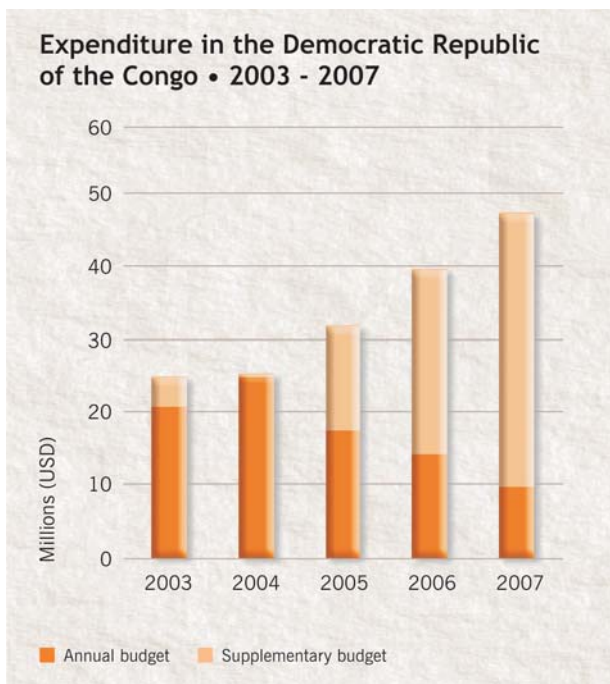
## Constraints

UNHCR suspended its IDP operations several times for security reasons, while many IDPs in inaccessible areas could not be reached at all. Return operations were also suspended following an attack on MONUC and UNHCR premises in Moba in reaction to the return of ethnic Tutsis to Katanga Province. Logistics remained a major challenge, as many roads were impassable during the rainy season and transport capacity on water-ways was limited. Staff welfare has continued to be a concern in view of insecurity, isolation and difficult living conditions in some operational areas.

## Financial information

By the end of the year, the DRC operations were fully funded. However, delays in funding and tight earmarking hampered project implementation and reduced UNHCR's capacity to react quickly to the North Kivu emergency.

The expenditure of the annual programme has decreased steadily since 2004, when it reached a peak due to the repatriation of Angolan refugees. In 2005 and 2006, two supplementary programmes were established for the return and reintegration of Congolese refugees and for the protection and assistance of IDPs, respectively. The expenditure under these two programmes has increased significantly during the past three years.



## Organization and implementation

### Management

In 2007, UNHCR closed three field offices (Dongo in Equateur Province, Kimpese in Bas-Congo and Aru in Province Orientale) and opened three new field units. As of the end of 2007, UNHCR operated through 15 offices; the Representation Office in Kinshasa, two offices in Equateur Province, two in Province Orientale, three offices in North Kivu, three offices in South Kivu, and four offices in Katanga. The workforce in the DRC of 310 staff included 69 international staff, 220 national employees and 21 international UNVs.

## Working with others

UNHCR worked with 32 implementing partners in 2007 and collaborated closely with the CNR and other central and local authorities. The Office co-led the protection and the reintegration and community recovery clusters. It participated in other clusters, in the Inter-Agency Provincial Committees and in the Kinshasa-based Humanitarian Action Group. UNHCR is also a member of the UN Programme Management Team and Security Operations Management Team (Common Services).

## Overall assessment

UNHCR achieved its main objectives and helped more than 139,500 refugees and IDPs return to their communities and rebuild their lives. Through its own activities and its co-leadership of the protection and reintegration and community recovery clusters, UNHCR helped mitigate the impact of armed conflict on civilians and improved the safety and protection of IDPs.

### Partners

#### Implementing partners

**Government agencies:** Gouvernorat Régional du Nord-Kivu, Commission nationale pour les Réfugiés

**NGOs:** Action Humanitaire Africaine, Actions et Interventions pour le Développement et l'Encadrement Social, Agence pour la Coopération Technique et le Développement, Arche d'Alliance, Association Africaine des Droits de l'Homme, Association pour le Développement Social et la Sauvegarde de l'Environnement, Association pour la Solidarité et le Développement, Caritas Kalemie, Caritas Uvira, Centre for Victims of Torture, Encadrement des Réfugiés Urbains de la Ville de Kinshasa, Handicap International- Atlas Logistique, International Medical Corps, Johanniter, Médecins du Monde, Memisa Medicus Mundi, Mercy Corps, Norwegian Refugee Council, OXFAM-Québec, Pain pour les Déshérités, Regroupement des Institutions du Système de Financement Décentralisé du Congo, RCN Justice et Démocratie, Save the Children-UK, Search for Common Ground, Saving Lives through Alternate Options, Solidarités, Vétérinaires Sans Frontières, Women for Women International

**Others:** Deutsche Gesellschaft für Technische Zusammenarbeit, IOM

#### Operational partners

**Government agencies:** Defence Ministry, Ministry of the Interior, Ministry of Human Rights, Ministry of Women and Social Affairs, Police Department

**Others:** FAO, ICRC, ILO, UNDP, UNICEF, UNHCHR, UNOCHA, WFP

## Budget, income and expenditure (USD)

	Final budget	Income from contributions	Other funds available	Total funds available	Total expenditure
Annual budget	11,151,859	9,373,299	2,040,459	11,413,757	10,095,867
DRC SB	31,949,078	28,073,034	1,088,696	29,161,730	23,971,651
IDP SB	16,411,759	13,014,441	2,502,935	15,517,376	13,406,297
South Sudan SB	375,263	0	375,252	375,252	375,252
<b>Total</b>	<b>59,887,959</b>	<b>50,460,774</b>	<b>6,007,342</b>	<b>56,468,115</b>	<b>47,849,067</b>

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.

## Financial Report (USD)

Expenditure breakdown	Current year's projects			Previous years' projects
	Annual budget	Supplementary budget	Total	Annual and supplementary budgets
Protection, monitoring and coordination	3,463,513	8,793,207	12,256,720	0
Community services	149,281	2,182,418	2,331,698	337,929
Crop production	0	171,931	171,931	63,069
Domestic needs and household support	189,668	710,964	900,633	153,913
Education	84,863	818,884	903,747	266,104
Food	69,344	338,468	407,812	45,470
Fisheries	0	1,560	1,560	0
Forestry	0	65,750	65,750	48,443
Health and nutrition	423,833	1,878,718	2,302,551	631,687
Income generation	54,123	930,001	984,124	210,621
Legal assistance	312,839	4,864,328	5,177,167	849,539
Livestock	0	123,839	123,839	46,698
Operational support (to agencies)	295,995	5,241,777	5,537,772	1,318,999
Sanitation	0	209,207	209,207	1,750
Shelter and infrastructure	31,200	1,373,529	1,404,729	483,707
Transport and logistics	584,827	6,795,556	7,380,383	1,148,923
Water	0	50,582	50,582	71,120
Instalments with implementing partners	330,722	2,223,639	2,554,361	(5,677,972)
<b>Sub-total operational activities</b>	<b>5,990,208</b>	<b>36,774,357</b>	<b>42,764,565</b>	<b>0</b>
Programme support	4,105,659	978,843	5,084,503	0
<b>Total expenditure</b>	<b>10,095,867</b>	<b>37,753,200</b>	<b>47,849,067</b>	<b>0</b>
<b>Cancellation on previous years' expenditure</b>				<b>(155,558)</b>
<b>Instalments with implementing partners</b>				
Payments made	2,103,076	20,139,709	22,242,785	
Reporting received	(1,772,354)	(17,916,070)	(19,688,424)	
<b>Balance</b>	<b>330,722</b>	<b>2,223,639</b>	<b>2,554,361</b>	
<b>Previous years' report</b>				
<b>Instalments with implementing partners</b>				
Outstanding 1st January				6,705,786
Reporting received				(5,677,972)
Refunded to UNHCR				(845,574)
Adjustments				(23,968)
<b>Balance</b>				<b>158,272</b>