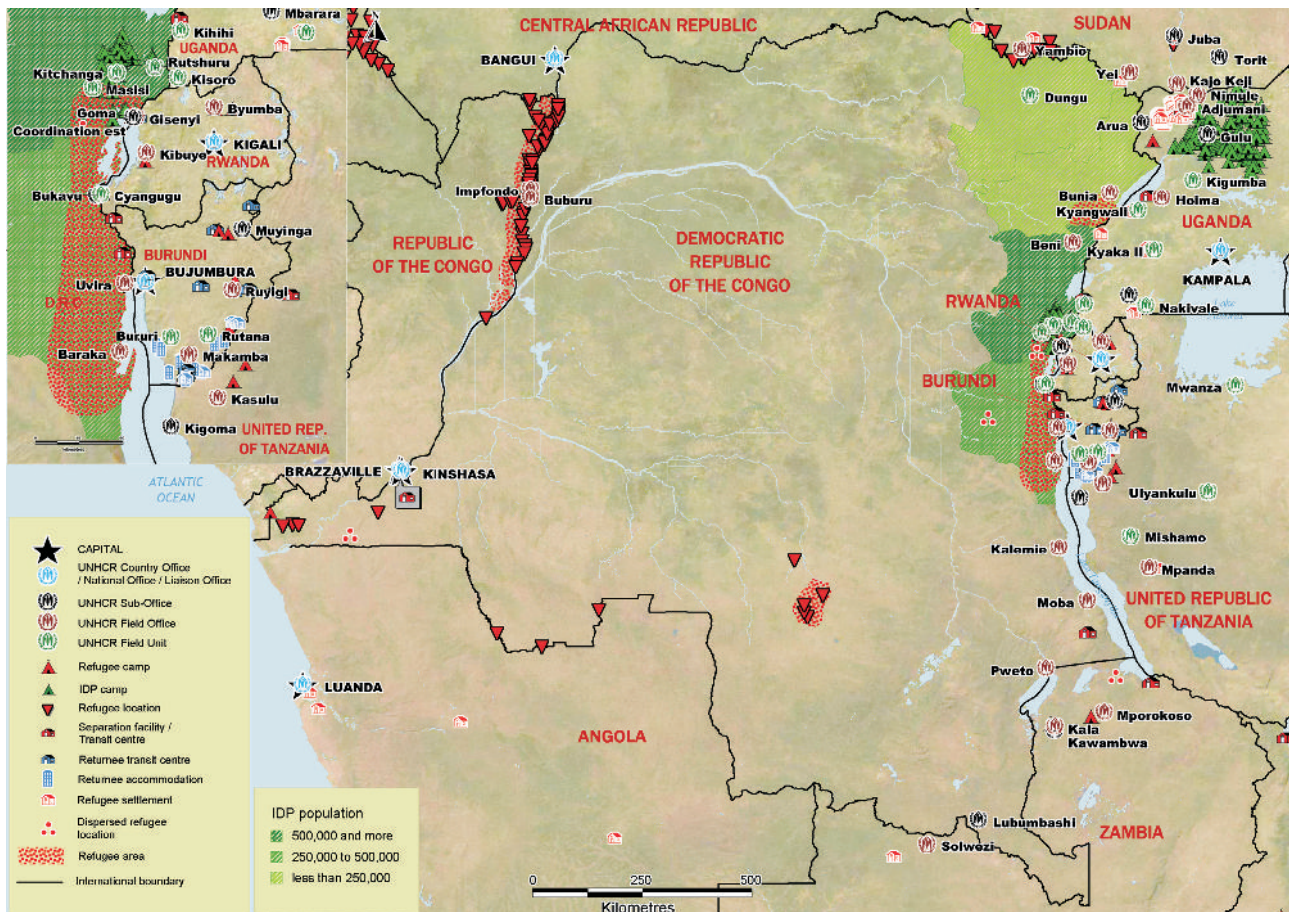


DEMOCRATIC REPUBLIC OF THE CONGO (DRC)



Operational highlights

- UNHCR organized the repatriation of some 9,020 Rwandan and Burundian refugees from the DRC to their countries of origin.
- Refugees living in urban areas of the country benefited from assistance that improved their social and economic integration.
- In light of the Angolan Government's willingness to restart repatriation, UNHCR verified the status of 85,000 Angolan refugees living in the DRC.
- UNHCR assisted a total of 18,460 refugees to return to the DRC from the United Republic of Tanzania and Zambia.
- Of the more than 1.5 million internally displaced persons (IDPs) in the east of the country, some 251,700 benefited from improved protection and assistance in the camps until mid-year, when large spontaneous return movements occurred.
- UNHCR assisted some 3,440 vulnerable IDPs living in camps and another 117,000 vulnerable IDPs residing in spontaneously settled sites.

- More than 4,850 IDP families received non-food items (NFIs).
- UNHCR provided more than 6,800 emergency shelters and over 500 transitional shelters to returning IDPs.
- The Office facilitated the reintegration of all Congolese returnees with transportation, NFIs, three-month WFP food rations, agricultural tools and seeds.

Working environment

Despite the peace accord reached in March 2009 by the Government and the rebel group *Congrès National pour la Défense du Peuple* (CNDP), operating in the eastern DRC, little has been achieved in terms of security and stability that would permit the large-scale return of Congolese refugees from countries in the region, Tanzania in particular. The departure of Rwandan troops from the east of the country has led the *Forces Démocratiques pour la Libération du Rwanda* (FDLR) and the Mayi-Mayi militia groups to reposition themselves in those territories.

In Irumu territory, persistent armed attacks perpetrated by militia groups (*Front Populaire pour la Justice au Congo* and



DRC women are provided bakery training by “Women for Women”, an NGO working with UNHCR.

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Front de Résistance Patriotique d'Ituri) continued. Further north, in Haut and Bas Uélé districts, incursions and sustained attacks by the Ugandan rebel group, the Lord's Resistance Army (LRA), have worsened the human rights situation for the people of the area. The rebels killed and abducted hundreds, including children, and forced thousands of others to flee the area.

The situation remained volatile in North and South Kivu, the latter which received IDPs fleeing fighting in North Kivu. Military operations in North and South Kivu and other armed attacks have led to the displacement of populations and given rise to the need for emergency interventions. However, due to the deteriorating security situation, humanitarian actors had only limited and sporadic access to IDPs in North Kivu.

The UN peacekeeping mission, MONUC, did not have the capacity to provide for sufficient protection of the

civilians population. The DRC's armed forces, or FARDC, have often been seen as perpetrators of gross human rights violations, including sexual violence, which has reached epidemic proportions.

In *Equateur* province's South Ubangi region, disputes over natural resources led to armed conflicts between ethnic groups, and propelled large population displacements within the DRC and to the Republic of the Congo. More than 120,000 refugees fled the area (102,000 to the Congo and 18,000 to the Central African Republic). Some 60,000 people were internally displaced within *Equateur* Province.

At the diplomatic level, the *Communauté Economique des Pays des Grands Lacs* (CPGL) was re-invigorated and diplomatic relations between the DRC and Rwanda re-established. The situation in Katanga remained stable, allowing for the return of Congolese refugees. However, even in these areas access to food, shelter, basic health care

Persons of concern					
Type of population	Origin	Total	Of whom assisted by UNHCR	Per cent female	Per cent under 18
Refugees	Angola	84,400	1,800	54	42
	Rwanda	80,500	200	-	-
	Burundi	17,600	800	48	48
	Sudan	2,500	50	47	44
	Congo	700	140	41	43
	Various	110	110	42	56
Asylum-seekers	Burundi	600	-	43	58
	Various	60	-	25	23
IDPs	DRC	2,052,700	483,000	-	-
Returned ex-IDPs including returned IDP-like	DRC	78,900	78,860	-	-
Others of concern	Various	10	-	36	36
Returnees (refugees)*	Uganda	25,600	-	-	-
	Zambia	17,000	17,000	51	60
	Tanzania	1,500	1,500	51	60
	Various	240	230	51	60
Total		2,362,420	583,690		

* Demographic breakdown of returnees refers to all assisted returnees.

and education remained limited, slowing the reintegration of returnees.

| Achievements and impact |

● Main objectives

UNHCR's main objectives in the DRC in 2009 were to provide protection and assistance to aid the initial reintegration of returning Congolese refugees and IDPs in collaboration with the Government, UN agencies, civil society and other actors. The Office also promoted durable solutions for refugees living in the DRC.

● Protection and solutions

UNHCR continued to conduct RSD and at the end of 2009 had processed 653 asylum claims, including 648 new cases. More training of the *Commission Nationale pour les Réfugiés* (CNR) in refugee law and interviewing skills is needed; only five decisions were reached during the year. Attestation documents for most of the urban refugees were renewed. However, the indiscriminate expulsion of Angolan refugees that occurred in 2009, in response to the expulsion of Congolese nationals from Angola, highlighted the importance of issuing recognized documents to all refugees.

In 2009, UNHCR submitted 79 cases for resettlement and facilitated the departure of 25 persons (six cases). Despite the unpredictable security situation in the Kivus, the Office helped to repatriate a total of 9,010 Rwandan and Burundian refugees to their countries of origin. UNHCR also assisted in the return of some 14,500 Rwandan civilians.

The Office organized four tripartite discussions between the DRC and Angola on the return of Angolan refugees from the DRC. It also facilitated discussions between the DRC and Rwanda, Tanzania and Burundi on the return of Congolese refugees. UNHCR began return and reintegration activities for Congolese refugees in Tanzania and Zambia. In 2009, some 18,460 refugees repatriated to the DRC, with 1,320 returning to South Kivu and 17,140 to Katanga.

UNHCR also led the protection cluster at the national, provincial and sub-provincial levels. In *Equateur* province, without a permanent UNHCR presence in the region, UNICEF has acted as the protection cluster lead. However, during the conflict that erupted in the last quarter of the year in the province, UNHCR participated in an inter-agency mission to assess the evolving humanitarian crisis.

There were more than 2,740 violations of human rights reported during the year. UNHCR developed a plan of action to solicit MONUC's assistance in securing return zones for refugees and IDPs through the establishment in these areas of State and provincial authorities and the deployment of the FARDC and Congolese National Police. UNHCR conducted training sessions on human rights for both groups, with the aim of improving civilian protection.

In May 2009, under the revised camp coordination and camp management (CCCM) strategy, UNHCR supported the return of more than 72,800 IDPs from Kibaki I and II, Mugunga, Bulego and Buhima camps to their places of origin. Sensitization campaigns on sexual and gender-based violence and HIV and AIDS prevention were conducted for IDPs remaining in the camps, who also received information

on mechanisms for reporting violations of rights and requesting assistance for victims. Women were encouraged to participate in camp representation structures.

● Activities and assistance

Community services: In South Kivu and Katanga, UNHCR ensured that all repatriating women received sanitary kits. Five unaccompanied children continued to be provided with special assistance. In Katanga, 150 separated children were identified and assisted with school fees, exercise books and school uniforms. Some 460 vulnerable people were assisted with NFIs during repatriation. All refugee, returnee and displaced victims of sexual violence who reported their cases received medical, psychosocial and legal support or were referred to specialized agencies. In Kinshasa, 105 vulnerable refugees received subsistence support.

Crop production: In Katanga province, 3,270 families were trained to improve household management and in the marketing of food crops.

Domestic needs and household support: UNHCR provided NFIs to 18,460 Congolese returnees and more than 53,000 IDPs. Some 9,020 refugees repatriating to Rwanda and Burundi benefited from the return package, and 5,250 women received sanitary materials.

Education: In Katanga, UNHCR registered 1,720 school-aged children in 2009 and negotiated for reduced fees. Six schools were constructed. In South Kivu, 1,600 desks were distributed to public schools, 250 in the territory of Uvira and 1,350 in Fizi. These actions have improved the retention of children in schools.

Food: Refugee and IDP returnees received three hot meals per day in transit centres. UNHCR also distributed three-month food rations from WFP, and seeds and tools from FAO to returnees to ease their reintegration.

Forestry: UNHCR ensured that the impact of IDPs on the environment was minimized by training 50 IDPs in the construction of improved stoves. Some 9,320 stoves were built and 18,000 households trained in using them. In collaboration with provincial governments, 75 hectares of land were reforested and about 76,320 plants distributed for reforestation.

Health and nutrition: Returnees, departing refugees, IDPs and urban refugees received medical assistance and were sensitized on various health issues. Returnees, including repatriating refugees, were medically screened in transit centres. In South Kivu, 26 health centres were provided with medicine and equipment. In Katanga, four health centres were constructed and equipped. In *Equateur*, 13 health centres were rehabilitated.

Work on three new health centres was nearing completion, but had to be suspended due to fighting in the area. Agreements were negotiated to provide free access to health services for returnees for six months. Community-based HIV and AIDS sensitization campaigns were organized in transit centres and return areas, and HIV

Democratic Republic of the Congo

and AIDS support clubs established in schools. More than 21,000 condoms were distributed.

Income generation: In South Kivu, six community-based income-generating projects were undertaken in the territory of Fizi. A total of 2,400 women were trained in adult learning courses, including in running small businesses. Microcredit was provided to 1,050 beneficiaries in 33 villages. In Katanga, 1,570 people, including 640 women, had access to income-generating activities and savings and microfinance schemes.

Legal assistance: UNHCR helped the CNR and its 11 field offices to follow up cases of arbitrary detention of refugees and returnees and obtain their release. The Office also helped resolve property conflicts through the Comité de Médiation et de Conciliation. In South Kivu, 1,230 cases of property conflict were identified and registered. Of these, 70 per cent were resolved.

Livestock: Some 450 vulnerable families in IDP sites were trained in poultry farming and helped to rear poultry and produce eggs for sale. In addition, some 480 fishing kits and 480 livestock kits were purchased and distributed to refugees returning from Zambia.

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

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

Shelter and other infrastructure: More than 25 assembly points and transit centres used for the return of refugees to and from the DRC were maintained. In North Kivu, 120,000 IDPs received various forms of assistance, including shelter construction kits. Over 90 per cent of IDP shelters in camps were repaired with plastic sheeting. Six closed IDP camp sites were rehabilitated and handed over to the authorities. More than 2,600 vulnerable IDP households residing in spontaneously settled sites received a shelter construction kit comprised of tarpaulins, rope and raffia.

In Haut and Bas Uélé, 3,700 IDPs and a number of vulnerable host community members had access to emergency shelters. Some 530 shelters were constructed for vulnerable returning IDP families in Ituri. In addition, UNHCR donated over 3,110 construction kits to IDPs in Haut Uélé. In Katanga, 370 shelters were constructed. UNHCR also constructed four centres for vocational-skills training and distributed 5,260 construction kits to more than 16,600 returnees.

Transport and logistics: Logistics platforms were established in Bukavu, Goma and Katanga to serve field operations. In March, the fourth platform in *Equateur* province was handed over to a national NGO partner, which

continued some reintegration activities. Warehouses in all field offices were maintained to support the distribution of NFIs. UNHCR's truck fleet transported more than 42,000 people of concern safely during return or relocation operations.

Water: UNHCR dug 21 wells in Katanga and *Equateur*. This helped reduce the risk of epidemics, particularly cholera, and also provided potable water in refugee and returnee transit centres.

○ Constraints

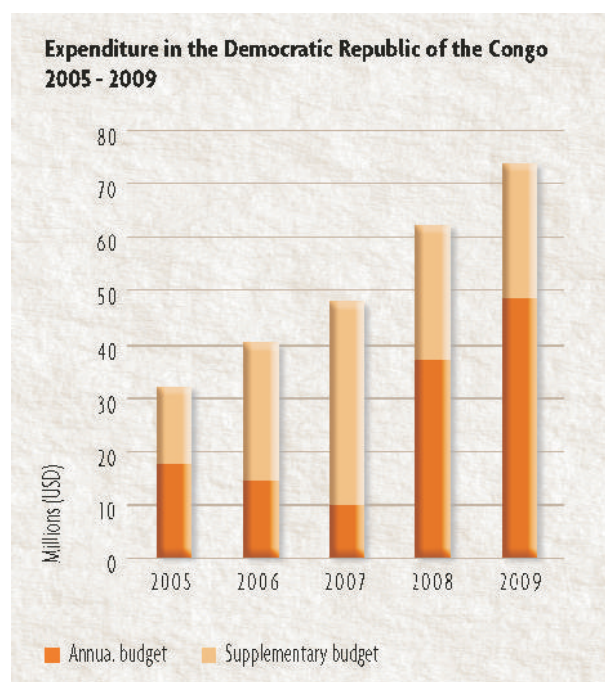
Access to IDPs was limited or even non-existent as staff movements were restricted by the security situation. Despite UNHCR's appeal for more humanitarian corridors to be opened to allow access to IDPs, few roads were accessible.

| Financial information |

Budgetary requirements in the DRC have grown steadily over the last five years, and particularly in 2009, due to UNHCR's increased involvement with IDPs and continuous need to support the reintegration of returning refugees. The Office was well funded in 2009, with donors responding positively to the North Kivu emergency.

| Organization and implementation |

UNHCR operated through 19 offices, including the country office in Kinshasa and the office of the Coordinator of the East. The office in Buburu in *Equateur* closed in June 2009. UNHCR was not able to open a planned field unit in Duru in *Province Orientale* because of the lack of security in the area. UNHCR operated with 362 staff, including 66 international and 263 national staff, and 33 UNVs in 2009.



Working with others

UNHCR worked with 29 implementing partners in 2009, including the CNR, and collaborated closely with other central and local authorities. The Office participated in national and provincial humanitarian coordination mechanisms; it led the protection and CCCM clusters 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 collaboration and leadership in the cluster approach. The Office also helped more than 50,000 returnees rebuild their lives in their communities. However, additional transitional and development support would be required to sustain returns. In the absence of State authority and services in vast areas of the country, opportunities for preventing displacement and helping people to rebuild lives remained severely limited.

Partners

Government: *Gouvernorat Régional du Nord-Kivu; Commission Nationale pour les Réfugiés*

NGOs: *Action Chrétienne pour l'Aide au Développement, Action Humanitaire Africaine; Actions et Interventions pour le Développement et l'Encadrement Social; Adventist Development and Relief Agency; 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; CARE International; CARITAS; Communauté des Eglises Libres de Pentecote en Afrique, Encadrement des Réfugiés Urbains de la Ville de Kinshasa; International Medical Corps; Lutheran World Federation; Mercy Corps; Norwegian Refugee Council; OXFAM; Pain pour les Déshérités; Première Urgence France; Réseau d'Actions Citoyennes pour le Développement; Saving Lives Through Alternate Options; Search for Common Ground; Vétérinaires Sans Frontières; Women for Women International*

Others: *Deutsche Gesellschaft für Technische Zusammenarbeit; UN-HABITAT; UNOPS*

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

	Final budget	Income from contributions	Other funds available	Total funds available	Total expenditure
Annual budget	52,093,534	45,818,081	4,494,972	50,313,053	48,799,583
IDP operations in DRC SB	27,409,545	25,115,600	838,744	25,954,344	24,960,846
Avian and human influenza preparedness SB	7,533	0	7,533	7,533	7,533
Supplementary budget subtotal	27,417,078	25,115,600	846,277	25,961,877	24,968,379
Total	79,510,612	70,933,681	5,333,716	76,267,397	73,767,962

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 for UNHCR's operations in the Democratic Republic of the Congo (USD)

Expenditure breakdown	Current years' project			Previous years' project
	Annual budget	Supplementary budgets	Total	Annual and supplementary budgets
Protection, monitoring and coordination	14,728,275	7,378,200	22,106,475	0
Community services	1,298,291	681,180	1,979,472	452,104
Crop production	96,899	0	96,899	-466
Domestic needs and household support	364,415	2,554,008	2,918,422	16,560
Education	449,482	47,248	496,730	19,804
Food	98,604	0	98,604	18,447
Fisheries	2,560	0	2,560	0
Forestry	8,367	281,077	289,444	169,281
Health and nutrition	1,827,022	301,427	2,128,449	535,003
Income generation	752,269	92,545	844,814	153,318
Legal assistance	2,524,460	4,001,641	6,526,101	447,657
Livestock animal husbandry	0	514,607	514,607	0
Operational support (to agencies)	5,209,569	1,237,454	6,447,023	770,469
Sanitation	0	170	170	0
Shelter and infrastructure	2,973,045	2,932,245	5,905,291	650,909
Transport and logistics	7,445,601	3,141,197	10,586,799	617,480
Water	215,361	0	215,361	81,902
Instalments to implementing partners	4,191,689	1,521,986	5,713,675	(3,932,466)
Subtotal operational activities	42,185,910	24,684,986	66,870,895	0
Programme support	6,613,673	283,393	6,897,066	0
Total expenditure	48,799,583	24,968,379	73,767,962	0

Cancellation on previous years' expenditure

(192,146)

Instalments with implementing partners

Payments made	16,825,103	10,720,660	27,545,764	
Reporting received	(12,633,414)	(9,198,675)	(21,832,089)	
Balance	4,191,689	1,521,986	5,713,675	

Previous year's report

Instalments with implementing partners:

Outstanding 1st January				4,940,631
Reporting received				(3,932,466)
Refunded to UNHCR				(832,629)
Currency adjustment				198,247
Outstanding 31st December				373,783