

# Angola

## Main objectives

Provide protection and assistance to some 60,000 returnees expected to arrive spontaneously prior to the initiation of the organized voluntary repatriation operation; prepare areas of return to enable organized voluntary repatriation to occur in conditions of safety and dignity; facilitate and promote, where conditions permit, the organized repatriation of some 170,000 Angolan refugees from the Democratic Republic of the Congo (DRC), Namibia, Zambia and other countries of asylum; consolidate the reintegration of returnees in their communities; provide international protection and basic assistance to some 13,000 (mostly DRC Congolese) refugees in Angola.

## Impact

- A total of 133,000 Angolans repatriated from the DRC, Namibia and Zambia. Of these, some 76,000 refugees repatriated with assistance (43,000 in convoys and 33,000 received assistance upon arrival).
- A rapid assessment of conditions, including access, landmines, education, health, water and food security, was carried out in 47 return communes. The findings were shared with countries of asylum, in the form of commune profiles, to enable refugees to make an informed decision on whether or not to return.
- The absorptive capacity of the areas of return was enhanced through the construction and rehabilitation of 19 schools, 12 health posts, two municipal hospitals, 36 water points (including one city water system) and 50 latrines.
- UNHCR has substantially increased its presence in the major returnee areas with the opening of seven offices in the bordering provinces, and the deployment of five SURGE protection officers.
- Eight repatriation routes were opened, making it possible for refugees to return to Cazombo, Luau and Luena in Moxico Province; M'Banza Congo and Cuimba in Zaire Province and Menongue, Calai and Cuangar in Kuando Kubango Province.



- Voluntary Repatriation Forms were validated as temporary identification documents by the Government of Angola to facilitate freedom of movement and access to jobs for returnees.
- Returnees were provided with reintegration packages of food, construction kits with tools, agricultural tools and seeds. Additional monthly food distributions were carried out in the communes of return.
- Awareness campaigns were held on the dangers of landmines and HIV/AIDS.
- Birth certificates were issued to all returnee children to facilitate their enrolment in Angolan schools.
- 51 refugee women recipients of business start-up loans achieved self-reliance and were able to repay 100 per cent of the capital.
- 90 refugee families who relocated from the Kifangondo football ground, where they had settled, to the Sungui local settlement site, received irrigated plots of land.
- Some 8,000 refugees, mainly of DRC origin, settled in and around Luanda and received regular food and health assistance.

- 70 refugee families benefited from the construction of houses in the local settlement site of Kautepwe, in Moxico Province.

## Working environment

### The context

It is estimated that the Angolan armed conflict caused the internal displacement of over four million people and the flight of 450,000 persons who sought asylum in neighbouring countries. In addition, it left 378,000 former soldiers and their families in need of reintegration assistance. By the end of 2003, following the signing of the Luena peace accord between the Angolan Armed Forces and UNITA in April 2002, the Government estimated that a total of 3.5 million internally displaced persons (IDPs) had returned home. Likewise, all 378,000 demobilized soldiers and their family members had been transported to their communes of origin or preference, and some 218,023 refugees had returned home.

With peace firmly in place, attention is now increasingly turning to rebuilding Angola's infrastructure, both physical and social, in a country devastated by 27 years of conflict especially in the major returnee areas. During 2003, UNHCR, in line with the 4Rs framework played a catalytic role in keeping the rehabilitation of areas of return and the reintegration needs of returnees high on the agenda of the Government, UN agencies, the World Bank and other development agencies. However, the Government lacks the resources, often even a presence, with which to take on the daunting task of rebuilding the country. At the same time, many donors are reluctant to make substantial long-term investments due to the lack of a concrete timetable for holding presidential elections and the perceived reluctance by the Angolan Government to follow the International Monetary Fund's (IMF) recommendations on financial transparency. This has resulted in the delay of the long-awaited donor conference on Angola, a critical step towards the reconstruction and rehabilitation of the country. Nevertheless, recent events point to an increased willingness on the part of at least some donors to engage the Government on development issues.

Persons of concern				
Main origin/Type of population	Total in country	Of whom UNHCR assisted	Per cent female	Per cent under 18
Returnees (from DRC)	76,700	76,700	-	-
Returnees (from Zambia)	43,500	43,500	-	-
Returnees (from Namibia)	9,400	9,400	-	-
Returnees (from RoC)	3,400	3,400	-	-
Democratic Republic of the Congo (refugees)	13,000	13,000	55	54
Democratic Republic of the Congo (asylum-seekers)	600	600	53	25
Republic of the Congo (asylum-seekers)	200	200	46	28

Income and expenditure (USD)					
Annual programme and supplementary programme budgets					
	Revised budget	Income from contributions <sup>1</sup>	Other funds available <sup>2</sup>	Total funds available	Total expenditure
AB	4,216,574	2,100,000	2,037,617	4,137,617	4,137,617
SB	22,125,183	14,502,200	4,690,392	19,192,592	19,192,592
<b>Total</b>	<b>26,341,757</b>	<b>16,602,200</b>	<b>6,728,009</b>	<b>23,330,209</b>	<b>23,330,209</b>

<sup>1</sup> Includes income from contributions earmarked at the country level.

<sup>2</sup> Includes allocations by UNHCR from unearmarked or broadly earmarked contributions, opening balance and adjustments. The above figures do not include costs at headquarters.

Note: The Supplementary programme budgets do not include a 7 per cent charge (support costs) that is recovered from contributions to meet indirect costs for UNHCR.



Life can often be tough when refugees find their homes destroyed or have to rebuild from scratch. Angolan returnees in temporary shelters. *UNHCR/S. Hopper*

The Congolese (DRC) refugees, who account for more than 90 per cent of the refugees in Angola, have adopted a "wait and see" attitude with regard to voluntary repatriation to their home country. The majority of the refugees originate from Katanga Province and have been in Angola for more than 20 years.

## Constraints

The lack of access to return areas due to landmines, destroyed bridges and poor road conditions prevented the launch of the organized voluntary repatriation process to approximately 40 per cent of the key areas of refugee return, including Uige Province

and the Bundas municipality in Moxico Province. In addition, the lack of basic services and the danger of landmines continued to discourage many Angolan refugees from returning home. By the end of 2003, some 40 per cent of the key areas initially marked for return still failed to satisfy the minimum pre-conditions for return.

Another major difficulty was the lack of adequate implementing partners in the main areas of return. The attention of the Government of Angola, UN Agencies, NGOs and donors focused on the densely populated central highlands, where most of the IDPs and former UNITA fighters have returned. The less densely populated border provinces to which refugees were returning continued to be neglected. It is



hoped that greater efforts will be made in future by the Government, the UN system and NGOs to facilitate the return and reintegration of refugees, as well as to rehabilitate basic services in the more sparsely populated border provinces of Angola.

## Funding

In early 2003, UNHCR lacked the trucks to transport refugees and funds to repair and de-mine roads and bridges. Although some of UNHCR's partners successfully raised additional funds for reintegration activities, the destruction caused by years of armed conflict continued to threaten the sustainability of return.

The total revised budget for the Supplementary programme in Angola was USD 22,125,183. UNHCR received contributions for 65 per cent of the required funding for the Angola part of the Supplementary programme budget. Transfers from regionally earmarked contributions brought total funds to 86 per cent of the country requirements.

## Achievements and impact

### Protection and solutions

The Memorandum of Understanding (MOU) signed between the Government of Angola and UNHCR affirmed the voluntary nature of return and that it would be undertaken in conditions of safety and dignity. Tripartite agreements were signed between the Government of Angola, UNHCR and the Governments of Botswana and South Africa respectively to establish the modalities and legal framework for the repatriation of Angolan refugees, complementing the agreements already signed with Zambia, DRC, Namibia and the Republic of the Congo. The organized voluntary repatriation of 43,000 Angolan refugees and the assisted return of 33,000 spontaneous returnees from neighbouring countries was the single biggest achievement in terms of durable solutions for the refugees.

Local integration is seen as the preferred durable solution for the majority of the 13,000 (mainly DRC) refugees in Angola. As such, 300 refugee families who voluntarily relocated to local settlement sites benefited from agricultural assistance. A total of 461 refugee women received loans to set up their own businesses, with a view to the attainment of self-reliance in 2004. Voluntary repatriation is not the favoured solution for most refugees settled in Angola, especially in view of the fact that most of them have been in the country for many years, during which they have lost their links to DRC. In 2003, only two refugees (from DRC) voluntarily repatriated from Angola.

The Office continued to pursue resettlement actively as a durable solution for special individual cases, in accordance with standard operational procedures. Sixty-two refugees were resettled from Angola. 16 asylum-seekers were granted asylum and 1,390 refugee children born in Angola were issued

with birth certificates to enable them to attend Angolan schools.

## Activities and assistance

**Community services:** A women's empowerment centre was built in Lumbala N'Guimbo in close collaboration with the Ministry of Family and Promotion of Women (MINIFAMU) to prevent domestic violence and to empower women at risk. Workshops on SGBV were held in all the main return areas, for UNHCR staff, implementing partners, and government officials. 86 families-at-risk in Moxico Province received assistance in building their houses. The refugee centre in Luanda organized educational, cultural and income-generating activities.

**Crop production:** 43,082 returnee families benefited from the distribution of agricultural kits comprising seeds (cereals, pulses, vegetables) a hoe, a machete and a file to cultivate half a hectare of land. Cassava and sweet potato cuttings were distributed in the Eastern Province of Moxico. 210 refugee families who settled in the Kamatende local settlement site received agricultural tools, equipment and seeds in the hope that they would attain greater self-reliance by the end of 2003. 210 refugee families who settled in the Kamatende site (Malange Province) and 90 refugee families who settled in Sungui received agricultural seeds, tools and irrigation equipment.

**Domestic needs/Household support:** All returnee families were issued with a kitchen set, a collapsible jerry can, a bucket, plastic sheeting, three bars of soap per person and a blanket for every two persons (these household items are described below as non-food items).

**Education:** 19 schools, 76 classrooms, four teachers' houses and seven school offices were built or rehabilitated in the main areas of return. They were equipped with tables, desks and chairs. Approximately 5,320 children will benefit from these schools. In Cazombo, 560 returnee children received Portuguese lessons to help them to enter the Angolan education system. Refugee children in the settlements of Viana and Sungui had access to pre-primary education. Some 20 refugee youth in Luanda received vocational training to improve their local integration prospects.

**Food:** During the first quarter of 2003, rice and sugar were distributed to refugees in and around Viana. Returnees were also supplied with food as part of the WFP feeding programme targeting Angolans. In accordance with the MOU between UNHCR and WFP, returnees will receive food aid until their first harvest in Angola, which is expected in April 2004 for all those who arrived before August, or in April 2005 for those who arrived at a later date.

Non-food items were stored in eight warehouses, including a central warehouse in Luanda, before being dispatched to the field. All returnees received food and non-food items while they stayed in the reception centres.

Some 8,000 refugees living in and around Luanda received food assistance throughout the year.

**Health/Nutrition:** Twelve health posts and two municipal hospitals were built or rehabilitated. They were equipped and managed by staff in the main areas of return. Each reception centre included a functioning health post, where returnees were medically screened upon arrival, children were vaccinated and families received HIV/AIDS sensitization and health education information. All returnee convoys were accompanied by an ambulance and health personnel. Some 8,000 refugees living in and around Luanda received medical care.

**Income generation:** 189 new beneficiaries were included in the micro-credit project which targeted female heads of households in Viana and Luanda. A total of 461 refugee women benefited from the scheme.

**Legal assistance:** 8,447 persons benefited from protection and conflict resolution training workshops in Zaire and Uige Provinces. Participants included local and traditional authorities, police, the armed forces, implementing partners, returnees and local community members. Members of the police force reported a fall in the level of tension and the number of violent episodes against returnees.

UNHCR held 25 workshops in areas of return for 900 participants. Workshops were held on a range of issues including the rights of refugees and asylum-seekers, protection issues related to the voluntary repatriation operation, how to identify and assess vulnerable people, the code of conduct and respect for refugees and staff. The workshops included a

range of participants such as staff of key government and NGO partners, UNHCR, other UN agencies as well as immigration, police and military officials. Representatives of embassies of interested donor countries also participated as observers.

**Operational support (to agencies):** Each implementing partner was supported through its Luanda office to ensure the appropriate technical supervision of field operations in their respective areas. All implementing partners' vehicles were equipped with fragmentation blankets to minimize the risk of landmines. Eight provincial MINARS offices, as well as the central MINARS office in Luanda received support to build their capacity in terms of vehicles, generators, computers and other office equipment.

**Sanitation:** Latrines were constructed in all reception centres, schools and health posts. Approximately 400 latrines were built.

**Shelter/Other infrastructure:** A total length of 193 km. of road was rehabilitated to allow access to the main returnee areas of Cazombo, M'Banza Congo and Cuimba. In addition, two bridges were repaired to facilitate the repatriation to Lumbala N'Guimbo, which is expected to be launched in 2004. All returnees who were received at reception centres were issued with construction tool kits comprising a hammer, a pickaxe, a saw, a file and 1.5 kg. of nails.

Eight reception centres were built to receive, register and assist returnees in Cazombo, Luau and Lumbala N'Guimbo and Luena (Moxico), Kiowa and M'Banza Mazina (Zaire), Maquela do Zombo (Uige) and Caiundo Katwitwi and Menongue (Kundo Kubango). In addition, waystations were built in Katwitwi (Moxico), Calai and Cuangar (Kundo Kubango). Each reception centre was equipped with a generator for night lighting (for security reasons) and comprised the following structures: temporary family shelters, latrines and washing areas (separate for women and men), laundry areas and water points equipped with hand-pumps, a drainage system, office space, a parking area, reception, kitchen, areas for distributions, luggage and registration, community rooms plus shelters for vulnerable individuals, close to the services area. In addition, each reception centre included a health post. Between them, the eight reception centres could accommodate 5,000 people.

Refugees were initially reluctant to relocate from the football field near Luanda, where they had spontaneously settled, to the new site allocated by MINARS. At the time of writing, 27 houses for vulnerable people were nearing completion in the newly allocated Sungui site (Bengo Province) for the local settlement of refugees. In addition, 70 houses were built for refugees at Kautepwe site (Moxico Province).

**Transport/Logistics:** 41 trucks were purchased to transport returnees from the reception centres to their communes of return. The trucks were also used to transport food from the warehouses to the communes of destination. About 33 light vehicles and 20 motorbikes were purchased and allocated to the different implementing partners.

**Water:** 44 water points were built or rehabilitated in the main areas of return in Cazombo, Luau, Lumbala N'Guimbo, M'Banza Congo and Cuimba. In addition, the water system of Cazombo city was rehabilitated.

## Organization and implementation

### Management

At the end of 2003, the Branch Office in Luanda was operating through two sub-offices (M'Banza Congo in Zaire and Luena in Moxico) and six field offices.

### Working with others

The repatriation programme was implemented through arrangements with 31 partners. Two country-level MOUs were signed with WFP, one in respect of assistance to refugees and the other one to govern the provision of food for returnees.

MINARS, the Immigration authorities, the Ministry of Justice and the Municipal Administrations of Luau, Cazombo, Lumbala N'guimbo, Maquela do Zombo, Menongue, Luena, M'Banza Congo, and Cuimba played an important role in coordinating the activities implemented in their respective municipalities.

## Overall assessment

Despite the difficulties posed by the legacy of nearly three decades of civil war, the organized repatriation operation was successfully implemented with return movements taking place in a safe and dignified manner following the Standard Operation Procedures jointly established with the Government of Angola, other UN agencies and NGOs. Upon arrival, reception centres provided basic services to assist in the initial reintegration of returning refugees and provided onward transport to their home communities. UNHCR and its partners were also able to assist thousands of refugees who had returned spontaneously. Nevertheless the challenge of accessing many areas of return means that a major effort will be required in 2004 to ensure that those refugees who were not able to return in 2003 will have the chance to do so.

UNHCR also took measures to promote reintegration with particular emphasis on the rehabilitation of basic infrastructure including health facilities, water points and schools, in addition peace-building and reconciliation initiatives and workshops on SGBV and other protection issues were organised. UNCHR was also able to make major advances towards the local integration of DRC refugees in Angola. The activities carried out by UNHCR and its partners in areas of return had a clear positive impact contributing to the rebuilding of economic and social infrastructure. Nevertheless increased investment by Government and development agencies will be essential to ensure the durability of the return process in line with the 4R's Framework.

### Offices

#### Luanda

Cazombo

Luau

Luena

Lumbala N'Guimbo

M'Banza Congo

Maquela do Zombo

Menongue

Uige

### Partners

#### Government agencies

Inter-Ministerial Government Commission for Refugee Issues in Angola (COREDA)

Immigration (SME)

Ministry of Reintegration and Social Affairs (MINARS)

Ministry of Family and Promotion of Women

Ministry of Justice

Municipal Administrations

Provincial Directorate of Public Works (Zaire Province)

#### NGOs

African Humanitarian Action

Agrisud

*Atlas Logistique*

Caritas (Uige)

Caritas (Zaire)

*Cordenação das Organização de Serviço Voluntario*

*Don Bosco*

*Fraternidade para Infancia Solidaridade e Humanismo*

GOAL

Handicap International (FRA)

International Medical Corps

*Intersos*

Jesuit Refugee Services

Lutheran World Federation

MEDAIR

*Movimondo*

*Médecins Sans Frontières (BEL)*

Norwegian Refugee Council

Save the Children (USA)

*Oikos*

#### Others

FAO

IOM

UNICEF

WFP

## Financial Report (USD)

Expenditure breakdown	Current year's projects				Prior years' projects	
	Annual programme budget	Supplementary programme budget	Total	notes	Annual programme budget	notes
Protection, Monitoring and Coordination	709,918	3,472,895	4,182,813		209,648	
Community Services	147,131	89,455	236,586		197,635	
Crop Production	60,076	5,354	65,430		23,280	
Domestic Needs/Household Support	30	891,730	891,760		417,768	
Education	31,243	66,236	97,479		133,600	
Fisheries	0	0	0		(1)	
Food	3,642	900	4,542		0	
Forestry	0	0	0		2,539	
Health/Nutrition	18,257	538,718	556,975		426,399	
Income Generation	50,358	0	50,358		51,973	
Legal Assistance	32,093	868,558	900,651		181,435	
Operational Support (to Agencies)	79,369	672,753	752,122		370,903	
Sanitation	2,400	3,348	5,748		6,005	
Shelter/Other Infrastructure	188,588	795,001	983,589		162,703	
Transport/Logistics	177,793	4,417,152	4,594,945		810,588	
Water (non-agricultural)	6,503	6,843	13,346		20,863	
Transit Account	1,035	0	1,035		0	
Instalments with Implementing Partners	867,510	3,707,559	4,575,069		(1,623,410)	
<b>Sub - total Operational</b>	<b>2,375,946</b>	<b>15,536,502</b>	<b>17,912,448</b>		<b>1,391,929</b>	
Programme Support	1,636,724	2,190,198	3,826,922		28,990	
<b>Sub - total Disbursements / Deliveries</b>	<b>4,012,670</b>	<b>17,726,700</b>	<b>21,739,370</b>	<sup>(3)</sup>	<b>1,420,919</b>	<sup>(5)</sup>
Unliquidated Obligations	124,947	1,465,892	1,590,839	<sup>(3)</sup>	0	<sup>(5)</sup>
<b>Total</b>	<b>4,137,617</b>	<b>19,192,592</b>	<b>23,330,209</b>	<sup>(1)</sup> <sup>(3)</sup>	<b>1,420,919</b>	
<b>Instalments with Implementing Partners</b>						
Payments Made	1,503,741	5,613,266	7,117,007		2,976,846	
Reporting Received	636,231	1,905,707	2,541,938		4,600,255	
<b>Balance</b>	<b>867,510</b>	<b>3,707,559</b>	<b>4,575,069</b>		<b>(1,623,410)</b>	
Outstanding 1st January	0	0	0		1,760,927	
Refunded to UNHCR	0	0	0		137,517	
Currency Adjustment	0	0	0		0	
<b>Outstanding 31 December</b>	<b>867,510</b>	<b>3,707,559</b>	<b>4,575,069</b>		<b>0</b>	
<b>Unliquidated Obligations</b>						
Outstanding 1st January	0	0	0		1,502,953	<sup>(5)</sup>
New Obligations	4,137,617	19,192,592	23,330,209	<sup>(1)</sup>	0	
Disbursements	4,012,670	17,726,700	21,739,370	<sup>(3)</sup>	1,420,919	<sup>(5)</sup>
Cancellations	0	0	0		82,034	<sup>(5)</sup>
<b>Outstanding 31 December</b>	<b>124,947</b>	<b>1,465,892</b>	<b>1,590,839</b>	<sup>(3)</sup>	<b>0</b>	<sup>(5)</sup>

Figures which can be cross-referenced to the Accounts:

(1) Annex to Statement 1

(3) Schedule 3

(5) Schedule 5