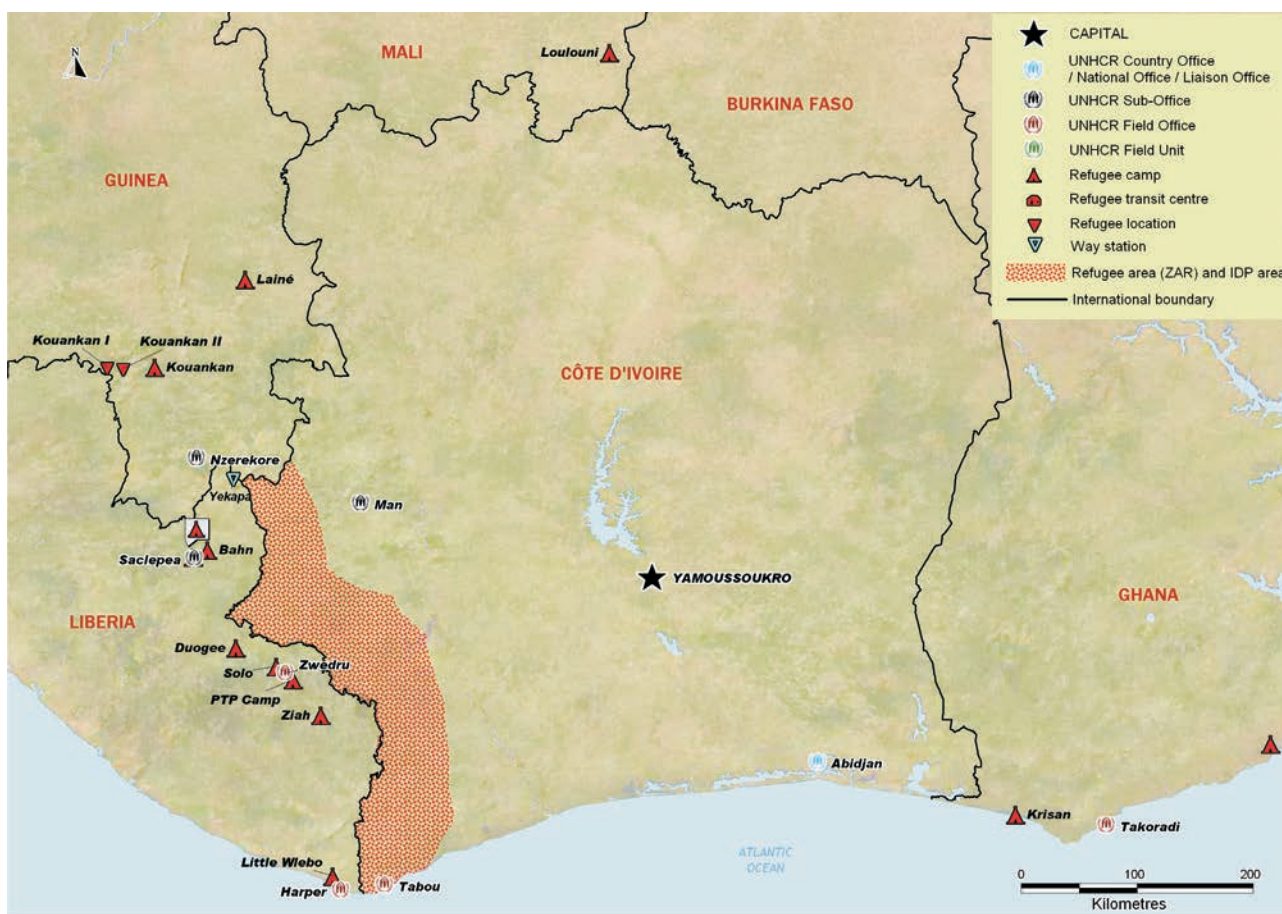


CÔTE D'IVOIRE



Operational highlights

- At the height of the post-electoral crisis that began in late 2010 and reached its peak in 2011, an estimated one million people were forcibly displaced in Côte d'Ivoire or fled to neighbouring countries. In addition, there were 24,000 refugees in the country, mainly from Liberia.
- Numerous activities were undertaken in 2011 to reduce the risk of statelessness in Côte d'Ivoire, resulting in the naturalization of some 21,000 persons, bringing to 125,000 the total number of naturalizations since 2010.

- In order to facilitate the return of Ivorian refugees from neighbouring countries, UNHCR signed tripartite agreements involving the Governments of Côte d'Ivoire, Ghana, Guinea, Liberia and Togo. More than 135,000 refugees, mainly from Liberia, repatriated voluntarily to Côte d'Ivoire in 2011, and received assistance upon arrival.
- By the end of 2011, some 467,000 internally displaced persons (IDPs) had returned home. Of this number, some 17,000 were transported jointly to their villages by IOM and UNHCR, where UNHCR and its partners provided protection as well as food and basic household items to facilitate reintegration.

Persons of concern

Type of Population	Origin	Total	Of whom assisted by UNHCR	Per cent female	Per cent under 18
Refugees	Liberia	23,700	23,700	53	43
	Various	600	600	45	35
Asylum-seekers	Liberia	460	460	48	50
	Various	210	210	33	21
IDPs	Côte d'Ivoire	126,700	103,500	49	52
Returns (IDPs)	Côte d'Ivoire	466,800	466,800	49	52
Others of concern	Children and dependents of refugees	900	900	49	96
Returns (refugees)¹	Liberia	135,100	135,100	49	52
	Various	100	80	49	52
Total		754,570	731,350		

¹ The demographic breakdown of returns refers to the total 135,200 Ivorian returning refugees.

| Working environment |

The beginning of the year witnessed a rapid deterioration of security due to fierce fighting in the wake of the presidential elections in 2010. When the hostilities ended in May 2011, the displaced population was mainly located in the west of the country, although large numbers were also displaced in and around Abidjan. By the end of the year, the IDP population had dropped to 127,000, residing for the most part in host communities and in 30 IDP sites throughout the country.

During the first six months of the new Government's tenure, priority was given to re-establishing administrative structures which had been damaged or completely destroyed during the conflict, as well as repairs to infrastructure. As civilian security services and public services were gradually reinstated, local authorities slowly returned to work by year-end.

During the civil unrest, approximately 19,000 homes had been damaged in western Côte d'Ivoire. Despite the challenges of reconstruction amid massive devastation, more than 135,000 refugees returned spontaneously from Liberia and other neighbouring countries to restart their lives.

The volatile situation combined with logistical constraints initially prevented UNHCR and other humanitarian actors from reaching the affected population. By mid-year, however, the distribution of food and non-food items (NFIs) was taking place in return communities on a regular basis. Protection monitoring, as well as specific follow-up of cases related to sexual and gender-based violence (SGBV) and child abuse, were strengthened.

In all areas of return, activities were carried out to promote reconciliation and social cohesion in communities.

UNHCR established Nahibly camp in Duékoué to decongest the Catholic Mission where more than 25,000 IDPs had sought refuge at the peak of the crisis. By the end of year, UNHCR and IOM had transferred more than 12,000 persons who volunteered to leave the mission site to Nahibly camp.

With the general lack of security in Abidjan giving rise to xenophobic reactions among the population during the political crisis, nearly 900 Liberian refugees sought shelter and protection in UNHCR's compound in the city for several months. Of this group, some 450 were repatriated by air from Abidjan to Monrovia. Additionally, some 650 Liberian refugees returned home through UNHCR-organized convoys. UNHCR provided financial assistance for education, local integration and income-generating activities to help alleviate the plight of those who remained in Côte d'Ivoire.

| Achievements and impact |

• Main objectives and targets

UNHCR's objectives were to build fair and effective asylum systems, find durable solutions for Liberian and other refugees, support the reintegration of Ivorian returnees and facilitate the return of IDPs. UNHCR worked closely with other UN agencies, the Government, and with national and international development organizations to ensure the sustainability of its projects, and help prevent cases of statelessness. Both in areas of return and displacement, humanitarian assistance was delivered under the cluster approach. UNHCR led the clusters responsible for protection, shelter and NFIs, as well as camp coordination and camp management together with IOM.

IDP campsite at the Mission Catholique compound in Duekoue.



UNHCR / F. DE WOELMONT

Favourable protection environment

- To facilitate the return of Ivorian refugees from neighbouring countries, tripartite agreements were signed between UNHCR and the Governments of Côte d'Ivoire, Ghana, Guinea, Liberia and Togo.
- A draft asylum law was elaborated and proposed for ratification by the National Assembly. The Government pledged to ratify the 1961 Convention on the Reduction of Statelessness and the 2009 African Union Convention for the Protection and Assistance of Internally Displaced Persons in Africa.

Fair protection processes

- Numerous activities led to the reduction of potential cases of statelessness. They included the re-issuance of naturalization decrees, the setting-up of a database of all naturalized citizens, the provision of equipment to governmental entities dealing with birth registration, the issuance of nationality cards and the extension of the 1995 collective decrees on nationality. Some 21,000 persons were thus naturalized as Ivorian citizens in 2011.
- More than 14,200 administrative documents, such as auxiliary certificates in lieu of birth certificates, travel documents, marriage certificates and refugee status certificates were provided to refugees, IDPs and returnees.

Security from violence and exploitation

- In line with its protection responsibilities, UNHCR worked within the inter-agency protection cluster to provide training to 140 members of the *Forces Républicaines de Côte d'Ivoire* on human rights and international law, principles of the rule of law, gender-based violence, the protection of vulnerable populations and citizenship.
- In addition, UNHCR increased the number of protection monitors from 20 to 49, particularly in return zones in the west. This increase in the number of monitors extended the Office's monitoring coverage to some 195 localities. The information gathered by the monitors was used for advocacy with local administrative and military authorities, and in support of durable solutions.
- UNHCR also gave legal support to 65 refugees whose cases were brought before the courts.

Basic needs and services

- During the year, UNHCR ensured that urban refugees received medical assistance, including for emergency cases, and had access to consultations and hospitalization. More than 9,700 consultations and medical procedures were provided. To combat HIV and AIDS, three testing sessions were organized for close to 600 persons, and sensitization sessions were attended by over 500 people.
- To enhance regional health systems, equipment was donated to health centres in the western part of the country, and a maternity clinic that had been damaged during the post-election crisis was rehabilitated. The distribution of 2,400 mosquito nets helped mitigate the

risk of malaria, especially among pregnant women and small children.

- Six classrooms were rehabilitated at two schools in Tabou; some 1,700 primary school children received school kits consisting of notebooks, pens, pencils and a school bag; and 13 refugee students benefited from Albert Einstein Programme for Refugees (DAFI) scholarships. Likewise, 56 students, mostly women, received vocational training.

Community participation and self-management

- In October, participatory evaluation exercises were conducted among refugees and IDPs as basis for planning activities and prioritizing needs. Income-generation projects helped close to 200 refugees gain some financial independence and eased their integration into local communities.
- A market was constructed in Carrefour, in Duékoué, to benefit tradeswomen among the returning population, as well as those who had remained in the area. This fostered peaceful coexistence and contributed to social cohesion and reconciliation in an area that had been destabilized during the post-electoral crisis.

Durable solutions

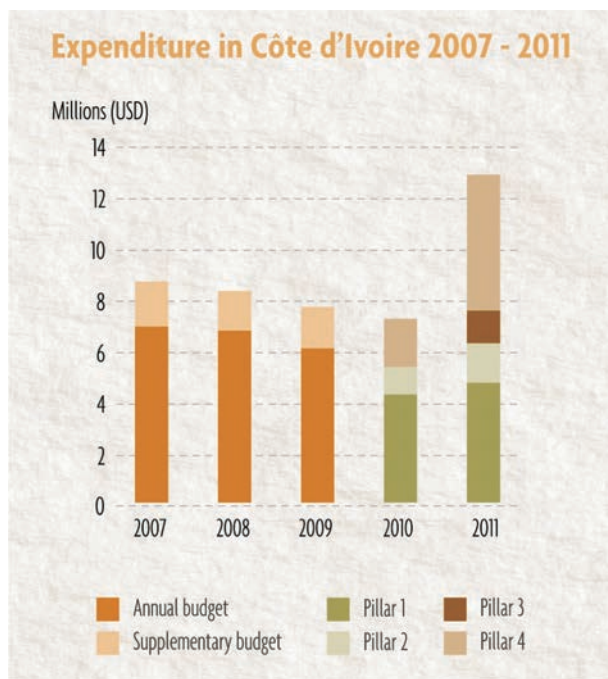
- Between April and December 2011, UNHCR, IOM and other partners transported more than 6,600 displaced persons to their places of origin, especially in and around Abidjan. IDP returnees and vulnerable persons in returnee villages benefited from the distribution of NFIs to facilitate the reintegration process.
- Some 135,000 Ivorian refugees repatriated voluntarily to Côte d'Ivoire in 2011 from neighbouring countries, 1,700 of whom participated in organized repatriation movements from Ghana and Togo, while 7,500 spontaneous returnees from Liberia were transported from the border by UNHCR. Returnees in the latter group were provided with kitchen sets and household items. Some 25,000 return NFI kits were distributed to all returnee groups in 2011.
- During the year, some 1,140 Liberian refugees left Côte d'Ivoire and repatriated voluntarily to Liberia.

Logistics and operations support

- From late 2011, a barge was refurbished and used to transport refugees on the Cavally River from Tabou to Harper, Liberia, with a view to applying the cessation clauses for Liberian refugees. It also served to assist the return of Ivorian refugees. It was anticipated that these movements would continue in 2012.

| Constraints |

The post-election crisis in the first half of 2011 forced UNHCR to put its activities on hold. Some staff members were evacuated at the height of the hostilities, and UNHCR's office in Guiglo was moved to Man after it was attacked and looted. The security situation prevented humanitarian actors from working for several weeks, creating a gap in the provision of assistance to persons of concern.



Financial information

Financial requirements in Côte d'Ivoire rose to USD 47 million in 2011, with new needs linked to the post-election violence. Although donors responded promptly to the supplementary appeal for this situation, only USD 6 million was received as voluntary contributions in 2011.

Organization and implementation

A real-time evaluation was carried out in February 2011 to review UNHCR's emergency response to the population displacement within Côte d'Ivoire and across the border into Liberia, following the post-election crisis. As the conflict was escalating rapidly in mid-March 2011 and the number of displaced persons, IDPs and refugees alike, was increasing significantly, UNHCR scaled up its operational response in light of the key findings of the evaluation.

Operations in Côte d'Ivoire were managed by the Country Office in Abidjan and two field offices in Man and Tabou. The office in Guiglo was closed early in 2011, and was transferred to Man, which became a Sub-Office later in 2011.

UNHCR's presence in 2011

□ Number of offices	3
□ Total staff	109
International	15
National	39
UNVs	6
Others	24

Working with others

Since the cluster approach was reactivated in January 2011, UNHCR has been the lead agency for the protection as well as shelter and NFI clusters. The Office also co-led with IOM the cluster for camp coordination and camp management.

Overall assessment

The post-electoral crisis resulted in massive population displacement in the first half of 2011 and forced UNHCR to review its initial objectives defined for its programme in Côte d'Ivoire. The ensuing insecurity initially stretched the Office's capacity and an emergency team was deployed when the UN resumed its operations in April 2011. This allowed UNHCR to strengthen its presence and cluster lead role, particularly in the western part of the country, as well as support the implementation of activities in IDP areas where critical protection needs had been mapped out.

Unmet needs

- The crisis had a significant impact on refugees, mainly composed of Liberians, and largely curbed their local integration process.
- Livelihood projects, in particular income-generating activities, were put on hold due to the volatile security situation.
- Security and logistics constraints also prevented UNHCR and its partners from operating in all parts of the country. For many, their income-generating activities in progress suffered looting.

Partners	
Implementing partners	
Government agencies:	<i>Service d'Aide et d'Assistance aux Réfugiés et Apatrides, Ministry of Human Rights and Public Liberties</i>
NGOs:	<i>African Women Welfare Committee, Afrique Secours et Assistance, Association de Soutien à l'Auto-promotion Sanitaire Urbaine, Caritas, International Rescue Committee, Vivre, Informer et Fraterniser</i>
Operational partners	
Others:	FAO, IOM, ONUCI, UNDP, UNFPA, UNICEF, WFP, WHO

Budget, income and expenditure in Côte d'Ivoire | USD

	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	Total
FINAL BUDGET	13,418,143	4,308,243	1,599,966	27,927,856	47,254,208
Income from contributions	4,508,483	0	43,615	1,639,228	6,191,326
Other funds available	237,537	1,555,959	1,253,621	3,731,451	6,778,568
TOTAL FUNDS AVAILABLE	4,746,020	1,555,959	1,297,236	5,370,679	12,969,894
EXPENDITURE BREAKDOWN					
<i>Favourable protection environment</i>					
International and regional instruments	23,031	43,578	0	0	66,609
National legal framework	112,230	46,353	0	23,441	182,024
National administrative framework	0	0	0	164,348	164,348
Policies towards forced displacement	0	0	0	20,018	20,018
National and regional migration policy	43,457	37,751	0	0	81,208
Prevention of statelessness	0	146,455	0	0	146,455
Cooperation with partners	53,139	0	0	41,021	94,160
Public attitudes towards persons of concern	56,857	0	0	54,965	111,822
Environmental protection	23,031	0	86,407	22,406	131,844
Emergency management strengthened	0	0	0	3,974	3,974
Subtotal	311,745	274,137	86,407	330,173	1,002,462
<i>Fair protection processes and documentation</i>					
Registration and profiling	85,807	0	0	139,212	225,019
Refugee and stateless definitions	32,706	0	0	0	32,706
Fair and efficient status determination	85,855	0	0	0	85,855
Family reunification	111,126	0	38,166	43,465	192,757
Individual documentation	39,267	82,230	41,144	4,164	166,805
Civil status documentation	0	83,231	33,871	40,256	157,358
Subtotal	354,761	165,461	113,181	227,097	860,500
<i>Security from violence and exploitation</i>					
Community security management	0	0	0	27,711	27,711
Gender-based violence	88,159	0	36,580	41,371	166,110
Protection of children	19,024	0	36,580	8,588	64,192
Freedom of movement	62,253	80,231	0	22,808	165,292
Non-arbitrary detention	20,808	0	0	0	20,808
Access to legal remedies	57,321	76,616	40,062	20,492	194,491
Political participation	0	0	0	23,756	23,756
Subtotal	247,565	156,847	113,222	144,726	662,360
<i>Basic needs and essential services</i>					
Shelter and other infrastructure	0	0	106,216	778,874	885,090
Basic domestic and hygiene items	27,985	0	31,851	491,073	550,909
Primary health care	285,179	0	0	9,202	294,381
HIV and AIDS	30,465	0	38,238	144,504	213,207
Education	41,597	0	0	0	41,597
Sanitation services	0	0	0	12,374	12,374
Services for groups with specific needs	76,706	0	40,845	50,932	168,483
Subtotal	461,932	0	217,150	1,486,959	2,166,041
<i>Community participation and self-management</i>					
Participatory assessment	63,464	68,258	105,443	150,932	388,097
Community self-management	68,980	80,212	0	0	149,192
Camp management and coordination	0	0	0	341,778	341,778
Self-reliance and livelihoods	65,461	0	0	0	65,461
Subtotal	197,905	148,470	105,443	492,710	944,528

	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	Total
<i>Durable solutions</i>					
Voluntary return	501,160	0	0	113,008	614,168
Rehabilitation and reintegration	0	0	296,921	283,365	580,286
Resettlement	61,754	0	0	0	61,754
Local integration	98,182	0	0	0	98,182
Reduction of statelessness	0	201,656	0	0	201,656
Subtotal	661,096	201,656	296,921	396,373	1,556,046
<i>External relations</i>					
Donor relations	34,546	0	21,602	37,714	93,862
Resource mobilisation	34,546	0	21,602	36,324	92,472
Partnership	34,546	71,547	21,602	6,246	133,941
Public information	41,116	99,128	28,432	67,685	236,361
Subtotal	144,754	170,675	93,238	147,969	556,636
<i>Logistics and operations support</i>					
Supply chain and logistics	754,024	152,260	140,815	872,334	1,919,433
Programme management and coordination	810,656	173,782	130,859	577,209	1,692,506
Subtotal	1,564,680	326,042	271,674	1,449,543	3,611,939
Other objectives	100	0	0	1,785	1,885
Balance of instalments with implementing partners	801,480	112,670	0	693,344	1,607,494
Total	4,746,018	1,555,958	1,297,236	5,370,679	12,969,891