

# Annual Results Report

**2024**

**Dem Rep of the Congo**

## Acknowledgements

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### Note:

The baseline values presented in this document reflect previous year's progress when available. If such data is not available, strategy baseline values are used instead.

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# Section 1: Context and Overview

## 1.1 Changes to the Operational Context

By the end of 2024, the Democratic Republic of the Congo (DRC) hosted 520,000 refugees, including 207,000 from the Central African Republic, 204,000 from Rwanda, 55,000 from South Sudan, 51,000 from Burundi, and 1,000 from various other nationalities. The population of internally displaced persons (IDPs) in the DRC reached 6.8 million by the end of 2024, an increase from 6.5 million in 2023. The highest concentrations of IDPs were in North Kivu (2.8 million), Ituri (1.4 million), South Kivu (1.6 million), and Tanganyika (314,000), with additional displacements observed in Maniema, Mai Ndombe, Kasai, and Tshopo. In 2023, the number of IDPs increased by 840,000, driven primarily by ongoing insecurity due to activities from non-state armed groups and intercommunal conflicts, particularly in the eastern provinces. The displacement continued in 2024, with a further 8.04 million people affected by conflict-induced displacement, including 2.4 million returnees supported by UNHCR and its partners, comprising both former refugees and ex-IDPs. Refugees from Burundi, Rwanda, and South Sudan, most of whom are in the eastern provinces, remain significantly impacted by widespread violence and insecurity. The 2024 increase in IDPs is also attributed to a deteriorating security situation following the gradual scaling down of United Nations Organization Stabilization Mission in the DRC (MONUSCO) operations in early 2024, which left a security vacuum, further limiting humanitarian access. Despite these challenges, the western provinces of the DRC, such as North Ubangi, South Ubangi, and Bas Uele, remained relatively stable, with the repatriation of refugees from the Central African Republic continuing in these areas.

The security situation in eastern DRC sharply deteriorated in 2024 due to escalating armed conflicts, intercommunal violence, and the resurgence of armed groups. Approximately 1.2 million individuals were displaced in 2024, primarily in North Kivu, South Kivu, Ituri, and Tanganyika. Ongoing clashes with groups such as M23, the Allied Democratic Forces (ADF), and CODECO (Cooperative for the Development of the Congo, a Lendu militia group) have forced thousands to flee. In Tanganyika, areas like Kalemie and Moba were particularly affected, with intercommunal violence straining resources in host communities.

The withdrawal of MONUSCO has created significant security gaps. The rise of non-state armed actors and reduced humanitarian funding further limit the capacity of organizations to respond effectively. Additionally, deteriorating security along the South Sudan border, exacerbated by incursions from armed groups like NAFSA, poses serious human rights challenges. Without immediate intervention, the humanitarian situation is expected to worsen further, adversely affecting refugees, IDPs, returnees, and host communities.

The protection landscape remains precarious, marked by human rights violations, large-scale displacement, and rising intercommunal tensions. The presence of armed groups undermines stability and exacerbates protection challenges. Funding constraints, aggravated by competing global crises, have restricted critical protection interventions. Ongoing conflict in the Central African Republic and heightened electoral tensions ahead of the 2025 elections raise concerns about potential new refugee influxes. The resurgence of diseases like cholera and Mpox further threatens vulnerable populations.

A significant challenge lies in the limited understanding and implementation of international protection frameworks by some government and civil society actors, hindering access to essential rights and services for refugees and displaced persons.

Environmental challenges, particularly recurrent flooding, are increasingly driving displacement. In 2024, heavy rains in Kalemie and the Tabac Congo area have forced communities to relocate, exacerbating humanitarian needs and complicating an already dire situation.

## 1.2. Progress Against the Desired Impact

### 1. Impact Area: Attaining Favorable Protection Environments

**Refugees and Asylum - Seekers, IDPs, Returnees, Stateless Persons, and Host Communities live in peace and security, and enjoy their rights without discrimination**

Population Type	Indicator	
	Baseline	Actual (2024)
<b>1.1 Proportion of people seeking international protection who are able to access asylum procedures</b>		
Refugees and Asylum-seekers	100.00%	100.00%
<b>1.2 Proportion of people who are able to move freely within the country of habitual residence</b>		
Refugees and Asylum-seekers	100.00%	100.00%

The collaborative efforts of UNHCR and key partners significantly enhanced legal protection, documentation, and safety for displaced populations, fostering social inclusion and resilience. The Ministry of Justice played a pivotal role in advancing legal reforms, while the Ministry of the Interior facilitated registration processes. The National Commission for Refugees (CNR) led documentation efforts, ensuring greater access to legal identity. Meanwhile, the UN Development Programme (UNDP) and the UN Country Team (UNCT) provided critical technical support and funding, and the World Bank continued to invest in capacity building and infrastructure development.

Notably, 2024 saw a substantial increase in the number of registered refugees, asylum-seekers, and internally displaced persons (IDPs) compared to previous years. This progress was driven by the adoption of biometric data, mobile registration units, and targeted outreach initiatives, which improved the efficiency and accuracy of registration processes. Legal reforms further strengthened civil status rights and personal data protection for refugees, while training programs for lawmakers and judicial bodies enhanced protection outcomes and improved access to justice for forcibly displaced and stateless persons (FSDPs). UNHCR also worked closely with partners to improve access to post-trauma services for survivors of violence, rape, and torture, exceeding established targets despite challenges such as rising displacement and societal stigma. Additionally, refugee children and caregivers received vital protection services through collaboration with UNICEF, the Ministry of Gender, and various NGOs, reinforcing child safeguarding efforts.

### 2. Impact Area: Realizing Rights in Safe Environments

**Refugees and Asylum - Seekers, IDPs, Returnees, Stateless Persons and Host Communities have effective and equitable access to goods, services, and income, to enable them to lead a dignified life.**

Population Type	Indicator	
	Baseline	Actual (2024)
<b>2.2 Proportion of people residing in physically safe and secure settlements with access to basic facilities</b>		
Refugees and Asylum-seekers	25.00%	60.10%
<b>2.3 Proportion of people with access to health services</b>		
Refugees and Asylum-seekers	100.00%	81.40%

In 2024, UNHCR made significant efforts to ensure that forcibly displaced and stateless persons (FSDPs) can lead dignified lives through the expansion of cash-based interventions (CBIs). These interventions have provided flexible and efficient assistance, empowering FSDPs to make choices about essential needs such as food, shelter, healthcare, and education. By fostering autonomy, CBIs have promoted self-reliance and economic independence, while also strengthened local economies and enhanced community resilience. This has streamlined aid distribution and reduced logistical barriers, significantly improving the overall humanitarian response.

The distribution of Non-Food Items (NFIs) has also been crucial in improving FSDPs' living conditions by addressing their basic material needs. Essential items such as blankets, cooking utensils, hygiene kits, mosquito nets, and solar lamps have enhanced health, safety, and well-being, especially in settings where access to basic goods is limited. These provisions have helped mitigate vulnerabilities, promote better hygiene, and ensure that FSDPs can live in safer, more dignified conditions.

Since 2022, the expansion of shelter assistance has further improved the living conditions of internally displaced persons (IDPs), returnees, and refugees with specific needs. By providing durable and transitional shelter solutions, UNHCR has enhanced physical security and fostered stability and community integration, enabling affected populations to rebuild their lives with greater resilience.

Beyond emergency assistance, UNHCR and its partners have prioritized equitable access to essential services like healthcare, water, sanitation, hygiene (WASH), and education. UNHCR has collaborated closely with governments to include FSDPs in national development plans and public service systems. This integration ensures FSDPs have access to the same services as host communities, enhancing their protection and well-being while fostering long-term social cohesion and sustainable development.

Strategic partnerships with key stakeholders—including UNICEF, UNFPA, UNDP, WHO, and various government ministries, have been instrumental in improving service delivery for FSDPs. These collaborations have reinforced a coordinated and inclusive approach to addressing the needs of displaced populations, ensuring that no one is left behind. As a result, the collective efforts have not only improved immediate living conditions but have also laid the groundwork for a more sustainable, equitable future for all affected communities.

### 3. Impact Area: Empowering Communities and Achieving Gender Equality

**Refugees and Asylum - Seekers, IDPs, Returnees, Stateless Persons and Host Communities play an active role in their own protection.**

Indicator		
Population Type	Baseline	Actual (2024)
<b>3.1 Proportion of people who have the right to decent work</b>		
Refugees and Asylum-seekers	100.00%	100.00%
<b>3.2a Proportion of children and young people enrolled in primary education</b>		
Refugees and Asylum-seekers	62.85%	90.00%
<b>3.2b Proportion of children and young people enrolled in secondary education</b>		
Refugees and Asylum-seekers	35.83%	8.41%
<b>3.3 Proportion of people feeling safe walking alone in their neighbourhood after dark</b>		
Refugees and Asylum-seekers	100.00%	100.00%

Building on successes from 2022 and 2023, UNHCR has strengthened the involvement of refugees, asylum seekers, 1,642 returnees, and 6,823 IDPs in their own protection. This progress includes enhanced Feedback and Response Mechanisms, expanded protection services, social cohesion initiatives, and increased access to livelihoods. These efforts empower displaced populations to engage in decision-making and promote community development. Strengthened feedback mechanisms ensure

responsiveness, while expanded services improve legal aid, psychosocial support, and documentation, fostering resilience and financial independence.

In 2024, UNHCR and its partners continued to support refugees, asylum seekers, IDPs, returnees, stateless persons, and host communities in actively participating in their protection. Progress was assessed across key impact indicators, revealing both achievements and ongoing challenges in livelihoods, education, and security. While legal frameworks guarantee refugees' right to work, practical access to decent employment remains a significant challenge. Barriers such as labor market constraints, skill mismatches, and employer reluctance hinder economic inclusion. To address this, UNHCR prioritizes initiatives like vocational training, employment facilitation, and business development support to enhance economic opportunities and foster sustainable livelihoods.

The decline in enrollment rates for refugee children and youth highlights persistent barriers to education. Primary-level enrollment dropped from 23.93% to 8.41%, and secondary-level enrollment fell from 0.59% to 0.20%. Financial constraints, inadequate school infrastructure, and administrative hurdles, like documentation requirements, continue to impede progress. In response, UNHCR is intensifying its advocacy for inclusive education policies, expanding school construction efforts, and strengthening partnerships to create more accessible and sustainable learning opportunities for refugee children and youth.

The perception of safety among refugees and asylum-seekers remains stagnant at 50.9%, signalling the need for a renewed assessment of evolving security dynamics. While existing protection efforts have contributed to stability, emerging risks necessitate targeted interventions. Moving forward, UNHCR will focus on strengthening community-based protection mechanisms, collaborating with local security actors, and enhancing dispute resolution initiatives to improve safety and security for displaced populations.

The 2024 data highlights both achievements and ongoing challenges in protection efforts. While legal frameworks support refugees' right to work, practical access remains problematic. Urgent interventions are required to address declining school enrollment rates and prevent further educational exclusion, alongside the need for safe living environments through enhanced protection strategies. Moving forward, UNHCR is committed to addressing these gaps by collaborating with governments, humanitarian partners, and affected communities to promote self-reliance and ensure that displaced populations actively participate in their own protection and development. UNHCR aims to deepen partnerships with local authorities, NGOs, and the private sector to enhance economic inclusion and community participation, keeping displaced populations central to planning. These engagements reflect sustained community involvement and a growing willingness among displaced individuals to engage in decision-making, significantly supported by contributions from key stakeholders such as local NGOs, community-based organizations, government entities, the World Bank, and UN agencies. Their coordinated efforts have strengthened protection frameworks, expanded access to services, and facilitated economic opportunities, ensuring a holistic response that addresses immediate needs while paving the way for durable solutions and long-term development.

## 4. Impact Area: Securing Solutions

**Refugees and Asylum - Seekers, IDPs, Returnees, and Stateless Persons have progressive access to durable solutions**

Population Type	Indicator	
	Baseline	Actual (2024)
<b>4.1 Number of refugees who voluntarily return in safety and dignity to their country of origin</b>		
Refugees and Asylum-seekers	10,576	13,464
<b>4.2a Number of people who departed on resettlement</b>		
Refugees and Asylum-seekers	93	462
<b>4.2b Number of people who departed through complementary pathways</b>		
Refugees and Asylum-seekers	16	0
<b>4.3b Number of refugees for whom residency status is granted or confirmed</b>		
Refugees and Asylum-seekers	0	518,454

In collaboration with the Government of the DRC, donors, and other partners, UNHCR has progressively expanded access to durable solutions through comprehensive interventions in voluntary repatriation, resettlement, and local integration. Despite persistent challenges, sustained efforts in information dissemination, coordination, and reintegration support have significantly improved outcomes for refugees, returnees, and IDPs.

Since 2022, these collective efforts have facilitated the voluntary repatriation of 30,946 refugees to their countries of origin and 11,194 Congolese returnees to the DRC, demonstrating the effectiveness of UNHCR's multi-year strategy in enabling sustainable returns.

Resettlement plays a crucial role in providing protection and long-term stability for the most vulnerable refugees by facilitating their relocation to third countries. Since 2022, the UNHCR has submitted 629 individuals for resettlement, successfully relocating 480 of them. To enhance resettlement opportunities, the operation aims to increase the number of available slots, ensuring greater access for refugees in urgent need. Collaborating with partners, UNHCR will focus on strengthening data management systems to maintain accurate and up-to-date refugee profiles for eligibility assessments. Despite challenges such as limited personnel, remote locations of refugees, and logistical constraints, UNHCR is committed to improving case processing. Additionally, the organization is investing in more robust data management systems and optimizing operational efficiency to overcome resettlement barriers and maximize the available slots.

Local integration, a key pathway to durable solutions, continues to face significant legal and bureaucratic hurdles. UNHCR has been unable to support refugees and asylum-seekers in acquiring nationality, permanent residency, or naturalization, highlighting the need for stronger advocacy and policy engagement. Despite these setbacks, important strides have been made in securing tenure and land rights for returnees and IDPs, providing legal security and mitigating the risk of secondary displacement.

The implementation of the villagization policy has played a crucial role in fostering structured settlements, ensuring access to essential services, infrastructure, and livelihood opportunities. Strengthened community integration efforts have further promoted social cohesion and long-term stability. By securing land rights and integrating returnees into planned communities, UNHCR is enhancing their ability to invest in housing, agriculture, and economic activities, reinforcing durable reintegration and contributing to broader development goals that foster self-reliance and sustainable stability.

## 1.3 Challenges to Achieving Impacts

**Legal and Policy Barriers:** The slow progress in legal reforms and the implementation of refugee and asylum laws, coupled with bureaucratic hurdles in obtaining legal identity documentation, continues to pose significant challenges. Additionally, limited political will and competing national priorities often result in the deprioritization of refugees, returnees, and internally displaced persons, further hindering their inclusion and access to rights and protection.

**Protection Monitoring:** Limited monitoring and registration of refugees, particularly outside camps, weaken protection mechanisms. Local authorities often lack awareness of international legal frameworks, and restricted humanitarian access heightens security risks. Survivors of gender-based violence (GBV) face inadequate medical and legal support, compounded by high service fees and slow legal proceedings. Additionally, delays in birth registration prevent refugee children from accessing essential services.

**Security and Protection Risks:** Ongoing armed conflicts and insecurity in Eastern DRC, along with the heightened threats of gender-based violence (GBV), exploitation, and trafficking—particularly for women and children—remain critical concerns. These challenges are exacerbated by weak judicial systems and a lack of accountability for rights violations, further undermining the protection of the people that we serve.

**Difficulties in Shifting from Short Term Humanitarian Assistance to Sustainable Responses:** The reliance on short-term humanitarian aid, rather than sustainable development funding, perpetuates a cycle of dependence among forcibly displaced and stateless persons (FSDPs) and undermines sustainable



responses and durable solutions. The lack of long-term planning is usually driven by recurring armed conflicts, which create uncertainty and make it challenging to implement sustainable solutions, forcing a continued reliance on short-term humanitarian interventions.

**Self-Reliance and Livelihoods:** A prevailing dependency on humanitarian assistance, coupled with poor infrastructure, ongoing conflict, and lack of livelihood opportunities restrict entrepreneurship and economic self-sufficiency. Limited access to credit, microfinance services, and private sector investment further constrains livelihood opportunities.

**Operational and Logistical Challenges:** Poor road infrastructure and fuel shortages disrupt operations, delaying the delivery of critical assistance to the people in need. Difficulties in reaching remote and conflict-affected areas for registration and assistance, coupled with infrastructure deficits that hinder access to essential services like healthcare and education, create significant barriers for the people that we serve. Additionally, due to funding constraints the limited availability of skilled personnel, including protection officers and legal experts, livelihoods officer to support self-reliance initiatives further exacerbates these challenges, reducing the effectiveness of support and protection efforts.

**Social Inclusion and Cohesion Issues:** Resistance from host communities towards the integration of refugees and internally displaced persons (IDPs), coupled with stigma and discrimination poses significant obstacles to social cohesion. Additionally, competition over scarce resources often fuels tensions and conflict, further complicating efforts to promote peaceful coexistence and integration.

**Sustainability of Assistance and Solutions:** Overreliance on humanitarian assistance, without strong linkages to development initiatives, limits the potential for long-term solutions. Additionally, there are insufficient economic opportunities and employment pathways for refugees, IDPs and returnees, further hindering their self-reliance. Challenges in integrating forcibly displaced and stateless persons into national social protection systems also persist, leaving them vulnerable and excluded from essential support structures.

**Impact of extreme weather hazards:** Natural disasters such as floods, droughts, and deforestation exacerbate displacement, pushing more people into vulnerable situations. Environmental degradation in parts of eastern DRC and Kinshasa also threatens the sustainability of host communities, making it harder for them to support the forcibly displaced population.

**Partnerships:** The presence of only few development actors in UNHCR operational areas limit the inclusion of displaced populations in national development plans, impeding progress toward sustainable development goals (SDGs) for refugees, internally displaced persons (IDPs), returnees, and host communities.

**Durable Solutions and Repatriation:** The frequent suspension of repatriation movements due to security concerns, logistical challenges, and political instability creates uncertainty for refugees, delaying their access to durable solutions and reintegration opportunities. This disruption is further compounded by dependence on regional and international diplomacy, limited cooperation from countries of origin, and restrictive asylum policies in third countries. These political and diplomatic constraints hinder efforts to facilitate voluntary repatriation, leaving refugees with fewer opportunities to rebuild their lives and reintegrate into their communities, and impeding the realization of lasting solutions.

## 1.4 Collaboration and Partnerships

UNHCR has consistently worked to strengthen its strategic collaborations with key humanitarian, development, and peace partners, which has to some extent contributed to the inclusion of forcibly displaced individuals in national services and development programs. These efforts have resulted in more effective responses to the ongoing challenges faced by displaced communities. In 2024, UNHCR has continued to leverage the technical expertise of various partners to drive positive change. For instance, in collaboration with the World Bank Group, UNHCR facilitated the construction of three schools with 18 classrooms, benefiting over 1,000 children, including both refugees and host communities. Two schools, with a total of twelve classrooms, were built in North Ubangi, while one school with six classrooms, as well

as a water well serving 500 returnee households, was established in Kasai-Central. Moreover, the EU INT'PA has supported durable solutions, including repatriation in dignity, for 13,370 Burundian refugees and asylum seekers in South Kivu Province.

In partnership with other UN agencies, UNHCR has worked with UNDP and UNCDF, supported by SIDA and USAID, to promote financial inclusion for 960 Central African refugee households, approximately 4,800 individuals, in North Ubangi. This initiative was made possible through a strategic collaboration with local microfinance institutions. The FAO has also played a significant role by supporting the economic resilience of 500 internally displaced households, representing at least 2,500 individuals in Bunia, further empowering these communities. UNHCR's efforts to strengthen its ties with DRC governmental institutions have been crucial in enhancing the inclusion of displaced persons in national protection services and development programs. This year, UNHCR made significant strides in building strategic relationships with the "Institut National de la Statistique," which has incorporated over 2,800 forcibly displaced individuals into the national statistics through the "Household Living Conditions Survey – ECVM," with the backing of the UNHCR-WBG Joint Data Center. Additionally, 158 individuals completed vocational training courses and received start-up resources for income-generating activities, following strategic agreements with the INPP (Institut National de Preparation Professionnel).

Furthermore, UNHCR has worked closely with provincial ministries of land affairs to ensure land security for 981 displaced households, facilitating access to land plots and fields. Finally, UNHCR has continued its collaboration with Malteser International to provide water and sanitation services to 55,000 South Sudanese refugees in Ituri and Haut-Uélé Provinces, further enhancing the well-being of displaced communities in the DRC.

## Section 2: Results

### 2.1. Outcomes and Achievements

#### 1. Outcome Area: Access to Territory, Reg. and Documentation

By 2026, refugees, returnees, IDPs and people at risk of statelessness have valid identity documents

##### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>1.1 Proportion of refugees and asylum seekers registered on an individual basis</b>			
Refugees and Asylum-seekers	75.00%	75.00%	57.00%
<b>1.2 Proportion of children under 5 years of age whose births have been registered with a civil authority</b>			
IDPs	40.20%	30.00%	72.77%
Refugees and Asylum-seekers	90.00%	60.00%	50.24%
Returnees	100.00%	100.00%	81.45%
<b>1.3 Proportion of people with legally recognized identity documents or credentials</b>			
Refugees and Asylum-seekers	75.30%	100.00%	60.10%

##### Core Output Indicators

Population Type	Indicator
	Actual (2024)
<b>01.1.1 Number of people registered on an individual basis</b>	
IDPs	283,831
Refugees and Asylum-seekers	128,209
<b>01.2.1 Number of people supported to obtain civil status, identity or legal status documentation</b>	
IDPs	24,208
Refugees and Asylum-seekers	24,492
Returnees	6,516

### Progress Against the Desired Outcome

In 2024, UNHCR built on the successes of 2022 and 2023 by further enhancing the individual registration of refugees, asylum-seekers, and internally displaced persons (IDPs). This effort was complemented by a significant expansion in civil status, identity, and legal documentation, ensuring greater access to rights and services for displaced populations. Additionally, UNHCR strengthened capacity support for registration and documentation through targeted training, improved data management systems, and closer collaboration with national authorities and partners to enhance the protection and inclusion of persons of concern.

### Individual Registration of Refugees, Asylum-Seekers, and IDPs

In 2024, some 128,209 refugees and asylum-seekers and at least 403,431 internally displaced persons (IDPs) were successfully registered, representing a major increase compared to 2023, when only 9,836 refugees and 4,400 IDPs were registered. This remarkable progress was driven by strong collaboration with national, provincial, and local authorities, which enabled effective resource mobilization and large-scale capacity-building efforts for registration activities.

Enhanced registration processes played a pivotal role in this success. The adoption of advanced technologies, including biometric data capture and mobile registration units, significantly improved both the efficiency and accuracy of data collection. Additionally, targeted outreach and awareness campaigns expanded coverage, while the deployment of larger field teams and mobile units increased access to remote and hard-to-reach areas.

These efforts are critical in ensuring that refugees, returnees, IDPs, and individuals at risk of statelessness receive valid identity documents, enabling them to access essential services, legal protection, and social and economic opportunities. Strengthening registration systems also contributes to more effective humanitarian response planning, ensuring that the most vulnerable populations receive the support they need.

### Civil Status, Identity, and Legal Documentation

In 2024, a total of 24,492 refugees and asylum-seekers, along with 6,516 returnees, received assistance in obtaining vital civil status, identity, or legal documentation. This marks a significant increase from 2023, when only 14,236 refugees and 1,040 returnees were supported.

This remarkable progress was driven by effective coordination with national authorities, enhanced outreach through awareness campaigns, and targeted capacity-building initiatives that improved processing efficiency. These efforts not only expedited the issuance of documentation but also strengthened institutional frameworks, ensuring sustainable service delivery.

Providing refugees, returnees, IDPs, and individuals at risk of statelessness with valid identity documents is essential for their legal recognition, access to crucial services, and protection from rights violations. By reinforcing registration and documentation systems, these initiatives foster greater social inclusion, economic participation, and long-term stability for displaced populations.

The assistance provided to refugees encompassed a range of critical civil documentation, including identity cards, family composition certificates, birth certificates, marriage certificates, death certificates, supplemental birth certificate judgments, and asylum seeker certificates, all of which are key to ensuring their legal recognition and enabling access to essential services.

### Capacity Support for Registration and Documentation

By the end of 2024, some 24,208 individuals received assistance in securing civil status, identity, or legal documentation, marking a significant increase from 14,236 in 2023. This brings the total number of refugees supported in obtaining documentation to 38,728, improving their access to essential services, legal recognition, and protection.

Additionally, 6,516 returnees were assisted in obtaining documentation in 2024, building on the 10,140 supported in 2023 and successfully meeting 100% of returnee documentation targets. This achievement has facilitated their reintegration into communities, ensuring access to social services, employment opportunities, and legal rights.

For internally displaced persons (IDPs), the operation targeted 629,844 individuals, successfully supporting 403,431 in 2024, achieving an average success rate of 65% across all population groups. This progress has strengthened IDPs' ability to exercise their rights, access humanitarian aid, and rebuild their lives in displacement-affected areas.

These efforts have not only improved legal identity coverage but have also enhanced social and economic inclusion for refugees, returnees, and IDPs, reinforcing long-term protection and resilience within affected communities.

## 2. Outcome Area: Status Determination

**By 2026, asylum-seekers can access effective and cost-free national refugee status determination procedures.**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>2.1 Average processing time (in days) from registration to first instance asylum decision</b>			
Refugees and Asylum-seekers	90.00	180.00	0.49
<b>2.2 Proportion of people undergoing asylum procedures who have access to legal representation</b>			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%
<b>2.3 Proportion of people undergoing asylum procedures who have access to an effective appeal mechanism after first instance rejection of their claim</b>			
Refugees and Asylum-seekers	100.00%	100.00%	0.02%

### Core Output Indicators

Population Type	Indicator
	Actual (2024)
<b>02.1.1 UNHCR has provided capacity development support to strengthen the national status determination system(s), in accordance with international standards</b>	
Refugees and Asylum-seekers	Yes

## Progress Against the Desired Outcome

The Democratic Republic of Congo (DRC) is committed to the protection of refugees, having signed key international legal instruments such as the 1951 Geneva Convention and the 1969 OAU Convention, which address specific refugee issues in Africa. Additionally, the national law 02/2002 governs the status of refugees within the DRC. Since the initiation of UNHCR's strategic efforts in 2022, there have been notable improvements in the refugee and stateless determination system, reflecting a strengthened commitment to refugee protection.

In 2024, UNHCR actively engaged with parliamentarians to advocate for enhancements to the legal framework, building on the foundation established in previous years. This campaign aims to bolster national legislation and will continue in the coming years.

An audit of the Refugee Status Determination (RSD) system conducted by UNHCR in 2021 identified key areas for improvement. Following this, a mission by the Central African Asylum Capacity Support (CEAC – RSD) team in 2024 produced a series of recommendations that are already being integrated into the Congolese asylum system, demonstrating tangible progress since the strategy's inception.

UNHCR has developed Standard Operating Procedures (SOPs) for the RSD process, with an update planned for 2025. This procedural framework has established clearer guidelines, resulting in improved consistency and efficiency in the refugee determination process. Furthermore, technical advice and guidance provided during meetings of the Eligibility and Appeals Committees have ensured adherence to international best practices, marking a significant enhancement in procedural integrity.

In 2024, UNHCR funded the construction of two large reception facilities for refugees and asylum seekers

at the National Commission for Refugees (CNR). These facilities serve as one-stop shops, streamlining access to essential services. The establishment of four additional offices for CNR protection staff further supports this aim. The ongoing financial, technical, and material assistance from UNHCR has improved the operational capacity of the CNR, while advocacy efforts for the government to gradually assume responsibility and integrate CNR funding into national budgets have gained traction.

Moreover, capacity-building training sessions focused on the principles of inclusion and exclusion in the asylum process were conducted in 2024, benefiting 30 participants from the Eligibility and Appeals Committees, along with secretariat personnel. This training has led to enhanced understanding and application of asylum principles, a clear improvement since the implementation of the strategy.

As part of its commitment to quality assurance, UNHCR has drafted the RSD SOP, scheduled for an update in 2025. The ongoing technical support during the meetings of the Eligibility and Appeals Committees ensures that international standards and best practices are consistently upheld in the refugee determination process.

Indeed, since the start of five-year strategy in 2022, significant improvements have been made in the DRC's refugee and stateless determination system. These enhancements are evident in legal advocacy, capacity building, and the establishment of essential infrastructure, all contributing to a more robust framework for refugee protection.

### 3. Outcome Area: Protection Policy and Law

**By 2026, the Government will accede to, ratify and domesticate the 1954 Convention relating to the status of stateless persons, and the 1961 Convention on the reduction of statelessness and the AU Convention for the Protection and Assistance of Internally Displaced Persons in Africa (Kampala Convention).**

#### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>3.1 Extent national legal framework is in line with the 1951 Convention and/or its 1967 Protocol</b>			
None	Broadly aligned	Broadly aligned	Broadly aligned
<b>3.2 Extent national legal framework is in line with the 1961 Convention on the Reduction of Statelessness</b>			
None	Broadly aligned	Broadly aligned	Broadly aligned

#### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>03.1.1 UNHCR has engaged in legislative and judicial processes to strengthen laws and policies for the protection of refugees, IDPs, returnees and stateless people and/or the reduction and prevention of statelessness</b>	
IDPs	Yes
Refugees and Asylum-seekers	Yes

## Progress Against the Desired Outcome

In 2024, UNHCR in the Democratic Republic of the Congo (DRC) worked closely with government authorities, judicial bodies, and key stakeholders to strengthen the legal protection of displaced populations, including refugees, internally displaced persons (IDPs), returnees, and stateless individuals. This partnership focused on legislative reforms, judicial interventions, and capacity-building initiatives.

As part of its legislative efforts, UNHCR provided essential amendments and technical support on two major legal frameworks: the revision of Law No. 16/008 of 15 July 2016, amending and supplementing Law No. 87-010 of 01 August 1987, on the Family Code, and Ordinance-Law No. 23/010 of 13 March 2023, on the Digital Code. These reforms strengthen civil status protections and family rights within the Family Code, as well as the Personal Data Protection Law, ensuring secure registration and legal identity protection for refugees and asylum seekers. Additionally, steps are being taken to facilitate the DRC's accession to the 1954 Convention relating to the Status of Stateless Persons and the 1961 Convention on the Reduction of Statelessness.

Through the National Commission for Refugees (CNR), UNHCR facilitated the legal representation of refugees involved in judicial proceedings, advocating for the recognition of their rights to ensure fair treatment. For IDPs, the agency prioritized integrating the Kampala Convention into national legislation to reinforce their legal protection.

To support these legal advancements, UNHCR engaged in advocacy with national authorities and organized capacity-building sessions for provincial deputies, the National Eligibility Commission, and the Appeals Commission, enhancing their expertise in asylum and statelessness law. Workshops with local authorities emphasized the importance of implementing the Kampala Convention and developing a comprehensive institutional framework for displacement management. Furthermore, training, and technical assistance were provided to judicial and administrative bodies to ensure respect for the rights of displaced and stateless persons.

Thanks to these coordinated efforts, UNHCR has made considerable progress in strengthening legal protections, promoting social inclusion, reducing vulnerabilities to exploitation, and empowering displaced populations to claim their rights. These initiatives contribute to fostering a more protective legal environment, promoting stability, social cohesion, and respect for human rights in the DRC.

## 4. Outcome Area: Gender-based Violence

**By 2026 GBV response services are available for all GBV survivors in all PoC sites and follow clear standard operating procedures.**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>4.1 Proportion of people who know where to access available GBV services</b>			
IDPs	70.00%	72.00%	18.37%
Refugees and Asylum-seekers	90.10%	92.00%	20.75%
<b>4.2 Proportion of people who do not accept violence against women</b>			
IDPs	66.52%	70.00%	31.69%
Refugees and Asylum-seekers	63.51%	67.00%	46.93%
<b>4.3 Proportion of survivors who are satisfied with GBV case management services</b>			
IDPs	50.01%	60.00%	21.39%
Refugees and Asylum-seekers	90.08%	90.00%	89.86%

## Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>04.1.1 Number of people who benefitted from specialized GBV programmes</b>	
IDPs	69,606
Refugees and Asylum-seekers	82,446
Returnees	31,009

## Progress Against the Desired Outcome

In 2024, prevention activities effectively tackled one of the root causes of gender-based violence (GBV) by actively engaging men through the Engaging Men Through Accountable Practice (EMAP) approach, implemented in various sub-delegations and in Kinshasa. During the 16 Days of Activism against Gender-Based Violence, participating men shared their testimonies, showcasing positive behavioral changes. Their wives also reported significant improvements in household harmony and relationships.

In the context of the ongoing humanitarian crisis in the eastern DRC and persistent funding shortfalls that force women and girls into risky coping strategies, cash assistance provided to those at risk has empowered them to develop income-generating activities, reducing their dependence on survival sex for basic needs.

A total of 232,368 individuals were reached through GBV awareness activities—an impressive 71% increase compared to 2023. These achievements indicate a growing demand for specialized GBV services, driven by increased awareness, improved program accessibility, and enhanced reporting mechanisms. To further enhance women's resilience and mitigate GBV risks, over 75% of the beneficiaries of empowerment activities were women.

This progress has been made possible through strong collaboration with key stakeholders, including the Ministry of Gender, UNFPA, UNICEF, and donors, whose contributions have been instrumental in advancing GBV prevention and response. The Ministry of Gender has played a vital role in policy guidance and coordination, ensuring alignment with national priorities. UNFPA and UNICEF have provided technical expertise, capacity building, and essential resources, including dignity kits, medical supplies, and psychosocial support. Donors' financial support has been critical in sustaining and scaling up interventions, particularly in addressing gaps in service provision and expanding outreach efforts.

In terms of response, 82.15% of survivors accessed psychosocial support services, reflecting a 4.45% increase from the previous year. Additionally, cash assistance improved survivors' access to healthcare services. However, despite an overall 10.13% increase in the medical response to GBV, the timely management of rape cases within 72 hours declined by 6.38%.

Collaboration with women-led organizations remains a key strategy for ensuring the sustainability of GBV prevention and response efforts. Strengthened partnerships with national institutions, UN agencies, and donors will be crucial in further enhancing service delivery, expanding community outreach, and fostering a comprehensive, survivor-centered approach to GBV prevention and response.



## 5. Outcome Area: Child Protection

**By 2026, the risks related to violence, exploitation and abuse of children are identified and adequately addressed.**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure</b>			
Refugees and Asylum-seekers	0.53%	20.00%	5.27%
<b>5.2 Proportion of children who participate in community-based child protection programmes</b>			
Refugees and Asylum-seekers	4.50%	8.00%	9.15%
<b>5.3 Proportion of unaccompanied and separated children who are in an alternative care arrangement</b>			
Refugees and Asylum-seekers	0.61%	20.00%	78.19%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>05.1.1 Number of children and caregivers who received child protection services</b>	
Refugees and Asylum-seekers	2,090
Returnees	112

## Progress Against the Desired Outcome

In 2024, significant improvements were made in enhancing child protection systems within host communities. Capacity-building sessions were conducted for 35 members of state services and staff from UNHCR's protection partners, ensuring that child protection principles were effectively integrated into service delivery. These sessions aimed to safeguard the best interests of the child, particularly in the context of durable solutions.

As a result, 141 children at risk (72 girls and 69 boys) benefited from the Best Interests Procedure (BIP), allowing for tailored protection interventions. Additionally, family tracing and reunification efforts saw remarkable progress, with 50 unaccompanied and separated children (UASC) successfully reunited with their families—both abroad and in their country of asylum—compared to just one reunification in the previous year. These achievements were made possible through close collaboration with the International Committee of the Red Cross (ICRC), state services, and community mechanisms, which include 21 community child protection networks and 19 local NGOs actively working to mitigate child protection risks.

Beyond reunification efforts, 2,231 refugee children at risk were monitored to ensure their safety. Among them, 2,090 children (1,037 girls and 1,063 boys) who had been separated from their families were placed in alternative care arrangements with host families while awaiting reunification. UNHCR-supported child protection services also provided assistance to 112 children and caregivers among returnee populations.

In parallel, community-based child protection initiatives were expanded. A total of 13,048 children (999 girls and 12,043 boys) participated in recreational and extracurricular activities designed to promote their development and well-being. This represents a significant improvement compared to 2023, when fewer than 6,000 children had access to such programs.

However, challenges in outreach and service delivery persisted. Returnee children, primarily residing in UNHCR-established villages, were more easily reached, whereas refugees living among host communities faced greater barriers to accessing protection services. Logistical constraints further complicated access to some refugee populations, highlighting the need for improved coordination and resource allocation.

Despite these challenges, the strong engagement of returnee children with child protection services underscores the effectiveness of existing interventions. Nevertheless, disparities between planned and actual service delivery for refugees and asylum-seekers emphasize the necessity of refining forecasting and optimizing resource distribution to meet growing needs effectively.

These initiatives are integral to UNHCR's child protection strategy, as they help identify vulnerabilities among forcibly displaced children while enhancing their access to essential services. Through strengthened partnerships with UNICEF and local NGOs, a holistic approach has been implemented, ensuring comprehensive support for both refugee and returnee populations. These collaborations have also played a key role in raising community awareness and fostering trust among families.

Looking ahead to 2025, UNHCR aims to expand outreach efforts, increase awareness of child protection services, and enhance data monitoring systems. These improvements will ensure that service delivery aligns with actual needs, preventing both gaps and redundancies in assistance. The goal is to build a sustainable child protection framework that not only meets immediate needs but also fosters long-term resilience among displaced families.

## 6. Outcome Area: Safety and Access to Justice

**By 2026, effects of conflict on the protection environment are diminished.**

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>06.1.1 Number of people who received legal assistance</b>	
IDPs	1,266
Refugees and Asylum-seekers	1,270
Returnees	165

### Progress Against the Desired Outcome

In 2024, legal assistance was provided to 1,270 refugees and asylum-seekers, 165 returnees, and 1,266 internally displaced persons (IDPs). In contrast, the previous year saw 824 refugees and asylum-seekers, 10,576 returnees, and 1,215 IDPs receiving support. While this may suggest a sharp decline in legal aid for returnees, the decrease is primarily due to significantly lower returnee numbers in 2024—only 563, compared to 13,001 in 2022 and 2023.

This progress was achieved through enhanced outreach efforts, strengthened legal aid services, and an improved capacity to address the protection needs of displaced populations. The expansion of legal assistance has had a significant impact, ensuring better access to documentation, legal representation, and protection from arbitrary detention, forced eviction, and discrimination. It has also facilitated greater inclusion in national legal systems, empowering displaced persons to claim their rights, access essential services, and pursue self-reliance and durable solutions. Additionally, it has the people that we serve a better chance at improved access to justice, land tenure security, and reintegration support.

UNHCR's legal assistance initiatives play a critical role in complementing the work of UNDP and other partners under the DRC UNSDCF 2020-2024. These efforts contribute to a stronger protection environment, aligning with UNDP's objectives of fostering social cohesion and promoting sustainable development in host communities. This collaborative approach mitigates the effects of displacement by strengthening community-based protection mechanisms, increasing awareness of legal rights and available services, and supporting the integration of vulnerable populations.

Furthermore, close cooperation with local and national authorities ensures that legal assistance reaches those most in need, particularly in remote areas. This coordinated effort is expected to enhance resilience among the people that we serve and host communities and will contribute to attaining the sustainable development goals in the DRC.

## 7. Outcome Area: Community Engagement and Women's Empowerment

**By 2026, persons of concern and host communities enjoy greater social cohesion, have effective, participatory, and balanced management structures in terms of age, gender and diversity and take part in development planning.**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>7.1 Extent participation of displaced and stateless people across programme phases is supported.</b>			
IDPs	Extensive	Moderate	Limited
Refugees and Asylum-seekers	Extensive	Extensive	Limited
Returnees	Extensive	Moderate	Limited
<b>7.2 Proportion of people who have access to safe feedback and response mechanisms</b>			
IDPs	100.00%	75.00%	68.28%
Refugees and Asylum-seekers	77.12%	78.00%	92.98%
Returnees	85.00%	100.00%	93.78%
<b>7.3 Proportion of women participating in leadership/management structures</b>			
IDPs	41.60%	50.00%	51.14%
Refugees and Asylum-seekers	50.00%	50.00%	58.37%

### Core Output Indicators

Population Type	Indicator
	Actual (2024)
<b>07.1.1 Number of people consulted through Participatory Assessments</b>	
IDPs	26,746
Refugees and Asylum-seekers	3,655
Returnees	2,206
<b>07.2.1 Number of people who used UNHCR- supported feedback &amp; response mechanisms to voice their needs/ concerns/feedback</b>	
IDPs	11,608
Refugees and Asylum-seekers	204,555
Returnees	14,067

07.3.1 Number of people who received protection services	
IDPs	735,824
Refugees and Asylum-seekers	461,608
Returnees	39,076

## Progress Against the Desired Outcome

In 2024, UNHCR intensified its outreach and feedback mechanisms while promoting community self-management. This dual approach not only addresses immediate needs but also laid a solid foundation for sustainable resilience and empowerment among the displaced populations. The strategies implemented are designed to significantly enhance community engagement and empowerment in the following ways:

**Participatory Assessments:** UNHCR conducted participatory assessments involving 3,655 refugees and asylum-seekers, 1,642 returnees, and 6,823 internally displaced persons (IDPs). These consultations not only met established targets but also maintained participation levels similar to those of 2023, reflecting ongoing engagement with displaced communities. The findings reveal a growing willingness among these populations to engage in decision-making processes, showcasing the effectiveness of UNHCR's outreach efforts.

**Feedback and Response Mechanisms:** Approximately 204,555 refugees and asylum-seekers, 10,096 returnees, and 315,579 IDPs benefited from UNHCR-supported feedback and response mechanisms. While there was a slight increase in IDP engagement compared to 2023, participation among refugees and returnees declined. Specifically, refugee participation decreased due to accessibility challenges, while returnee engagement dropped by 26%. This decline may be linked to a reduced number of returnees or increased confidence in existing mechanisms. In response, UNHCR is committed to improving the accessibility and responsiveness of these feedback mechanisms to bolster protection efforts, promote accountability, and empower displaced communities in decision-making.

**Protection Services:** UNHCR's protection services reached 461,608 refugees and asylum-seekers, 27,504 returnees, and 747,396 IDPs in 2024, marking an increase from the previous year. This growth highlights strengthened operational capacity, improved outreach, and enhanced protection mechanisms, demonstrating the effectiveness of UNHCR's strategies in safeguarding displaced populations.

**Community-Based Protection and Participation:** In collaboration with affected and host communities, UNHCR and its partners continued to promote community self-management and participation in operational decision-making. This approach prioritizes the needs of displaced populations and effectively aligns available resources with community capacities.

These initiatives have collectively fostered greater engagement and empowerment among the populations we serve, maintaining strong community involvement. There is now an increasing willingness among refugees, returnees, and IDPs to actively participate in decision-making processes, a clear reflection of the success of UNHCR's outreach efforts.

Notably, women's participation in community structures has risen to 51%, up from 50% in 2023, demonstrating the positive impact of intensified awareness campaigns focused on the importance of inclusive participation. This increase has been instrumental in ensuring that women's perspectives are heard, and their needs are incorporated across various programs. Furthermore, women's involvement in community activities has significantly grown, with over 75% of participants in livelihood activities being women. This has enabled them to acquire essential skills that contribute to their self-reliance and resilience.

These strategies have improved accessibility, empowered communities, and fostered self-management, ensuring that operational decisions align with the needs and priorities of the people we serve while cultivating a keen sense of ownership within the communities.

## 8. Outcome Area: Well-Being and Basic Needs

**By 2026, 100% of all persons of concern with specific needs (based on a participatory vulnerability assessment), and new arrivals, have access to adequate, secure, environmentally friendly and low cost shelter, and are provided with adequate Non-Food Items.**

### Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
<b>8.1 Proportion of people that receive cash transfers and/or non-food items</b>			
IDPs	0.00%	33.00%	63.78%
Refugees and Asylum-seekers	100.00%	100.00%	96.35%
Returnees	100.00%	100.00%	80.56%
<b>8.2 Proportion of people with primary reliance on clean (cooking) fuels and technology</b>			
IDPs	Unknown	5.00%	1.00%
Refugees and Asylum-seekers	0.00%	1.00%	20.00%
Returnees	0.00%	5.00%	10.00%

### Core Output Indicators

Indicator		Actual (2024)
Population Type		
<b>08.1.1 Number of people who received cash assistance</b>		
IDPs		42,263
Refugees and Asylum-seekers		30,313
Returnees		2,927
<b>08.2.1 Number of people who received non-food items</b>		
IDPs		53,710
Refugees and Asylum-seekers		58,282
<b>08.3.1 Number of people supported with improved cooking options</b>		
Refugees and Asylum-seekers		9,514

## Progress Against the Desired Outcome

UNHCR built upon the successful humanitarian efforts of 2022 and 2023, significantly expanding its assistance programs. I2024, saw a notable reinforcement of cash-based interventions (CBIs) and the distribution of non-food items (NFIs), aimed at supporting refugees, returnees, and internally displaced persons (IDPs). These initiatives not only addressed immediate humanitarian needs but also fostered long-term resilience and socioeconomic integration among the affected populations.

### Cash-Based Interventions (CBIs) and Their Impact

UNHCR's cash assistance program achieved remarkable growth, reaching a record 30,313 refugees and asylum-seekers from 21,143 in 2023. For returnees, the number of beneficiaries of CBIs rose to 2,927 nearly doubling from 1,806 in the previous year. Additionally, 43,263 IDPs received cash support, though this represented a slight decrease from 49,770 in 2023.

This substantial expansion of cash assistance had a transformative impact, empowering displaced populations to meet their essential needs for food, healthcare, and shelter, and enhancing their overall well-being. Many refugees and returnees utilized the assistance to invest in income-generating activities, promoting economic independence and stimulating local economies through increased demand for goods and services.

The surge in cash assistance between 2023 and 2024 was facilitated by enhanced funding, increased operational flexibility, and a rising demand for humanitarian support. The total cash assistance distributed increased from 72,719 in 2023 to 76,503 individuals in 2024. Key contributors, such as the Central Emergency Response Fund (CERF), the European Union, and the U.S. Bureau for Population, Refugees, and Migration (PRM), played pivotal roles in scaling up these operations. Improved beneficiary targeting, streamlined disbursement mechanisms, and strengthened partnerships with local authorities and community leaders further optimized the effectiveness of cash-based interventions (CBIs).

**Non-Food Items (NFIs) and Their Impact**

The distribution of NFIs remained a vital aspect of the humanitarian response in 2024. A total of 58,282 refugees received essential non-food items, complementing the 191,217 refugees and asylum-seekers who benefited in 2023. For IDPs, 53,710 individuals received NFIs in 2024, representing a significant increase from 31,442 in 2023.

Provision of NFIs directly contributed to improved living conditions by ensuring access to essential items such as blankets, hygiene kits, and cooking utensils, which alleviated hardships among displaced populations. This support also enhanced dignity and protection, enabling households to maintain hygiene and personal well-being while reducing vulnerabilities, especially for women and children. Additionally, the expanded distribution of NFIs bolstered emergency preparedness, enhancing the ability of displaced communities to cope with ongoing displacement and instability.

Despite these advancements, the growing demand for NFIs highlights the ongoing challenges of resource allocation and the critical need for sustained support to maintain and expand these interventions.

**Improved Cooking Solutions and Their Impact**

In 2024, UNHCR and its partners introduced improved cooking solutions to 9,514 refugees and asylum-seekers, as well as 750 returnees, marking the inaugural implementation of such initiatives under UNHCR's current five-year strategy.

The introduction of energy-efficient cooking solutions is expected to bring a range of benefits, including reduced health and environmental risks linked to traditional biomass fuels. This transition could lead to health improvements, such as fewer respiratory issues, while also supporting efforts to mitigate deforestation. Furthermore, these improved cooking technologies enhance safety for women and girls by reducing the need for fuel collection, thus lowering their exposure to protection risks, especially gender-based violence. Additionally, these innovations generate cost savings for households, allowing families to redirect financial resources to other critical needs.

**9. Outcome Area: Sustainable Housing and Settlements**

**By 2026, IDPs targeted by the Shelter Cluster and refugees and returnees have access to adequate, secure, environmentally friendly, and affordable shelter.**

**Core Outcome Indicators**

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>9.1 Proportion of people living in habitable and affordable housing</b>			
IDPs	33.37%	33.00%	23.20%
Refugees and Asylum-seekers	9.40%	85.00%	60.10%
Returnees	100.00%	4.51%	1.01%

9.2 Proportion of people that have energy to ensure lighting			
Refugees and Asylum-seekers	11.92%	22.00%	73.90%

### Core Output Indicators

Indicator		Actual (2024)
Population Type		
<b>09.1.1 Number of people who received shelter and housing assistance</b>		
IDPs		107,826
Refugees and Asylum-seekers		2,360
Returnees		394

## Progress Against the Desired Outcome

In 2024, a total of 2,360 refugees and asylum-seekers received shelter and housing assistance, marking a significant increase from the 250 individuals supported in 2023. This progress was driven by more effective targeting of individuals with specific needs, enhanced response initiatives, and increased resource allocation. The involvement of key shelter partners, including the International Organization for Migration (IOM), the Norwegian Refugee Council (NRC), and the Danish Refugee Council (DRC), played a crucial role in scaling up assistance. Their contributions in construction, technical support, and coordination significantly expanded shelter availability, ensuring that vulnerable refugees and asylum-seekers could access safer and more dignified living conditions, thereby reducing their exposure to overcrowding, exploitation, and health risks.

Similarly, shelter assistance for internally displaced persons (IDPs) saw a remarkable expansion, rising from 15,450 beneficiaries in 2023 to 107,826 in 2024. This substantial increase was made possible through joint efforts with the Danish Refugee Council (DRC), the Food and Agriculture Organization (FAO), the International Organization for Migration (IOM), Mercy Corps, Norwegian Refugee Council (NRC), RUPFA, the United Nations Development Programme (UNDP) and World Food Programme (WFP), who provided emergency shelter kits, transitional housing, and capacity-building for local construction teams. These interventions have significantly improved stability for displaced families by offering safer living environments, reducing the risk of secondary displacement, and enhancing access to essential services such as healthcare and education.

On the contrary, support for returnees declined, with only 394 individuals receiving shelter assistance in 2024 compared to 1,040 in the previous year. This reduction coincided with a sharp drop in the number of returnees—only 563 in 2024, compared to 13,001 between 2022 and 2023. The decrease was influenced by a lower rate of returns and a shift in construction strategies in Kananga for those returning from Angola. Despite efforts by shelter partners, the limited resources allocated to returnee housing resulted in significant gaps, making it difficult for returnees to secure adequate housing and reintegrate successfully.

While the surge in support for IDPs, refugees, and asylum-seekers—facilitated by the collaboration with IOM, NRC, and DRC—has strengthened protection, enhanced dignity, and improved resilience, the decline in returnee assistance highlights an urgent need for targeted reintegration measures. Strengthening long-term solutions, including access to housing, livelihoods, and community support, will be critical to ensuring the successful and sustainable reintegration of returnees.

## 10. Outcome Area: Healthy Lives

**By 2026, refugees and returnees are integrated in national and community healthcare systems.**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>10.1 Proportion of children aged 9 months to five years who have received measles vaccination</b>			
Refugees and Asylum-seekers	71.00%	92.00%	67.00%
<b>10.2. Proportion of births attended by skilled health personnel</b>			
Refugees and Asylum-seekers	71.01%	100.00%	99.69%

### Core Output Indicators

Population Type	Indicator	Actual (2024)
<b>10.1.1 Number of individual consultations in UNHCR supported health care services</b>		
Refugees and Asylum-seekers		216,878
Returnees		169
<b>10.2.1 Number of consultations in UNHCR supported mental health and psychosocial support services</b>		
Refugees and Asylum-seekers		3,552

## Progress Against the Desired Outcome

Despite notable advancements in the health sector, several persistent challenges continue to hinder progress. Insufficient data monitoring mechanisms have made it difficult to accurately evaluate healthcare service delivery, limiting the ability to identify gaps and improve outcomes. At the same time, the ongoing influx of displaced populations is placing immense pressure on already overstretched healthcare services, highlighting the urgent need for sustained investment in infrastructure and service improvements.

Compounding these challenges is the fragility of the national health system and the insufficient inclusion of refugees in government health policies. These shortcomings have severely restricted access to quality healthcare for displaced populations, undermining disease prevention efforts, weakening outbreak responses, and deepening health disparities. As a result, refugees remain particularly vulnerable to public health crises. Addressing these issues requires a multi-faceted approach that strengthens health system resilience, promotes inclusive policies, and implements targeted interventions to ensure equitable healthcare access for all.



## 11. Outcome Area: Education

**By 2026, PoC school age children have improved access to equitable and quality basic education through the national system.**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>11.1 Proportion of young people enrolled in tertiary and higher education</b>			
Refugees and Asylum-seekers	0.39%	3.00%	0.20%
<b>11.2 Proportion of children and young people enrolled in the national education system</b>			
Refugees and Asylum-seekers	35.83%	44.00%	62.79%

### Core Output Indicators

Population Type	Indicator
	Actual (2024)
<b>11.1.1 Number of people who benefitted from education programming</b>	
Refugees and Asylum-seekers	47,020

## Progress Against the Desired Outcome

In 2024, UNHCR-supported education programs significantly advanced the objective of providing school-age children with improved access to equitable and quality basic education through the national system. The programs reached 47,020 refugees and asylum-seekers, closely aligning with the 2023 figure of 50,160 beneficiaries. This highlights the operation's effectiveness in ensuring that both refugee and host community children have access to essential educational resources.

Key partnerships with UNICEF, the Ministry of Education, the World Bank, and other stakeholders have played an instrumental role in enhancing educational access and quality. These collaborations have facilitated the integration of refugee children into national education systems, ensuring they receive accredited education and opportunities for continued learning.

Through collective efforts, significant improvements have been made to school infrastructure, including the construction and rehabilitation of classrooms, provision of learning materials, and enhancements to water, sanitation, and hygiene (WASH) facilities. These developments have created a more inclusive and supportive learning environment for all students, thereby promoting equitable access to education.

Moreover, the strengthening of teacher training programs has equipped educators with the necessary skills to address the unique challenges faced by displaced learners, such as language barriers and psychosocial support needs. This targeted training has contributed to improved education quality and increased retention rates among refugee students.

Financial support from partners has also enabled the inclusion of refugees in national education policies and programs, such as tuition fee waivers and access to national examinations. These initiatives have not only boosted enrollment but have also enhanced attendance and learning outcomes, further ensuring that children of school age benefit from a quality education.

Despite the progress made, sustainability remains a challenge, particularly due to ongoing reductions in

education resources.

Moving forward, UNHCR and its partners will continue to prioritize the monitoring of educational quality to maintain high learning standards and ensure adequate support for teachers and learning materials. Long-term sustainability planning will be critical for preserving and enhancing these achievements, as UNHCR works to integrate refugees into national education systems and ensure that all children have equitable access to quality basic education amid evolving challenges. These partnerships will be vital for advocating for sustained policy inclusion and mobilizing resources to further expand educational access for displaced children and youth.

## 12. Outcome Area: Clean Water, Sanitation and Hygiene

**By 2026, persons of concern have unfettered access to enough potable water and water for personal hygiene and have access to adequate sanitation facilities.**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>12.1 Proportion of people using at least basic drinking water services</b>			
Refugees and Asylum-seekers	58.00%	85.00%	84.60%
<b>12.2 Proportion of people with access to a safe household toilet</b>			
Refugees and Asylum-seekers	62.00%	75.00%	62.90%

### Core Output Indicators

Population Type	Indicator
	Actual (2024)
<b>12.1.1 Number of people supported with access to water and/or sanitation services</b>	
Refugees and Asylum-seekers	389,730

## Progress Against the Desired Outcome

In 2024, UNHCR facilitated access to sufficient potable water and sanitation services for 389,730 refugees and asylum-seekers, an increase from 317,434 beneficiaries in 2023. This progress reflects enhanced investments in water systems, strengthened partnerships, and improved service delivery, all contributing to ensuring that refugees, IDPs, returnees, stateless persons, and host communities have unfettered access to enough potable water and water for personal hygiene, alongside adequate sanitation facilities.

Collaboration with government agencies, NGOs, and development partners has been instrumental in expanding and improving WASH services. UNHCR's partnership with UNICEF, the DRC Ministry of Environment, Conservation of Nature, Water and Forests and host communities has strengthened technical expertise and coordination, leading to more sustainable water management solutions. Support from key donors, including the US Government and the Government of Japan, has been crucial in funding the development of water infrastructure, the construction of latrines, and the implementation of hygiene promotion initiatives. Additionally, local water authorities and NGOs have played a significant role in service delivery, ensuring that interventions are context-specific and responsive to community needs.

Community-led sanitation initiatives have also been pivotal, with UNHCR supporting the construction of latrines, handwashing stations, and waste management systems while conducting hygiene awareness campaigns to promote behavioral change and prevent waterborne diseases.

## 13. Outcome Area: Self Reliance, Economic Inclusion and Livelihoods

**By 2026, persons of concern have access to livelihoods ensuring that an increasing percentage is self-reliant and no longer dependent on humanitarian assistance**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>13.1. Proportion of people with an account at a bank or other financial institution or with a mobile-money-service provider</b>			
Refugees and Asylum-seekers	33.00%	27.00%	36.00%
<b>13.2. Proportion of people who self-report positive changes in their income compared to previous year</b>			
Refugees and Asylum-seekers	14.00%	14.00%	11.20%

### Core Output Indicators

Indicator		Actual (2024)
Population Type		
<b>13.1.1 Number of people who benefitted from livelihoods and economic inclusion interventions</b>		
Refugees and Asylum-seekers		19,045
Returnees		3,625

## Progress Against the Desired Outcome

UNHCR-supported livelihoods and economic inclusion initiatives significantly expanded, benefiting 19,045 refugees and asylum-seekers, a notable increase from 5,734 in 2023. This growth marks a critical advancement toward self-reliance and economic empowerment for displaced populations. Additionally, the programs supported 3,625 returnees, up from 2,280 the previous year, highlighting enhanced efforts to promote sustainable reintegration and economic resilience.

A key factor driving this progress has been the expanded use of Cash-Based Interventions (CBIs). These interventions empower individuals by providing them with the financial resources to meet basic needs, invest in livelihoods, and make independent economic decisions. By stimulating local markets and promoting economic inclusion, CBIs have proven instrumental in reducing dependency on humanitarian aid and fostering social cohesion within host and return communities.

To ensure lasting economic stability, however, sustained progress requires complementary support, including skills training, access to financial services, and market linkages. Such resources are essential for helping displaced individuals fully integrate into their host communities.

The substantial increase in program beneficiaries in 2024 (22,670 people have benefited from livelihood and economic inclusion activities) can be attributed to enhanced funding and strengthened partnerships. Increased donor support and collaboration with governments, private sector actors, financial institutions, and development agencies have enabled the expansion of these economic inclusion initiatives. Furthermore, UNHCR has deepened its engagement with local NGOs and community-based organizations to improve outreach and program implementation.

Overall, the significant rise in beneficiaries underscores the scaling up of livelihood support programs that are crucial for empowering refugees and returnees. By providing access to vocational training, financial services, and small business support, UNHCR equips individuals with the tools needed to improve their economic situations, ultimately fostering more sustainable communities.

## 14. Outcome Area: Voluntary Return and Sustainable Reintegration

**By 2026, refugees and internally displaced persons have adequate information to return in dignity and security and in a sustainable manner.**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>14.1 Proportion of returnees with legally recognized identity documents or credentials</b>			
Returnees	100.00%	100.00%	100.00%

### Core Output Indicators

Population Type	Indicator
	Actual (2024)
<b>14.1.1 Number of people who received counselling and/or information on voluntary repatriation</b>	
Refugees and Asylum-seekers	133,343

## Progress Against the Desired Outcome

In 2024, 530,000 refugees and asylum-seekers were documented, with approximately 133,343 individuals receiving counseling and information on voluntary repatriation. While this remains a sizable number, it represents a sharp decline from the 305,279 refugees who accessed similar support in 2023, reflecting evolving perceptions of the feasibility and desirability of return. Nevertheless, the continued demand for repatriation counseling underscores the importance of providing accurate and timely information to enable refugees to make informed decisions about their future.

Several key factors contributed to ongoing engagement in repatriation counseling, including effective outreach efforts, strengthened coordination with partners, and targeted awareness campaigns. Additionally, shifts in security and socio-economic conditions in areas of return may have influenced refugees' willingness to consider repatriation as a viable option. Despite progress in facilitating informed decision-making, ensuring a smooth and sustainable repatriation process remains a priority. Addressing logistical challenges, strengthening reintegration support in countries of origin, and improving access to essential services in return areas are critical to fostering durable solutions. Strong partnerships with local authorities, community leaders, and implementing agencies have played a pivotal role in disseminating information effectively, fostering trust, and encouraging voluntary participation in repatriation efforts.

As a result of these initiatives, 12,898 refugees voluntarily repatriated from the Democratic Republic of the Congo (DRC) to neighboring countries in 2024. This included 2,183 individuals returning to Burundi, 9,203 to the Central African Republic (CAR), and 1,512 to Rwanda. This represents a notable increase from 2023, when 8,770 refugees repatriated, including 4,517 to Burundi, 2,328 to CAR, one to the Republic of Congo, and 1,924 to Rwanda. Since the launch of the current multi-year strategy in 2022, a total of 30,946 refugees have returned to neighboring countries: 10,174 to Burundi, 14,881 to CAR, one to the Republic of Congo, 5,887 to Rwanda, and three to South Sudan.

Conversely, the number of Congolese nationals returning to the DRC has significantly declined. While 11,194 individuals repatriated in 2022, only 1,807 returned between 2020 and 2023, with just 563 individuals making the journey back in 2024. This downward trend reflects persistent barriers to return, including insecurity in certain regions and uncertainties regarding conditions in areas of origin. Addressing these challenges will be essential to ensuring that return remains a viable, safe, and dignified option for those wishing to go home.

## 15. Outcome Area: Resettlement and Complementary Pathways

**By 2026, opportunities for refugees in need of resettlement will have increased**

### Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
<b>15.1 Number of refugees submitted by UNHCR for resettlement</b>			
Refugees and Asylum-seekers	418	500	105

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>15.1.1 Country issues machine-readable travel documents</b>	
Refugees and Asylum-seekers	No

## Progress Against the Desired Outcome

The UNHCR operation in the Democratic Republic of the Congo (DRC) incorporates resettlement and complementary pathways into its protection and durable solutions strategy. Resettlement is particularly vital for refugees who cannot return to their country of origin and face urgent protection needs in their host country.

In 2024, the UNHCR Representation Office in Kinshasa collaborated closely with field teams to assess the protection needs of refugees, aiming to submit eligible cases for resettlement to third countries. This effort involved partnerships with the regional offices in Pretoria and Dakar, the National Commission for Refugees (CNR), the International Organization for Migration (IOM), the Resettlement Support Center (RSC) Africa, and various partner organizations and countries to monitor pending resettlement cases.

In addition to the unallocated global quota (UGQ) for priority and urgent cases, the operation received a specific quota of 100 individuals to be submitted to the United States under the U.S. Refugee Admissions Program (USRAP). This marked a significant reduction from the 600 individuals allocated in 2023.

By 31 December 2024, over 400 individuals had been reviewed for resettlement, with only 105 cases submitted: 100 to the U.S., two to France, and three to Canada. The limited number of submissions was due to some cases not meeting resettlement criteria after thorough interviews, while others awaited further information or actions from field colleagues. Among the submitted individuals, 63 were Central African refugees, 21 were Burundian refugees, 16 were South Sudanese, three were Sudanese, and two were Syrian.

To meet the target of 100 individuals, the resettlement team conducted field missions in February and March 2024. These missions enabled RRF interviews and strengthened the capacity of protection colleagues in the field, with activities in the Gbadolité and Goma sub-delegations.

To mitigate the risk of fraud throughout the resettlement process, resettlement panels comprising protection staff were established in Kinshasa and each sub-delegation to validate eligible cases. In 2024, 11 panel sessions were held—four in Kinshasa, three in Gbadolité, and four in Goma—reviewing a total of 57 cases involving 255 individuals. Field offices also assisted DRC authorities and UNHCR partners in conducting best interest determination (BID) panels for at-risk children identified for resettlement, presenting over 21 cases in Aru, Gbadolité, and Baraka.

In terms of actual departures to resettlement countries, 462 individuals were resettled in 2024, including 459 to the United States and three to Canada. This group comprised 349 Congolese refugees from Brazzaville, 55 Burundian refugees, 20 Central African refugees, nine Rwandan refugees, three Eritrean refugees, and 21 dependent Congolese (not of concern). Each refugee received departure assistance equivalent to USD50 from partner ADSSE.

The representation office also worked with IOM, ADSSE, RSC, and third countries to monitor ongoing resettlement cases. It participated in coordination meetings and provided logistical support for RSC Africa's Circuit Rides missions and U.S. Citizenship and Immigration Services (USCIS) interviews, including the collection of refugee documentation for cases submitted for resettlement between 2013 and 2023. The office facilitated three missions: interpreter training, Circuit Rides (which included USCIS interviews, pre-screening, medical exams, and cultural orientation), and security assessments.

Between February and March 2024, the RSC team trained approximately 39 interpreters from Kinshasa and the provinces. In May and August, 177 individuals participated in the Circuit Rides process in Kinshasa, out of 648 scheduled. However, the mission faced suspension by the U.S. following the attempted coup on May 19, 2024. In response, a pre-screening mission was organized via video conference from Nairobi for various offices, including Aru. 134 cases out of 448 were pre-screened, encompassing 73 cases from 233 individuals for the Aru team and 61 cases from 215 individuals for the Nairobi team, with 29 deferral cases processed. Additionally, the representation office collaborated with the Dakar regional office to update monthly statistics in the Resettlement Statistical Report (RSR) platform.

## 16. Outcome Area: Integration and other Local Solutions

**By 2026, pathways to nationality for long lasting refugees will be established and tenure and land rights of IDPs and returnees will be increasingly secured.**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>16.1 Proportion of people with secure tenure rights to housing and/or land</b>			
Refugees and Asylum-seekers	1.00%	25.00%	19.50%
<b>16.2 Proportion of people covered by national social protection systems</b>			
Refugees and Asylum-seekers	11.00%	15.00%	10.90%

### Core Output Indicators

Population Type	Indicator	
	Actual (2024)	
<b>16.1.1. Government Social protection system is inclusive of forcibly displaced and stateless people</b>		
IDPs	Limited	
Refugees and Asylum-seekers	Limited	
Returnees	Limited	
<b>16.2.1 Number of people supported by UNHCR to acquire nationality, permanent residency status or to access naturalization procedures</b>		
Refugees and Asylum-seekers	0	

## Progress Against the Desired Outcome

In 2024, UNHCR was unable to support any refugees or asylum-seekers in acquiring nationality, permanent residency status, or accessing naturalization procedures, despite having set a modest target for the year. The target for Operational (OP) and Organizational Level (OL) was to assist one person each, but no progress was made, resulting in an achievement of zero.

This was partly due to complex legal, bureaucratic, or political challenges surrounding local integration, nationality, and residency issues.

With regard to IDPs and returnees, some 569 returnees and 1,514 IDPs received tenure and land rights. These actions have provided these individuals with legal security over their land, reducing the risk of secondary displacement and conflicts over land ownership. In addition, UNHCR's villagization policy promotes planned settlements with access to essential services, infrastructure, and livelihood opportunities, fostering sustainable reintegration. By integrating returnees and IDPs into structured communities, this approach enhances social cohesion, improves access to education and healthcare, and supports long-term stability and self-reliance.

This also enhances their ability to invest in housing, agriculture, and other livelihood activities, contributing to long-term stability and self-reliance. Furthermore, securing land rights fosters social cohesion between returnees, IDPs, and host communities, laying the foundation for sustainable reintegration and development.

## 2.2. Age, Gender and Diversity

UNHCR DRC conducted participatory assessments in eight provinces, covering 11 territories, engaging refugees, IDPs, and returnees. These assessments, involving women, men, girls, and boys, informed programming for 2025. A total of 8,188 displaced persons participated: refugees (42.15%), IDPs (41.22%), returnees (16%), and asylum seekers (0.03%). Among children, 43.78% were refugees, 35.12% IDPs, and 14.78% returnees. People with disabilities made up 24.65% of adult participants and 23.19% of children, while host communities represented 27%.

The assessment engaged 2,653 refugees, 3,936 IDPs, 422 host community members, 956 returnees, and 221 returning IDPs. The results were prioritized in 2025 planning. UNHCR DRC adapts its programs using an age, gender, and diversity (AGD) approach, incorporating community feedback.

For example, a cost-of-living survey in urban areas was carried out to address refugee concerns on assistance for persons with specific needs. Meetings with partners addressed reception issues in some offices. Regular consultations with women's groups ensure their needs are considered, while activities with men address concerns raised by women and girls.

A virtual workshop with 100 refugee representatives and senior management discussed protection issues. A face-to-face workshop with urban refugees reviewed 2023 priorities and 2024 mid-year results. Refugees in Kinshasa were trained to participate in the 2024 cost-of-living survey.

UNHCR DRC reached 230,227 displaced persons through feedback mechanisms. Evaluations led to harmonized SOPs and tools for automating complaint management.

To enhance communication and transparency, UNHCR holds regular meetings with displaced persons using various channels, including one-stop shops, group meetings with women and youth, community leader discussions, and digital platforms.

In 2024, UNHCR and partners promoted community self-management and participation in operational planning and protection monitoring, improving prioritization and aligning with available resources.

Women's participation in community structures increased to 51%, reflecting efforts to encourage inclusive decision-making.

UNHCR also supports three women-led organizations addressing GBV, providing funding, resources, and technical assistance while collaborating with UN agencies and international partners to enhance impact.



## Section 3: Resources

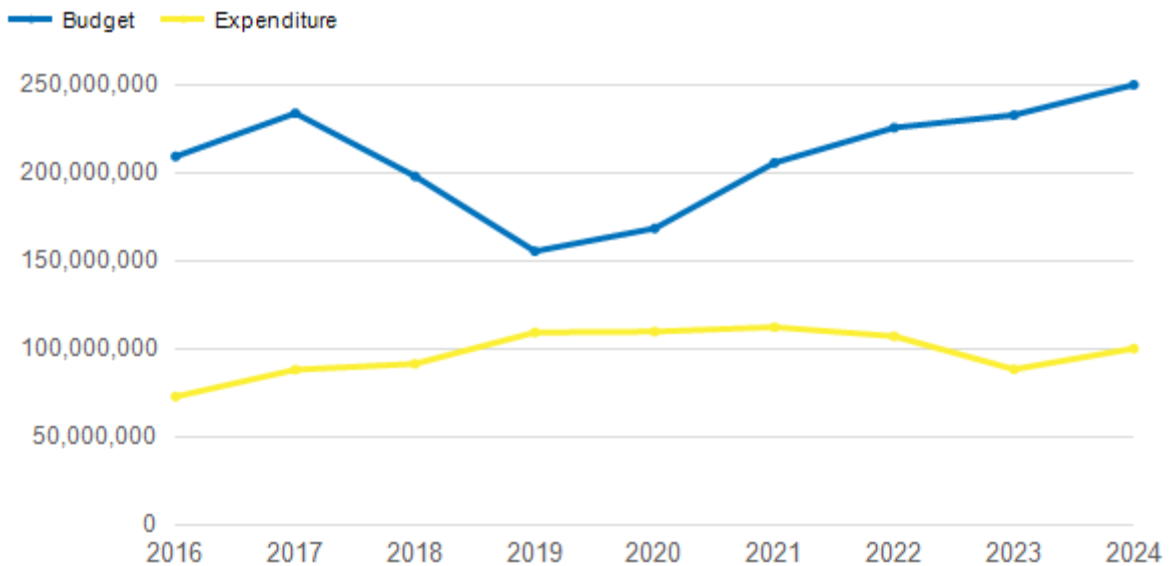
### 3.1 Financial Data

(Financial figures in USD)

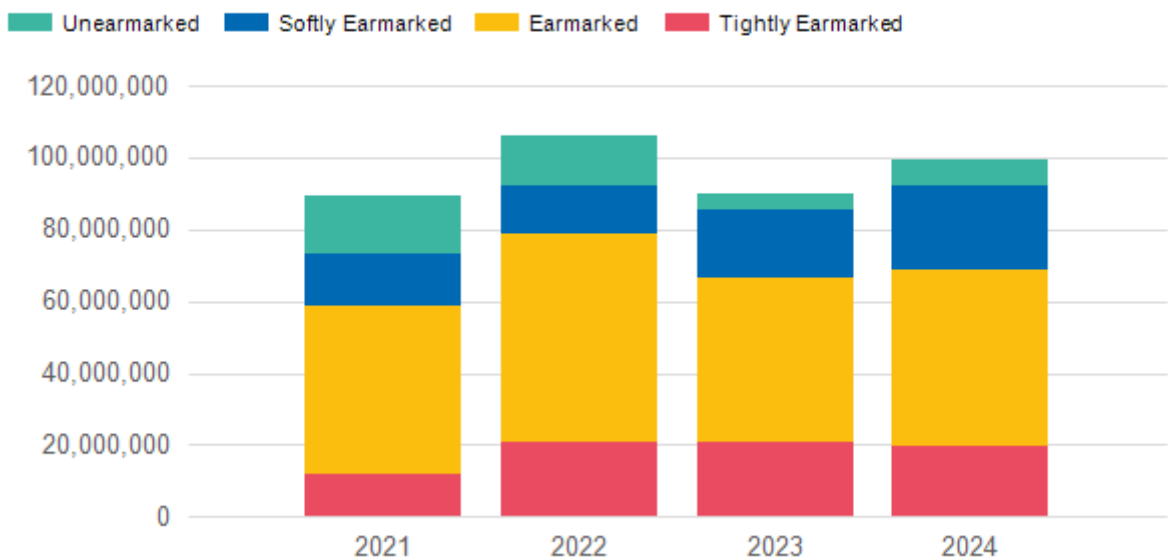
Impact Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
IA1: Protect	65,129,321	25,390,830	38.99%	24,917,012	98.13%
IA2: Assist	94,550,819	41,237,483	43.61%	40,844,911	99.05%
IA3: Empower	34,338,352	16,096,129	46.88%	16,096,129	100.00%
IA4: Solve	55,729,266	18,179,920	32.62%	18,179,920	100.00%
All Impact Areas		2,130,071			
<b>Total</b>	<b>249,747,758</b>	<b>103,034,432</b>	<b>41.26%</b>	<b>100,037,972</b>	<b>97.09%</b>

Outcome Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
OA1: Access/Doc	21,829,773	6,487,921	29.72%	6,138,241	94.61%
OA2: Status	3,970,354	1,151,762	29.01%	1,151,762	100.00%
OA3: Policy/Law	4,539,616	2,037,249	44.88%	2,037,249	100.00%
OA4: GBV	18,302,449	6,451,511	35.25%	6,362,238	98.62%
OA5: Children	9,249,177	3,922,165	42.41%	3,887,300	99.11%
OA6: Justice	7,237,951	5,340,222	73.78%	5,340,222	100.00%
OA7: Community	16,320,698	8,364,929	51.25%	8,364,929	100.00%
OA8: Well-being	1,238,208	406,245	32.81%	406,245	100.00%
OA9: Housing	26,555,564	12,159,444	45.79%	11,766,872	96.77%
OA10: Health	22,158,957	6,234,591	28.14%	6,234,591	100.00%
OA11: Education	13,158,353	5,601,777	42.57%	5,601,777	100.00%
OA12: WASH	15,054,351	3,422,728	22.74%	3,422,728	100.00%
OA13: Livelihood	21,424,033	10,236,010	47.78%	10,236,010	100.00%
OA14: Return	40,407,098	9,644,185	23.87%	9,644,185	100.00%
OA15: Resettle	3,287,747	1,444,789	43.94%	1,444,789	100.00%
OA16: Integrate	12,034,422	7,090,946	58.92%	7,090,946	100.00%
EA18: Support	10,569,854	9,834,199	93.04%	9,834,199	100.00%
EA20: External	2,409,153	1,073,687	44.57%	1,073,687	100.00%
All Outcome Areas		2,130,071			
<b>Total</b>	<b>249,747,758</b>	<b>103,034,432</b>	<b>41.26%</b>	<b>100,037,972</b>	<b>97.09%</b>

### Budget and Expenditure Trend



### Contributions Trend by Type



## 3.2. Resources Overview

In 2024, UNHCR’s operations in the Democratic Republic of the Congo (DRC) balanced continuity with strategic adaptation. With a strong presence across 16 offices—comprising a representation office in Kinshasa, five sub-offices, and ten field offices—the organization maintained a widespread yet targeted footprint. To enhance operational efficiency, UNHCR closed the Bili field office in June, reallocating resources to more strategically significant areas. This streamlining effort was part of a broader initiative to ensure a more agile and cost-effective presence while maximizing impact.

The operation was supported by a team of 419 staff members, including 91 international personnel, 282 national staff, and 46 affiliated personnel. Gender distribution stood at 315 men and 104 women, underscoring ongoing challenges in achieving parity. Nonetheless, UNHCR remains committed to gender diversity, actively encouraging female recruitment and appointing women to senior positions, including the Representative (D2) role. This commitment is integral to fostering a more inclusive and effective workforce.

Resource allocation in 2024 was shaped by key operational adjustments, notably a reduction in staffing as part of an ongoing restructuring process. The focus remained on leading the Protection, Shelter, and Camp Coordination and Camp Management (CCCM) clusters, particularly for internally displaced persons (IDPs), while continuing oversight of the Refugee Coordination Model (RCM).

To support these priorities, UNHCR managed a fleet of 305 vehicles—136 designated for administrative and staff use and 169 allocated to the organization's 17 implementing partners. Through optimized fleet management, vehicle use was reduced by 35% compared to the previous year, achieving an 80% utilization rate. Strategic monitoring and planning have ensured that mobility remains high, facilitating timely and cost-effective humanitarian assistance to the most vulnerable populations. This resource-conscious approach has been crucial in sustaining operations amid evolving challenges and budgetary constraints.

In 2024, UNHCR achieved remarkable success in resource mobilization, meeting 100% of its fundraising targets in its first year of implementing the Multi-Year Funding and Programming Target (MYFPT). This success reflects strong donor engagement and strategic alignment with funding priorities, underscoring the importance of transparent communication in building trust and sustaining financial support.

Additionally, UNHCR enhanced resource mobilization through strategic partnerships with UN sister agencies like UNICEF, WFP, FAO, and UNDP. Collaborative initiatives, including a joint livelihoods and self-reliance strategy with WFP and FAO, highlighted UNHCR's commitment to addressing displacement challenges. By aligning efforts with both humanitarian and development actors, UNHCR mobilized additional resources, improved program sustainability, and ensured continued support for displaced populations.

## Section 4: Lessons Learned and Future Outlook

### 4.1 Lessons Learned and Future Outlook

**Strengthening Protection Through Community-Based Approaches:** Investing in community-based protection, local ownership, and self-management—particularly by training authorities on refugee protection—empowers both communities and local actors to effectively address protection incidents. This also enhances their capacity to prevent and respond to GBV, including stigma and harmful practices, while ensuring culturally sensitive interventions and sustainable progress.

**Fostering Peaceful Coexistence Through Inclusion and Conflict Resolution:** Engaging host communities in program planning and implementation, alongside structured conflict resolution mechanisms, fosters peaceful coexistence and effectively addresses persistent disputes. Strengthening collaboration between refugee and host communities is critical for long-term social cohesion.

**Enhancing Child Protection and Birth Registration:** A revitalized Child Protection Working Group strengthens coordination and services for at-risk children. Additionally, streamlining birth registration processes is essential for safeguarding children's rights and ensuring their access to protection and services.

**Strengthening Partnerships and Coordination for Greater Impact:** Effective collaboration with state services enhances project efficiency and sustainability. Multi-stakeholder coordination, particularly in health and protection sectors, ensures a more effective response to emerging challenges.

**Improving Logistics and Infrastructure Planning:** Prioritizing procurement during the dry season helps reduce logistical delays and ensures timely implementation of critical interventions.

**Enhancing Epidemic Response Through Coordination and a Multisectoral Approach:** Successful epidemic management requires strong coordination mechanisms and a multisectoral approach, ensuring a timely and efficient response.

**Flexibility and Trust as Pillars of Effective Strategy Development:** Given operational unpredictability, planning must remain flexible while building trust within communities. Strengthening engagement strategies with local actors enhances coordination, responsiveness, and overall program effectiveness.



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