

FY14 Q4 Quarterly Report
July – September 2014
Emergency Assistance to Conflict-Affected Populations-IV
(EACAP IV)



Water Collector chamber

Mungote gravity-fed water system

COUNTRY CONTACT	HEADQUARTERS CONTACT	PROGRAM SUMMARY	
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I. Executive Summary

With an approach that integrates service provision, governance and economic development with a focus on accountability, the EACAP-IV program supports camp populations of internally displaced people (IDPs) to transition towards greater autonomy in the management of and provision of these services. The intervention builds on our extensive experience in the target area and is based on the installation of efficient and cost-effective infrastructure that best meet the needs of target populations. Meanwhile, support to local management structures is increasing the self-sufficiency of camp populations and the likelihood that WASH infrastructure continues to be maintained and used appropriately into the future. Through a partnership with International NGO Safety Organisation (INSO), the program ensures that humanitarian partners working in North and South Kivu are able to access and use accurate security information, which ultimately increases the impact of Mercy Corps and its diverse partners operating in conflict-affected environments. INSO DRC has been operational in North and South Kivu provinces since the last quarter of 2012. The program covers a wide range of services, both scheduled and requested, to help assist the humanitarian organizations in fulfilling their own mandates through the provision of essential security cooperation and information services.

During the first quarter of the EACAP-IV project (July–September 2014), activities focused on the launch of sanitation construction work and hygiene promotion in the target camps. Mercy Corps continued to provide and maintain water systems in all camps through pumping and treatment systems, gravity water systems and spring catchments. The construction of the Mungote water system continued throughout the quarter. Mercy Corps regularly participates in coordination meetings such as the WASH cluster and the CCCM working group in Goma, and in weekly inter-agency meetings in Kitchanga. While conflict is persistent in the region and ongoing violence and criminal activities do affect the security situation of the implementation area, as well as the IDP population, program activities were not affected in this quarter.

1. Program Overview

Persistent conflict in the North Kivu region of Eastern Congo continues to negatively impact the lives of thousands of civilians. An estimated 168,000 IDPs reside in 21 camps in which Mercy Corps currently operates, and these camps still require extensive external support due to their steady growth. Overall, the current provision of services in and around the camps is not adequate to meet the needs of the displaced and of host populations. Furthermore, movements of populations remain unpredictable due to the intense fighting between armed groups, and infrastructure in many IDP camps has been damaged or destroyed due to fighting. Cholera is endemic to the region, and inadequate sanitation infrastructure and hygiene practices increases the risk of an outbreak. In response to this chronic emergency, Mercy Corps continues to providing essential WASH services in IDP camps in North Kivu, benefiting 240,000 people and preventing the spread of cholera.

Sector	Cumulative Period Targeted		Reporting Period Reached		Cumulative Period Reached	
	Total	IDP	Total	IDP	Total	IDP
WASH	240,000	220,000	168,047	142,192	168,047	142,192
HC & IM	79 Humanitarian Organizations	N/A	79 Humanitarian Organizations	N/A	79	N/A

Award-level Beneficiaries

2. Contextual Update

2.1. Security

The security context in the Kivus has not changed dramatically in 2014 despite efforts to disarm and reduce the number of armed groups in the region, a process of which has not achieved any major breakthroughs thus far. While some of the armed groups have had their previous strength levels reduced, (like ADF Nalu in Beni, APCLS in Masisi, different Mai-Mai groups in Rutshuru, Uvira, and Fizi), their presence continues to destabilize the region and present security risks to operational NGOs. In addition, voluntary disarmament programs for national armed groups and foreign ones, such as the FDLR, progresses very slowly while security sector reform has also been pending since the signing of the Framework Agreement in Addis Ababa last year. Major concerns on the performance of the national army and police force have yet to be addressed, namely the chain of command structure and discipline and the proper remuneration of both the army and the police force.

The main incidents affecting NGO security were criminal acts, with 74% of all incidents recorded falling into this category. The majority of criminal incidents were armed or unarmed robberies (84% of all criminal cases), 59% of these robberies affecting NGO off duty national staff members. As well, a large portion of these robberies or attempted robberies (74%) were at national staff member residences. A further 32% of all NGO incidents recorded affected NGO compounds or vehicles while travelling. Criminal incidents are recurrent events, especially in urban settings, and 46% of all NGO incidents took place in the towns of Goma and Bukavu while in the areas of Masisi, Rutshuru, and Fizi, NGOs were more affected by prevailing insecurity. During the first 9 months of 2014, 15 NGO workers were injured (of which 6 were during a criminal event), 3 NGO staff were killed (assessed as being unrelated to their role in their respective NGOs) and 4 NGO staff were kidnapped on 2 occasions. Their captivity was short lasting, only 1 day in one case (concluded after the family paid a ransom) and 4 days for the other case.

Military operations against armed groups in the east have slowed down after having an intense period in the first quarter of the year; however, the presence of many armed groups in almost all territories of the two Kivus remains a reality. These armed groups are operating through low intensity fighting while creating difficulties for the civilian population via criminal acts such as robberies and lootings. Of late, clashes are primarily between factions of active groups rather than any meaningful military operations, particularly in Shabunda territory. The military operations against ADF Nalu at the beginning of the year have significantly reduced the power of this group in Beni territory, but in the last weeks of September, more attacks by this group have been noted.

As far as the political scene is concerned, the two main points raised by the political opposition are the full electoral calendar to be announced and the rejection of any types of changes or modifications to the constitution that could allow the incumbent president to run for office for a third term in 2016. The political opposition has united under an alliance and seems to be working so far. The opposition has called their followers to stage peaceful street demonstrations in major cities until their requests are met and there were already several demonstrations in Kinshasa, Goma and Bukavu. It is expected that these protests will continue into the end of the year and likely intensify further into 2015.

In this politically and militarily challenging environment, NGOs working in the two eastern provinces of North and South Kivu are able to carry out their humanitarian activities with intermittent lack of access to areas that are blocked due to short-lived fighting and poor road

conditions especially during the rainy seasons while the major risk for NGOs remains armed robberies. In areas of North Kivu where the WASH programs are implemented, various clashes between armed groups have caused displacement in several pockets of the province, especially in the South Lubero and Kitchanga, as well as the growing instability in Walikale, Beni. These clashes are slowing down the return of IDPs. In the area of Kitchanga, clashes between the FARDC and suspected members of the Alliance of Patriots for a Free and Sovereign Congo (APCLS) have led to new population movements (figures to be confirmed). Mweso area also continues to see an increase in security incidents against humanitarian organizations, with armed burglaries on NGO offices and UN partners.

2.2. Movements of Population

On September 25, 2014, the Province of North Kivu counted an estimated IDP population of 900,212, accumulated since 2009. This represents a decrease of approximately 1.47% (13,402 people) compared to that present in July 25, 2014 (913,614 people). This reflects the results of the verification activities initiated in recent months by the Camp Coordination and Camp Management (CCCM) working group coordinated by IOM and UNHCR in displacement sites in North Kivu. This significant decrease in the numbers of displaced people in sites and camps in North Kivu is explained by two factors:

- Number verification through fixing exercises (at night);
- The departure of displaced people from Goma sites, facilitated since last May by the provincial authorities.

Despite the decrease in the total number of displaced people in the province during the month of August, about 14,555 new IDPs were registered in Walikale and Lubero, following the events that led to the deterioration of the security climate in these areas, including:

- The continuation of military operations directed jointly by the Armed Forces of the Democratic Republic of Congo (FARDC) and the FIB / MONUSCO against armed groups in Walikale;
- Clashes between FARDC and armed groups in the territory of Lubero.

New displacements in North Kivu remain a recurrent phenomenon, caused by chronic insecurity.

Goma

Arrivals in sites surrounding Goma declined by approximately 9.66%, compared with July 2014. This trend was highlighted by the updates in population numbers made after the fixing exercises in the camps around Goma, in particular Mugunga I and Mugunga III.

Masisi

Masisi has a total population of 158,273 IDPs, or 7747 less people (2.76%) than the previous month. This trend is the result of population number verifications that have been performed in sites and host families by UNHCR and IOM. Indeed, the IDP population in the sites of Bweremana, Shasha, Kalinga, Kibabi / Buporo and Kibabi / Police (Masisi), Kashuga 2, Malemo, Bibwe and Bweru (Kitshanga area) has decreased following voluntary departures. 100 newly displaced households were reported in the town of Mweso (about 20 km northeast of Kitchanga, in Masisi territory). These people came from the villages of Kanyangohe, Bumbasha, Masha and JTN, located northeast of Mweso and fleeing alleged threats of the Democratic Forces for the Liberation of Rwanda elements (FDLR) and other factions of the Nyatura armed group in their community of origin.

Staff movement

Movements of staff are assured 100% by the vehicles purchased by OFDA while transporting material to the field is provided by a rental truck. Mercy Corps has launched a tender for the purchase of a new field vehicle, and the vehicle will be available at the end of the second quarter.

3. Performance Summary

Sector 1: Water, Sanitation and Hygiene (WaSH)

1. Achievement

From July to September 2014, Mercy Corps continued ensuring access to clean drinking water, sanitation facilities, and hygiene promotion support in a total of 21 IDP camps, 16 in Masisi Territory and five camps outside of Goma (Mugunga I, Mugunga III, Lac Vert, Bulengo and Buhimba). During this quarter, Mercy Corps took responsibility for two additional camps in the Karisimbi Health Zone, Mugunga III and Mugunga I, where Mercy Corps used to provide only partial support in cooperation with other WASH partners who have now withdrawn. Additionally, Mercy Corps withdrew from Kasoko IDP camp in Birambizo Health Zone, which is now overseen by Norwegian Church Aid (NCA). These changes were done in close cooperation with the WASH Cluster and were communicated to USAID-OFDA on October 21st, 2014.

Specific achievements during the reporting period include:

Water Supply Infrastructure

- Daily water trucking in Mugunga I IDPs camps.
- Continued management of three water pumping, treatment, and distribution stations serving Mungote (157,248 liters/day), Buhimba (24,000 liters/day) and Bulengo (119,000 liters/day) IDP camps. Mercy Corps also provided 1565.5 liters of fuel per month to produce 10,322 m³ of drinking water distributed in the camps of Mugunga III (3,835 m³ per month), and Mugunga I in addition to water supplied by water trucking (2,410 m³ per month), for the Mugunga district resident population (3,657 m³ per month and Lac Vert IDPs camps (420 m³ of water per month). All water systems operated and/or monitored by Mercy Corps adhere to a minimum of 0.5 mg/l of residual chlorine at all water points and 0.3 mg/l at household level. *See more details on water provision in Annex 2.*
- Protection of two additional spring catchments at Ngesha for Kitchanga gravity-fed water system. These constructions have resulted in increased water flow from 4.2L/second to 8L/second of the Mungote gravity-fed system under construction.
- Weekly random water testing at household and water point levels in Mugunga I, Buhimba, Bulengo, Lac vert and Mungote. Mercy Corps regularly carries out water testing activities to verify that water is potable and meets the North Kivu WASH Cluster standards, both at delivery points and at the household level.
- Mercy Corps has launched a tender for a topographic study to investigate how to supply water in Bulengo IDP camps and host community through more sustainable systems than water pumping. The selection process is ongoing.

Sanitation Infrastructure

- Construction of 278 new latrine stalls; *(see more detail in Annex 3)*
- Rehabilitation of 369 existing latrines;
- Distribution of 103 latrine maintenance kits to the WASH committees, the RECOs or the Mères Chefs;
- Treatment and sealing of 656 full latrines in 20 camps;

- Construction of 74 new shower facilities; *(see more detail in Annex 4)*
- Rehabilitation of 209 existing shower facilities; *(see more detail in Annex 4)*
- Continued awareness-raising to promote self-management and encourage beneficiaries to maintain hygiene and sanitation facilities in their communities.

Hygiene Promotion

- Weekly hygiene promotion sessions (200 focus groups, 80 door-to-door visits) by the 630 RECOs operational in target IDP camps/sites and Mercy Corps' community mobilizers, reaching 29,511 people;
- Mercy Corps reinforced the sensitization campaign using the child-to-child approach in the camps.
- Dissemination of daily radio messages (with local radio ASS Kibarizo) about good hygiene practices and the prevention of cholera and Ebola;
- Distribution of 294 bags of powdered soap.

Environmental Health

- Mobilization of camp communities to empty 130 waste pits.
- Latrines are cleaned once or twice a day by camp volunteers under the supervision of trained personnel (e.g. RECOs and Mere Chefs¹).

2. Challenges and Lessons Learned

Lack of information sharing on cholera cases

At first, the director of the Kashuga health center was not sharing information on new cases of cholera, because he believed that only MSF-H should access cholera data. Mercy Corps met with MSF_H program coordinator to better understand why that data could not be made available to the WASH partner in the camps. The MSF-H program coordinator confirmed that it could jeopardize medical ethics. Mercy Corps explained the dangers and risks relating to withholding information, including the possibility of a rapid spread of the disease. After this meeting, the MSF-H program coordinator and the head of Kashuga health center agreed to provide information on cholera to Mercy Corps' focal point for Kashuga IDPs camp.

Delay in signing protocol with partners

Originally, the EACAP IV project planned to have three partners (one international and two local NGOs), but so far Mercy Corps has only signed a partnership with INSO (international NGO). The following factors have slowed down the contracting process with local NGOs:

- The population of Nyabyunyu district addressed a correspondence to Mercy Corps to show their dissatisfaction with the way in which Yme Grands Lacs (YGL) had been managing the existing Buhimba water system, and explain why they do not want YGL to manage the Nyabyunyu water system. Mercy Corps played the role of mediator in this matter, trying to better understand the community's arguments as well as YGL's. Although it took at least three meetings and a lot of exchanges to solve the issue, the community finally recognized that its allegations against YGL could not be demonstrated, and was ready to collaborate with YGL on the management of the Nyabyunyu water system. The subgrant agreement with YGL will soon be finalized now that this issue has been addressed.
- In addition, Mercy Corps decided to transfer the funds originally allocated to a local NGO, Netrese, to YGL. Netrese will be funded by a Pooled Fund-funded program, and YGL will use the allocated fund to maintain the water system and purchase backup equipment (such as a

¹ There is a *Mere Chef*, assigned to each administrative block in the camps who is responsible for managing a rotation of latrine cleaning duties among each household in the block.

generator and pumps) to avoid any disruption in water provision in the camps and within Mugunga and Nyabyunyu community.

Authorization document to build infrastructures on private land

To avoid having to pay compensation for the land that the pipes cross, Mercy Corps has requested authorities of Bashari Mukoto in Kitchanga to provide official documents allowing the construction of hydraulic infrastructure. The Mungote water system passes through private farms, and past experiences have shown that it is critical to obtain official documents prior to building any infrastructure, even communal, on private land. It took time to obtain the relevant document; however, after some negotiations, the authorities of Kitchanga and the farm owners have agreed to this project and will allow access to land where Mercy Corps will build structures and lay pipes, without compensation as they better understand the importance of having water access.

Sector 2: Humanitarian Coordination and Information Management

By the end of the third quarter of the year, INSO had published 77 Flash Alerts followed by 109 updates (to conclude each incident reported); 103 Flash Security Reports followed by 39 updates; 74 weekly roundtables (inclusive for Goma and Bukavu); 6 Directors Meetings, 39 Weekly incidents lists; 18 bi-monthly analytical reports; 3 quarterly data reports; 4 orientation sessions; 2 training sessions, 1 site security review; and 53 independent security advice services.

These services were rendered to a total of 79 humanitarian organizations registered in the INSO system in both North and South Kivu provinces.

1. Achievements

INSO programming that started in 2014 and continued throughout, with the addition of OFDA funding from July 15th onwards, produced the following services to its partner organizations: *(please see attached for INSO's Scope of Services);*

1. **FLASH ALERTS:** A total of **23 flash alerts** with pertinent information on security situations that required immediate action from the partners were issued (13 in North Kivu and 10 in South Kivu) between 15 July and 30 September 2014. These threat warnings were followed by a **total of 41 updates** until the initial incident was closed (19 follow up in North Kivu and 22 follow up reports in South Kivu).
2. **FLASH SECURITY REPORTS:** A total of **36 flash security reports** (20 in North Kivu and 16 in South Kivu) on incidents that could impact their activities, security management and/or regarding changes in the context were issued to the partners during the reporting period. These reports were followed by **7 additional updates** in order to close the initial incident with all current information.
3. **WEEKLY ROUNDTABLES:** **22 weekly roundtable meetings** were held both in Bukavu and Goma inclusively. These meetings provide a forum for sharing information and discussions with NGO security focal points and include a summary of the incidents occurring that week in the respective province as well as a briefing on the current context. On average, 19 people in North Kivu and 15 in South Kivu attend.
4. **DIRECTORS MEETINGS:** **1 Directors meeting** took place within the reporting period. These meetings provide a more strategic perspective of the security implications for humanitarian action. Since the inception of INSO programming, these meetings have been difficult to plan and execute as the Heads of Missions in both provinces tend to already be committed to a wide range of meetings scheduled so at the end of 2013 it was decided to combine the Directors Meeting with that of the regular Heads of Missions meeting that takes place in each province, alternating between Goma and Bukavu.

5. **WEEKLY INCIDENT LISTS:** A total of **11 weekly incident lists** were published throughout the reporting period. These reports are provided to the partners each week on Friday and have so far provided NGOs with verified information on 3,597 individual security events reported from the two provinces. The weekly database format allows NGOs to search by province, place, and date as well as to filter only those events that specifically impacted NGOs.
6. **BI-MONTHLY ANALYTICAL REPORTS:** INSO has published **5 bi-monthly reports** during the reporting period. The Bi-weekly Reports cover each territory in the two provinces that INSO has programming and provides a more analytical view on the general situation twice a month. The analysis focuses on the particular trends in each territory, the presence of irregular armed groups, the possible risks and stakes for the humanitarian activities, as well as the recommendations to NGOs on certain ad hoc problems.
7. **QUARTERLY DATA REPORTS:** During the reporting period **1 Quarterly report** was issued. The Quarterly Data Report is a more in-depth analysis of the overall situation and focuses on the trends that occurred during the quarter. These reports are more comprehensive in the coverage period therefore providing an overview of the security environment in which the NGOs are operating. NGO partners are able to use the findings of this report for planning, better analysis of the context in which they operate.
8. **ORIENTATION BRIEFING SESSIONS:** To date **4 orientation sessions were conducted**. This service was initiated as a result of the Beneficiary Satisfaction survey. These sessions started in August and are repeated twice per month (one in Goma and one in Bukavu) and are designed for newly arrived international staff in order to expose them to the present context, historical analysis, current trends and NGO security concerns. According to the exit surveys from the participants of the first 4 sessions, the briefing has been found extremely useful for their understanding of the context and its security implications.
9. **TRAINING SESSIONS:** Based on the Beneficiary Satisfaction Survey and consultations with individual partner organizations, training sessions were designed to help improve the security management of the mid-level security officers within the organizations. The first **2 training sessions** took place in September and will be followed by 4 more sessions in October and November. The sessions are offered in Bukavu and in Goma to a maximum of 15 participants in each session for a total of 2 days. INSO has subcontracted the services to the Centre for Safety and Development (CSD), a qualified non-profit training organization.
10. **SITE SECURITY REVIEW:** No site security review was done during the period covering 15 July and 30 September. As a Request Service it requires the initiative from the partners and is continuously promoted through INSO publications, briefing and training sessions as well as the weekly and monthly meetings.
11. **SECURITY PLAN REVIEW:** No request was made this year by the partners though 2 requests in October have been processed. Again this is a request service that requires an active initiation by the partners and as with the Site Security Review service, it is promoted to partners via different venues and publications by INSO.
12. **INDEPENDENT SECURITY ASSESSMENT** This is also a request service that the individual partners can solicit further and in-depth information on any given security situation (including critical incidents and individual briefing sessions based on their specific area of interest). **14 independent security assessments** were provided to partners during the reporting period.

2. Challenges and Lessons Learned

Since INSO established its presence in the Kivus in mid-2012, many challenges have been overcome though some still remain:

- The high turnover of staff among partner organizations translates into inconsistent information sharing and the abidance to the INSO Code of Conduct rules (especially confidentiality).
- The difficulty in organizing Directors Meetings due to scheduling conflicts and therefore being unable to ensure maximum participation. Furthermore the Heads of Missions are based either in Bukavu or Goma, but rarely are these two groups able to meet together in order to elaborate on the wider security situation in both provinces.
- Finding quality personnel especially for the Safety Analyst positions.
- Constant challenge for verification of the information collected.

Lessons learned and some remedy actions to reduce the negative effects of the above challenges were;

- The Orientation Briefing sessions become an excellent tool to present INSO to new arrivals, and reduce the effects of limited staff handover and information passages through high turnover within the organizations. These sessions provide the information on how to best use INSO services, an overview and explanation of the INSO Code of Conduct as well as the importance of information sharing for the benefit of the entire humanitarian community.
- Directors Meeting and its organization will continue to be a challenge, though INSO was able to capture a broader audience for these meetings by combining them with the regular Heads of Mission meetings. Nevertheless, the fact that all Heads of Missions are not in the same location makes it difficult to maximize the cross-sharing of experiences and knowledge in each province.
- INSO continues to search for the right combination of skills and qualifications for the candidates to its international and national positions. However, it can prove sometimes difficult to secure the right candidate when needed, as was experienced with a gap of 3 months of the South Kivu Safety Analyst position.
- The verification of information is an ongoing process within INSO with rigorous internal systems in place. However, in the context of DR Congo, the whole process requires even further attention. While over the last 2 years, an extensive network has been created, INSO has hired Field Monitors (May 2014) who are responsible to triangulate information on the ground.

4. Monitoring and Evaluation

Sector 1: WASH

Data on WASH activities is collected within the camps on a monthly basis by the WASH management committees trained by Mercy Corps. These committees have been trained to report on the state of physical infrastructure in the camps, identifying infrastructure to be rehabilitated and other needs for WASH activities. Mercy Corps carries out regular monitoring and verification of WASH activities in North Kivu and verifies information received or requested from other agencies in the field, monitoring progress against project indicators on a continuous basis. Mercy Corps relies on official population statistics released by DRC and The National Commission of Refugees (as camp managers), UNHCR, UNOPS, and the Government of North Kivu every month (often coordinated through the Camp Coordination and Camp Management – CCCM Working Group) in order to estimate infrastructure needs in accordance with North Kivu WASH standards. The program team also participates in coordination meetings to stay abreast of cross-sector issues and events which concern the target IDP camps.

Sector 2: Humanitarian Coordination and Information Management

Internally the service outputs are continuously monitored by the INSO Director for their quality and validity and to ensure that the services comply with the internal operational standards. All reports circulated to the partners have at least 2 layers of checking and editing before they are issued. In the case of a weekly incident list, there are 4 different steps of checking and verifying. In the case of the analytical reports, there are at least 3 steps of corrections and checks. In the case of any request services there are at least 2 different persons checking the quality of the information shared with the partners. In addition to these, INSO HQ staff also consistently reviewed products for validity, accuracy, quality.

As part of the monitoring of the beneficiary satisfaction and opinion, INSO conducts surveys twice a year among its partners, with the next survey planned to take place in November of this year.

5. Coordination

Sector 1: WASH

Mercy Corps regularly participates in the following coordination meetings in order to ensure coherence in program implementation strategies and that needs are covered as effectively as possible:

- WASH Cluster in Goma
- Working groups for camp coordination and management in Goma organized by UNHCR
- Working group for IDPs site coordination and management in Goma organized by OIM
- Weekly coordination meetings organized by OCHA in Kitchanga every Wednesday
- Bi-weekly coordination meetings organized by National Commission for Refugees (camp manager in Mweso Health Zone)
- For cholera response activities in Kitchanga area, Mercy Corps coordinates the response with Solidarités International working outside the camps while in Kashuga, Mercy Corps coordinates with MSF-H who support Kashuga health center.

Sector 2: Humanitarian Coordination and Information Management

In addition to the usual INSO initiated forums where the partners are present and the coordination with them is secured, INSO attends various other forums to coordinate with partners and bi-lateral contacts:

- Participation in the UNDSS initiated meetings (regular and ad hoc ones) in order to exchange information and improve collaboration.
- Participation as an observer in the SMT meetings in Bukavu (South Kivu) in order to liaise and improve coordination with other UN agencies.
- Participation in regular OCHA meetings.
- Participation in CIMIC – MONUSCO meetings (facilitated by OCHA).

In addition to these regularly attended meetings, INSO Director and Safety Analysts engage in bilateral discussions with Embassy Representatives, members of the media, and local administration and in order to coordinate and maintain transparency and visibility with the military authorities, INSO keeps a continuous bilateral relation with relevant ranks in the FARDC and PNC.

6. Conclusion

Sector 1: WASH

During this quarter, Mercy Corps has provided essential water, sanitation, and hygiene services to over 168,047 people living in 21 IDP camps across the Mweso and Karisimbi Health Zones in Masisi

and Goma Territories. In addition, Mercy Corps has conducted in-depth research which serves as both a measure of the impact of prior WASH programming and a baseline for comparison in the future. Mercy Corps continues to work in close collaboration with Buhimba and Lac Vert Camps managers in order to avoid investing funds in camps that will be dismantled. The roll-out of Mercy Corps' strategy to promote the autonomy of camp communities in responding to WASH needs is underway in Goma IDPs camps and scaling up of the strategy will continue throughout the life of the program.

Sector 2: Humanitarian Coordination and Information Management

INSO DRC services have proven essential and valuable since its inception in 2012. Due to the continuous progress in improving the quality and timeliness of the services, INSO partners have been able to assess the risks for their teams and programs better, thus providing a better assistance to the beneficiary population. The INSO services rated highly satisfactory by the end users in a 2014 survey, and recently the NGO community in other provinces started asking for similar services to be duplicated in their areas of implementation.

As INSO programs are designed specifically for the best use of the NGO partners, it is very important for INSO to take into consideration its partners views and feedback. For that very reason, since the beneficiary survey conducted in February 2014, the NGOs in DRC requested INSO to provide some additional services such as Training, Orientation briefings and crisis support. Listening to its end users' requests, INSO DRC has integrated all of these services into its 2014 Scope of Services in order to better respond to the changing needs of the NGO community as a whole. Another beneficiary satisfaction survey will be undertaken as well as a survey among the Country Directors to verify the relevance of existing services for 2015 and to check if any emerging needs require the addition of other services.