



USAID
FROM THE AMERICAN PEOPLE

FY15 Q2 Quarterly Report
October - December 2014
Emergency Assistance to Conflict-Affected Populations-IV
(EACAP IV)



Nyabyunyu water tank

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 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 meets 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 second quarter of the EACAP-IV project (October–December 2014), activities kept focusing on water system and 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 has been regularly participating in coordination meetings such as the WASH cluster and the CCCM working group in Goma, and in weekly inter-agency meetings in Kitchanga.

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 142,192 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 increase the risk of outbreak. In response to this chronic emergency, Mercy Corps continues to providing essential WASH services in IDP camps in North Kivu, preventing the spread of cholera.

Award-level Beneficiaries

| Sector | Cumulative Targeted | | Reporting Period Reached | | Cumulative Period Reached | |
|---------|-------------------------------------|---------|-------------------------------------|---------|---------------------------|---------|
| | Total | IDP | Total | IDP | Total | IDP |
| WASH | 240,000 | 220,000 | 148,793 | 107,938 | 168,047 | 142,192 |
| HC & IM | 90 Humanitarian Organizations | N/A | 81 Humanitarian Organizations | N/A | 81 | N/A |

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 which has not achieved any major breakthroughs thus far. Over the course of the calendar year, 165 NGO incidents were reported by INSO in both provinces, a noted 29 % decrease in the number of incidents when compared to the year 2013 (213 incidents). The main type of incidents affecting NGO security was the criminal acts with 78 % of all incidents recorded falling into this category. The Regular Armed Forces (RAF) was the initiating actor of 16 % of the NGO incidents while only 6 % of the incidents were perpetrated by irregular armed forces' (IAF) elements. The latter shows an improvement against 2013, as this represents a 15 % reduction in IAF initiated incidents. The majority of criminal incidents were armed or unarmed robberies (83 % of all criminal cases), 47 % of these robberies affecting NGO off duty national staff members (generally robbery at their premises). A further 29 % of all NGO incidents recorded affected NGOs 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. NGO workers were unfortunately victims of aggression during some of these incidents: 26 NGO workers were injured (of which 15 during a criminal event), 4 NGO staff members were killed (their deaths were assessed as being unrelated to their role in their respective NGOs) and 5 NGO staff members were kidnapped on 3 different occasions. Their captivity was short lasting, 2 days in two of the cases (concluded after the family paid a ransom) and 4 days for the other case (the perpetrators belonged to an armed group).

In terms of military operations, the second half of 2014 was relatively quiet until civilian massacres by unknown perpetrators (but strongly suspected to be ADF Nalu elements) occurred in Beni territory in October. The FARDC with the support of MONUSCO re-launched military offensives against this group until the end of the year. Furthermore in the last quarter, the FARDC intensified its sensitization campaign among the different Raia Mutomboki factions in Shabunda territory with intermittent military operations against these factions. As for the resolution of the FDLR issue, while the UN mission was planning a military action against the group, the regional mechanisms (SADC- Southern African Development Community) and ICGRL (International Conference for the Great Lakes Region) accorded a 6-month grace period for the combatants to voluntarily disarm. This period has ended on 2nd January 2015, and some military action is expected in the first quarter of 2015.

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 the office for a third term in 2016. Since 2013, after the organization of "national dialogue" meetings in Kinshasa, a rumor of the creation of a cohesion government (meaning inclusion of the opposition members in the government) was widely spread in the political circles. After a long wait, the President finally announced this cohesion government in December 2014 more than a year after the conclusion of the national dialogue. The new cabinet is comprised of ministers chosen from the opposition political parties with the exception of 2 main opposition ones; UNC (Vital Kamerhe's party) and UDPS (Etienne Tshisekedi's party).

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. 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 areas, especially in South Lubero and Kitchanga, as well as growing instability in Walikale, and 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.

Factors that may cause new waves of displacement in the areas of implementation in the coming months:

- Sporadic attacks from ADF armed group in the Territory of Beni.
- Persistence activism of the armed groups (despite the FARDC military operations supported by the FIB) and the absence of a more defined program of demobilization and reintegration of ex-combatants.
- Continuous clashes between different armed groups in North Kivu province.
- The ongoing dismantling of the FDLR in the context of the January 2, 2015 deadline for the voluntary disarmament of its members.

2.2. Movements of Population

North Kivu province has an internally displaced population estimated at 863,431 people, cumulative since 2009 to 25 December 2014. It has seen a slight increase of about 0.31% (2,691 people) compared to November 2014 (860,740 people). This increase is related primarily to the following factors:

1) Review of former IDP statistics, following the multi-sectoral assessments of missions to the Territories of Beni, the rapid response program to population movements (RRMP).

2) New displacements (24,665 people) in the territories of Beni, Masisi and Walikale, following the events that led to the deterioration of the security environment in the above areas, including:

- Clashes between the Armed Forces of the Democratic Republic of Congo (FARDC) and Nyatura in the Masisi territory.
- Clashes between FARDC and Nyatura and Bukombo Tongo in Rutshuru territory.
- Continuation of cleaning operations by the FARDC against the armed group Ndume Defense of Congo Cheka (NDC) and clashes between them and the Democratic Forces for the Liberation of Rwanda (FDLR) in Walikale territory.

Despite the ongoing insecurity, it is observed a decrease of about 36,925 displaced people in all sites coordinated by IOM and UNHCR following spontaneous departures.

Goma

In particular, the sites around Goma experienced a significant decrease of their population (approximately 64.14%, or 34,303 persons) compared to October 2014. This trend is explained by the fixing exercise in Bulengo camp this month, where a decrease of more than 80% of the total displaced in this site was found. At the end of November, Goma was hosting approximately 19,175 people (down from 53,478 in October).

Close of Kiwanja IDPs camp, in Rutshuru territory

On December 2nd, 2014, the Provincial Governor accompanied by a large delegation from Goma arrived at Kiwanja IDPs site. In his speech, he mentioned security problems in and around the camp, and announced the closure of the site. People were asked to leave the site on Wednesday, December 3, 2014 at 10:00 am. The camp was closed as planned, but after a month, estimates from

UNHCR indicate that about 1200 people stayed in Kiwanja town in precarious conditions. After the closure of the camp, the risk of contamination due to the rapid dismantlement of the camp and the lack of WASH partner in place able to clean the camp up in an appropriate manner was great. As indicated below, Mercy Corps intervened to prevent the risks of a cholera outbreak.

Masisi

Masisi has a population of IDPs estimated at 242,920, a decrease of 1.69% or 4186 people compared to the previous month (247,106). This decrease is mainly related to spontaneous returns, in view of the positive evolution of the security situation in some areas due to major factors below:

- Deployment of FARDC units in some localities (Luke Kazinga, Ntete, Kinigi, Katoyi, Remeka, south of Masisi group Ufamandu). These areas were once controlled by armed group Nyatura.
- The continued surrender of armed groups from the area, as well as self-defense militias.

Despite this trend, updates were made in IDP sites and allowed to take into account the statistics of longer-term and more recent displacements. New IDPs were welcomed in Bibwe, Bweru and Muheto sites (around Kitchanga / Mweso) following clashes between the FARDC and Nyatura in several localities in the Kitchanga area (Karambi Bukombo center Gashavu, Rurere, Mashiga, Kinzugu, Kavumu, Kibwe, Muko Kazuba and Kyumba).

2.3. Staff movement

Movements of staff are assured 100% by the vehicles purchased by OFDA, while transport of material to the field is carried out using a rental truck.

3. Performance Summary

Sector 1: Water, Sanitation and Hygiene (WaSH)

1. a) Achievements during reporting period

From October to December 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). Mercy Corps has inaugurated the water system of Nyabyunyu which will be managed by Lac Vert and Mugunga host communities with support from Yme Grands Lacs (YGL). In Mungote, Mercy Corps now supplies the camp through a gravity-fed water system and has therefore stopped the pumping system. During this quarter Mercy Corps has taken the responsibility to clean up Kiwanja IDP camps due to dismantling of the camp done by the Government of North Kivu Province.

Specific achievements during the reporting period include:

Water Supply Infrastructure

- Daily water trucking in Mugunga I IDP camps from October 6 to October 11 and in Lac Vert IDP camps from October 7 to October 9. Mercy Corps stopped supplying water through water trucking on October 11th; 2014.
- Continued management of three water pumping, treatment, and distribution stations serving Mungote (157,248 liters/day), Buhimba (21,373 liters/day) and Bulengo (106,647 liters/day) IDP camps. Mercy Corps also provided 2414.5 liters of fuel per month to produce 13,890 m³ of drinking water distributed in the camps of Mugunga III (3,690 m³ per month), and Mugunga I in addition to water supplied by water trucking (300 m³ in October), for Mugunga district resident

population (225 m³ and Lac Vert IDPs camps (75 m³ of water). 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.*

- Construction of equilibrium chamber of 1 cubic meter on Mungote gravity system and completed the laying of 10 kilometer PVC pipes on the gravity system.
- Finalized the technical study for a 150 cubic meters tanks for Mungote gravity system.
- 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 reopened the 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.
- Purchasing and delivery of construction materials to construction two 10 cubic meters tanks and protect three springs catchments in Mpati and Kivuye IDPs camps.
- On December 10th, 2014 Mercy Corps hosted the inauguration of Nyabyunyu water network that will provide drinking water to roughly 50,000 people. Among them are 35,000 members of the host communities of Mugunga and Lac Vert and 15,000 IDPs living in Mugunga 1, Mugunga 3 and Lac Vert IDP camps. The new water network replaces part of the existing systems (such as water trucking and pumping) and improves the sustainability of water distribution in the camps. Mercy Corps rehabilitated a water tank of 240 cubic meters, installed a 4.3 mile distribution piping, rehabilitated 8 public standpipes and built 3 new ones.
- As part of the partnership between YGL and Mercy Corps on the Nyabyunyu system, monitoring committees for taps stands have been created. The committees are comprised of local authorities and users of the water system.

Sanitation Infrastructure

- Construction of 146 new latrine stalls; *(see more detail in Annex 3)*
- Rehabilitation of 72 existing latrines;
- Distribution of 61 hygiene kits and 152 replacements kits for latrine maintenance kits to the WASH committees, the RECOs or the Mères Chefs;
- Treatment and sealing of 964 full latrines in 20 camps;
- Construction of 46 new shower facilities and 30 repaired; *(see more detail in Annex 4)*
- Rehabilitation of 128 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 (276 focus groups, 172 door-to-door visits) by the 630 RECOs operational in target IDP camps/sites and Mercy Corps' community mobilizers, reaching 41,366 people;
- Mercy Corps reinforced the sensitization campaign using the child-to-child approach in the camps.
- Celebration of the "Global Hand Washing Day" in Kashuga and Kitshanga camps on October 15. These camps are often confronted with cholera-based issues. IPDs, members of the communities, local authorities and partners were invited. Songs, dances, theater play and games about good hygiene practices had been organized for the occasion.
- Dissemination of daily radio messages (with local radio ASS Kibarizo) about good hygiene practices and the prevention of cholera and Ebola;
- Distribution of 322 bags of powdered soap;

- During the cholera outbreak in Kitchanga and Kashuga, 8382 households have been disinfected to prevent the spread of cholera diseases and Mercy Corps has conducted large sensitization campaigns in Mungote, Kahe, Kashuga I, Kashuga II and Ibuga to encourage IDPs to clean their storage containers. This activity has successfully reduced the number of cases of cholera in Kitchanga and Kashuga.

Environmental Health

- Mobilization of camp communities to empty 230 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).
- On December 2, the North Kivu province government decided to close Kiwanja IDP camp. In close coordination with OCHA North Kivu and the provincial WASH Cluster, and with USAID-OFDA approval, Mercy Corps intervened quickly to prevent risks of cholera. Mercy Corps staff and community members cleaned, treated and sealed with chlorine HTH 70% 33 latrine pits left open and 6 waste pits after the dismantling of Kiwanja IDPs camp. A full report of this intervention has been sent to OFDA representatives in country.

1. b) Challenges and Lessons Learned

- **1 Space Problem for sanitation facilities in some camps**

The space problem still persists in some camps as Mukoto and Muhanga where camps are located on private land. Mercy Corps continues to work in close coordination with the National Commission for Refugee (CNR) who has the competent authority to manage land issues and the location of infrastructure. CNR negotiated areas with residents or sometimes moves displaced in administrative blocks that are not saturated to get free spaces for sanitation facilities.

- **Robbery on roads**

During the reporting period, there were cases of robberies in the intervention areas, targeting humanitarian NGOs and public transport motorcycles and trucks. Mercy Corps and its partner NETRESE were victims of a robbery on October 27, causing loss of equipment including a computer and a digital camera (paid by a different grant) and other small equipment such as telephones, USB keys and money were stolen.

- **Theft of equipment and destruction of sanitation facilities in the camps**

After the announcement that the camps would be closed by North Kivu provincial government, the displaced people started demolishing sanitation facilities and stealing hygiene maintenance kits. 4 Four tap stands were stolen in Mugunga I camp, and about 20 latrine doors were demolished. Mercy Corps has reported the thefts to IOM and the National Commission for Refugees (CNR). The latter have started investigating and Mercy Corps continues to sensitize IDPs to take care of infrastructures in the camps.

- **Involvement of the community in Nyabyunyu water system management**

The communities of Mugunga and Lac Vert participated in the construction of the Nyayunyu water system, and expressed their interest in participating in its management after the official handover. It was a challenge to get all parties to agree on how the system would be managed, but the communities, the local partner organization and Mercy Corps came to an agreement on the management system. Mixed monitoring committees have been created, and are functional. One lesson is that after being involved in building the system, the communities were ready to take

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.

ownership over the project, with limited support from external actor. We believe that this will improve the reliability of water provision in the target areas.

Sector 2: Humanitarian Coordination and Information Management

2. a) Achievements during reporting period

INSO programming that started since the beginning of the year 2014 and continued throughout, with the addition of OFDA funding from 15 July onwards, produced the following services to its partner organizations through its scheduled and request services as stipulated in the Scope of Services (*please see attached*) during the last quarter of the year (*between October and December 2014*);

- i. **FLASH ALERTS:** A total of **33 flash alerts** with pertinent information on security situations that required immediate action and measures to be taken by the partners were issued (24 in North Kivu and 9 in South Kivu). These threat warnings were followed by a **total of 31 updates** until the initial incident was closed (27 follow up in North Kivu and 4 follow up reports in South Kivu).
- ii. **FLASH SECURITY REPORTS:** A total of **27 flash security reports** (14 in North Kivu and 13 in South Kivu) 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 provided to the partners. These reports are regarding incidents that could impact on humanitarian activities, security management and/or could change the context in which the NGOs are operating.
- iii. **WEEKLY ROUNDTABLES:** Covering the reporting period, **24 weekly roundtable meetings** were held both in Bukavu and Goma inclusively. The meetings that fell during the Christmas period were cancelled; otherwise they took place every week in each province. The participation is on an average 19 partners in North Kivu and 12 in South Kivu. These meetings provide a forum for the sharing and discussion 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 including an overview of imminent risks to humanitarian operations.
- iv. **DIRECTORS MEETINGS: 2 Directors meetings** took place within the reporting period. These meetings provide a broader more strategic perspective of the security implications for humanitarian action. Since the inception of INSO programming, these meetings were difficult to plan and execute as the Heads of Missions in both provinces were already committed to a wide range of meeting 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. A meeting was not scheduled for the month of December as the Heads of missions meetings were cancelled at the second half of the month and no meeting was held in September as Director of INSO was off during the time when there was a Head of mission meeting planned.
- v. **WEEKLY INCIDENT LISTS:** A total of **13 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 individual security events reported from the two provinces over the course of the reporting period. 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. The list provides only validated and confirmed information, therefore provides the NGOs with factual data filtered from rumors and hearsay. The quality and depth of these reports continue to improve as the efficiency of INSO teams grows in

- addition to their ability to create broader and more reliable information networks for incident verification.
- vi. **BI-MONTHLY ANALYTICAL REPORTS:** INSO has published **6 bi-monthly reports** during the reporting period. The Bi-monthly 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.
 - vii. **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 provides an overview of the security environment in which the NGOs are operating. As it also utilizes accumulated data from the beginning of the year it allows for longer term trend analysis and insights into the changes, and impact of these changes, on the humanitarian environment. The report is based on factual data and includes analysis of the political, military and regional factors that could influence the security environment of the NGOs. NGO partners are able to use the findings of this report for planning, better analysis of the context in which they operate. Another quarterly report covering the last quarter of the year 2014 is due to be published on 15 January.
 - viii. **ORIENTATION BRIEFING SESSIONS:** During the reporting period, **4 orientation sessions** were conducted. This service was initiated as a result of the Beneficiary Satisfaction survey of February 2014 and INSO members requested this service to be a part of the Scope of services. INSO started the orientation service in August 2014. The sessions are repeated twice per month (one in Goma and one in Bukavu) and are designed for newly arrived staff members in order to expose them to the present context, historical analysis, current trends and NGO security concerns. No orientation sessions were held in the month of December due to lack of participants despite the fact that the invitations were sent out to the partners in each province. According to the exit surveys from the participants of the sessions held so far, the briefing has been found extremely useful for their understanding of the context and its security implications.
 - ix. **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. During the reporting period **4 training sessions** took place in October and November concluding a total of 6 sessions for the year 2014. The sessions are offered in Bukavu and in Goma to a maximum of 15 participants in each session for a total of 2 days. Based on the exit surveys from the participants, they rated the quality and content of the sessions very satisfactory. INSO has subcontracted the services to the Centre for Safety and Development (CSD), a qualified non-profit training organization. The training service objectives for this project cycle are achieved and completed.
 - x. **SITE SECURITY REVIEW:** No site security review was done during the reporting period. 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.
 - xi. **SECURITY PLAN REVIEW:** **3 security plan review** requests were received and delivered to the concerned partners. 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
 - xii. **INDEPENDENT SECURITY ADVICE:** This is also a request service that the individual partners can demand for in-depth information on any given security situation (including

critical incidents and individual briefing sessions based on their specific area of interest). **31 independent security advices** were provided to partners during the reporting period. This is a request service that is used the most by the INSO partners in both provinces.

2. b) Challenges and Lessons Learned

Most of the challenges that were cited in the first quarterly report remain valid, including:

- The high turnover of staff among the partner organizations that 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 the 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 (which is part of the reason to hold these meetings) to be able to elaborate on the wider security situation in both provinces.
- 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 passage through high turnover within the organizations. These sessions provide the information on how to best use the 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.
- 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 constant efforts in order not to get caught in rumors and searching for the most reliable information. While over the last 2 years an extensive network has been created, to further develop the information-verification capacity, INSO has hired 8 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 or in Cluster and OCHA Coordination meeting, 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 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 cluster 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 published to the partners have at least 2 layers of checking and editing before they are issued. In the case of weekly incident list, there are 4 different steps of checking and verifying. In the case of the analytical reports (bi-monthly and quarterly) 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 review products for validity, accuracy, and quality.

Furthermore, a beneficiary satisfaction survey was conducted during the month of December among the registered NGO staff members. The results of this survey which are provided as Annex 8 of this report show a positive feedback from the end-users. A total of 80 partners have participated in the survey. 95 % of the respondents to the survey indicated that the INSO services were relevant to the needs of their organizations. In terms of the quality, relevance and timeliness of the INSO services, the participants to the survey rated all these 3 qualities above on average 7.5 (on a scale of 1 to 10, 1 being poor and 10 being excellent). In addition to that, some answers to the open-ended question for additional comments show the level of personal satisfaction of partners such as “This is a much needed and appreciated service in North Kivu”, “INSO is a real bonus to the humanitarian community”.

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)

Sector 2: Humanitarian Coordination and Information Management

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

- Participation at the UNDSS initiated meetings (regular and ad hoc ones) in order to exchange information and improve the collaboration
- Participation as an observer to 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, the INSO Director and Safety Analysts engage in bilateral discussions with Embassy Representatives, members of the media, local administration,

and development partners (cooperations and for-profit organizations). Additionally, 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, PNC and MONUSCO.

6. Conclusion

Sector 1: WASH

During this quarter, Mercy Corps has provided essential water, sanitation, and hygiene services to over 148,793 people living in 21 IDP camps and host communities across the Mweso and Karisimbi Health Zones in Masisi and Goma Territories. In addition, Mercy Corps completed the construction of the Nyabyunyu water system and organized an official handover ceremony with users and local authorities in December, 2014. Mercy Corps' local partner Yme Grands Lacs (YGL) in partnership with the Mugunga-Lac Vert monitoring committees (composed of users and local authorities) launched the paid water system to ensure the transparency of water management and the sustainability of the Nyabyunyu system. During the next quarter more effort will be focused on the construction of 150 cubic meter water tanks and the protection of spring catchments in Mpati IDPs camps. In preparation for the camp closure announced by the provincial government, Mercy Corps has reduced construction in camps, primarily focusing on latrine replacements in order not to invest a lot in new infrastructure while camps are closing. At the same time, Mercy Corps is preparing for additional arrivals in most of the camps as a result of the planned offensive against the FDLR.

Sector 2: Humanitarian Coordination and Information Management

INSO DRC services have proven essential and valuable to the NGO community in the eastern Provinces of North and South Kivu since its commencement. Thanks to the continuous progress in improving the quality and timeliness of the services, INSO partners were able to assess the risks for their teams and programs better, thus safely providing assistance to the beneficiary population. INSO services were rated highly satisfactory by end users in a December 2014 survey (95 % satisfaction). It is explained by partners of INSO that the INSO services have filled an important gap in understanding the context, risks and operational priorities and keeping NGO teams and programs safe. Since the beginning of the project cycle for OFDA funding two new organizations were added to the INSO network and two others are pending completion of the registration process.

INSO continues to listen to its partners who are the primary beneficiaries of the INSO services and to take into consideration the views and feedback from its end-users. The December 2014 beneficiary satisfaction survey has provided valuable inputs to the INSO team to strive to offer better, faster and more reliable information to its partners. In addition to that, with the additional services such as the training and orientation sessions, it is hoped to increase the level of awareness and understanding of the security context to better respond to the needs of the population at risk.