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### Financing of the United Nations Organization Stabilization Mission in the Democratic Republic of the Congo

## Budget performance of the United Nations Organization Stabilization Mission in the Democratic Republic of the Congo for the period from 1 July 2014 to 30 June 2015

### Report of the Secretary-General

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## *Summary*

The total expenditure for the United Nations Organization Stabilization Mission in the Democratic Republic of the Congo (MONUSCO) for the period from 1 July 2014 to 30 June 2015 has been linked to the Mission's objective through a number of results-based-budgeting frameworks, grouped by components, namely, security and the protection of civilians, stabilization of conflict-affected areas, support to the implementation of the Peace, Security and Cooperation Framework, and support.

In accordance with Security Council resolution 2147 (2014), the Mission completed its reconfiguration and strengthened its operational capacity in field offices with the redeployment of civilian, police and military personnel from the western to the eastern part of the Democratic Republic of the Congo. The Mission supported regional and national efforts to neutralize armed groups in areas affected by armed conflict and to disarm, demobilize and reintegrate combatants. While the population suffered from a high number of human rights violations, often leading to internal displacements in the eastern provinces, successful operations in support of the Congolese army led to a reduction of the capacity of some armed groups. In general, the security situation in the eastern part of the Democratic Republic of the Congo remained fragile, with limited progress made against other major armed groups. Progress was made in the national ownership regarding the implementation of national commitments under the Peace, Security, and Cooperation Framework. However, little, if any, progress was achieved in the area of security sector reform.

MONUSCO incurred \$1,416,746,400 in expenditure for the reporting period, representing a budget implementation rate of 99.4 per cent (compared with \$1,432,275,100 in expenditure and an implementation rate of 98.5 per cent in the 2013/14 period). The unencumbered balance of \$7,935,800 (0.6 per cent) resulted mainly from lower requirements for air transportation under operational costs, which was primarily attributable to the lower costs of airfield services, the non-deployment of one fixed-wing aircraft, cost-recovery reimbursements for aircraft use and lower-than-budgeted actual average prices for aviation fuel. This was partly offset by additional requirements for international staff and an increased national salary scale and indemnity payments for separated staff.

### Performance of financial resources

(Thousands of United States dollars. The budget year is from 1 July 2014 to 30 June 2015.)

Category	Apportionment <sup>a</sup>	Expenditure	Variance	
			Amount	Percentage
Military and police personnel	647 998.6	644 164.4	3 834.2	0.6
Civilian personnel	335 312.7	340 961.6	(5 648.9)	(1.7)
Operational costs	441 370.9	431 620.4	9 750.5	2.2
<b>Gross requirements</b>	<b>1 424 682.2</b>	<b>1 416 746.4</b>	<b>7 935.8</b>	<b>0.6</b>
Staff assessment income	35 399.1	32 655.7	2 743.4	7.7
<b>Net requirements</b>	<b>1 389 283.1</b>	<b>1 384 090.7</b>	<b>5 192.4</b>	<b>0.4</b>
Voluntary contributions in kind (budgeted) <sup>b</sup>	1 439.3	711.4	727.9	50.6
<b>Total requirements</b>	<b>1 426 121.5</b>	<b>1 417 457.8</b>	<b>8 663.7</b>	<b>0.6</b>

<sup>a</sup> Inclusive of the commitment authority in the amount of \$27,646,200 approved by the General Assembly in its resolution 69/297.

<sup>b</sup> Includes \$711,400 from the Hironde Foundation comprising provisions for civilian staff salaries, official travel, facilities and infrastructure, ground transportation, communications and other supplies, services and other equipment.

### Human resources incumbency performance

Category	Approved <sup>a</sup>	Actual (average)	Vacancy rate (percentage) <sup>b</sup>
Military observers	760	675	11.2
Military contingents	19 815	19 067	3.8
United Nations police	391	324	17.1
Formed police units	1 050	779	25.8
International staff	1 016	884	13.0
National staff	2 798	2 548	8.9
United Nations Volunteers	524	445	15.1
Temporary positions <sup>c</sup>			
International staff	13	11	15.4
National staff	190	175	7.9
Government-provided personnel	139	79	43.2

<sup>a</sup> Represents the highest level of authorized strength.

<sup>b</sup> Based on monthly incumbency and approved monthly strength.

<sup>c</sup> Funded under general temporary assistance.

The actions to be taken by the General Assembly are set out in section V of the present report.

## I. Introduction

1. The proposed budget for the maintenance of the United Nations Organization Stabilization Mission in the Democratic Republic of the Congo (MONUSCO) for the period from 1 July 2014 to 30 June 2015 was set out in the report of the Secretary-General of 7 March 2014 ([A/68/788](#)) and amounted to \$1,380,028,900 gross (\$1,354,484,100 net), exclusive of budgeted voluntary contributions in kind in the amount of \$1,439,300. It provided for 760 military observers, 19,815 military contingents, 1,441 police personnel, including 1,050 in formed units, 139 government-provided personnel, 1,016 international staff, 2,798 national staff, including 167 national officers, and 524 United Nations Volunteers.

2. In its report of 7 May 2014, the Advisory Committee on Administrative and Budgetary Questions recommended that the General Assembly appropriate \$1,376,095,400 gross for the period from 1 July 2014 to 30 June 2015 ([A/68/782/Add.14](#), para. 76).

3. The General Assembly, by its resolution 68/287, appropriated an amount of \$1,397,036,000 gross (\$1,372,371,500 net) for the maintenance of the Mission for the period from 1 July 2014 to 30 June 2015. The total amount has been assessed on Member States.

4. The Secretary-General, in a subsequent note to the General Assembly on the financing arrangements for MONUSCO ([A/69/832](#)), informed the Assembly that the Mission projected an additional expenditure during the 2014/15 financial period in the amount of \$38,577,700 gross (\$37,300,500 net), owing mainly to: (a) the increased cost of national staff as a result of an increase in the national staff salary scale; (b) a reduction of 2,000 troops that took place later than originally planned and budgeted for; and (c) increased contractual costs in respect of helicopters.

5. In its report of 1 May 2015, the Advisory Committee on Administrative and Budgetary Questions recommended that the General Assembly authorize the Secretary-General to enter into commitments in an amount not to exceed \$38,577,700, in addition to the amount of \$1,397,036,000 already appropriated for the period from 1 July 2014 to 30 June 2015 ([A/69/839/Add.5](#), para. 82).

6. The General Assembly, by its resolution 69/297, authorized the Secretary-General to enter into commitments in a total amount not exceeding \$27,646,200 for the period from 1 July 2014 to 30 June 2015, in addition to the amount previously appropriated for the same period. The amount of \$27,646,200 has not been assessed on Member States.

7. Accordingly, total resources approved by the General Assembly for the maintenance of MONUSCO for the period from 1 July 2014 to 30 June 2015 under the terms of its resolutions 68/287 and 69/297 amounted to \$1,424,682,200 gross.

## II. Mandate performance

### A. Overall

8. The mandate of MONUSCO was established by the Security Council in its resolution 1925 (2010) and extended in subsequent resolutions of the Council. The

mandate for the performance period was provided by the Council in its resolutions 2147 (2014) and 2211 (2015).

9. The Mission is mandated to help the Security Council to achieve an overall objective, namely, to advance peace and security in the Democratic Republic of the Congo.

10. Within this overall objective, the Mission has, during the performance report period, contributed to a number of accomplishments by delivering related key outputs, shown in the frameworks below, which are grouped by component, as follows: security and the protection of civilians; stabilization of conflict-affected areas; support to the implementation of the Peace, Security and Cooperation Framework; and support.

11. The present report assesses actual performance against the planned results-based-budgeting frameworks set out in the 2014/15 budget. In particular, the performance report compares the actual indicators of achievement with the planned indicators of achievement, that is, the extent to which actual progress has been made during the period against the expected accomplishments, and the actual completed outputs with the planned outputs.

## **B. Budget implementation**

12. During the reporting period, security and the protection of civilians remained the Mission's main priority. The Mission initially maintained the deployment of military personnel. However, towards the end of the reporting period, the Mission repatriated 1,150 troops, further to the reduction of 2,000 troops mandated in Security Council resolution 2211 (2015).

13. Under the direct operational command of the MONUSCO Force Commander and operating alongside other MONUSCO brigades in the eastern Democratic Republic of the Congo, the MONUSCO Intervention Brigade continued to engage in preventing the expansion of armed groups and in neutralizing and disarming them. The activities of the Brigade aimed at creating an environment conducive to the restoration of State authority and the achievement of sustainable stability. The Brigade also contributed towards creating the space and time for the Armed Forces of the Democratic Republic of the Congo (Forces armées de la République Démocratique du Congo — FARDC) to undertake their primary task. During the reporting period, MONUSCO continued to support FARDC. Joint planning aimed at the neutralization of the Forces démocratiques de libération du Rwanda (FDLR) was carried out but was put on hold during the second half of the reporting period, owing to concerns over the implementation by the FARDC commander in charge of the United Nations Due Diligence Policy on Human Rights. MONUSCO, however, continued its support to FARDC against the Allied Democratic Forces (ADF) and the Forces de résistance patriotiques en Ituri (FRPI), including with ground troops, attack helicopters and artillery fire, which led to the weakening of their capacity. Those armed groups, nevertheless, continued looting and attacking civilians.

14. The Mission continued to use the unarmed unmanned aircraft system for advanced information collation, analysis and dissemination, which enhanced situational awareness and enabled timely decision-making. Two of the five unmanned aerial vehicles were deployed to the Bunia airfield in the Ituri province

during the reporting period to address the threat posed by the FRPI armed group, while three unmanned aerial vehicles remained in Goma.

15. The third phase of the national disarmament, demobilization and reintegration plan was officially launched by the Minister of Defence in May 2015. During the reporting period, MONUSCO organized round-table discussions with international partners to discuss ways to further support the implementation of the plan. As at 12 June 2015 1,756 ex-combatants had been demobilized in Kamina, 2,084 in Kitona and 1,018 in Kotakoli. During the reporting period, MONUSCO provided dry food rations to ex-combatants and dependants in the Bahuma camp and two transit camps. The repatriation of former combatants of the Mouvement du 23 mars (M23) from Rwanda and Uganda continued to be stalled following the initial repatriation to the Democratic Republic of the Congo of 182 ex-combatants from Uganda in December 2014 and 13 from Rwanda in April 2015. During the reporting period, MONUSCO worked closely with the Office of the Special Envoy of the Secretary-General for the Great Lakes Region to find a solution for the ex-M23 elements in Uganda and Rwanda.

16. During the reporting period, MONUSCO provided substantial support to the national oversight mechanism in the elaboration of the benchmarking matrix for the Peace, Security and Cooperation Framework. In July 2014, 56 benchmarks and 247 indicators were identified as necessary for the implementation of the national commitments. Even though the implementation progress was slow, the validation of the benchmarking matrix by the Head of State in September 2014 demonstrated the Government's engagement to implement its national commitments. In June 2015, with the support of the Mission and technical and financial partners, the Government identified 91 priority actions necessary to boost the implementation of the national commitments. Eighty-one of those priority actions were included in the 2016 budget bill.

17. MONUSCO, in close cooperation with the United Nations country team and international partners, continued to support the efforts of the Congolese authorities to strengthen and reform the justice and security sectors. Overall progress, however, remained slow during the reporting period. The Mission continued to support the reform of the police led by the Government, including by providing training to formed units of the Congolese national police and by mobilizing donors to provide basic supplies. In close consultation with the Congolese authorities and in accordance with the Congolese strategy for justice reform, MONUSCO also continued to support the implementation of the multi-year joint United Nations justice support programme in order to develop the criminal justice system, the police, the judiciary, prisons and strategic programmatic support at the central level in Kinshasa.

18. During the reporting period, MONUSCO established 10 islands of stability in the eastern part of the Democratic Republic of the Congo to prevent communities in areas cleared of armed groups from immediately relapsing into a cycle of violence. The operational focus of the islands of stability was on the restoration of State authority through the deployment of civil servants, including the national Congolese police, and support to the civilian administration personnel decentralized to eastern provinces.

19. The Mission continued to focus on protection measures, in particular through joint protection teams, joint investigation missions, community alert networks, the

deployment of community liaison assistants and the dedicated profiling team supporting the Mission's implementation of the United Nations Due Diligence Policy on Human Rights. The effective operationalization of the United Nations-wide strategy for the protection of civilians in December 2014 and the coordination forums enhanced cooperation with the United Nations country team. This resulted in an improved response to protection needs and services, such as during the peak of the crises in Beni and other areas of the eastern part of the Democratic Republic of the Congo, and information-sharing led to timely interventions to protect civilians when early warnings and threat alerts were made. Nonetheless, the level of insecurity remained high, with over 2,620 incidents of human rights violations reported in the 2014/15 period, compared with 1,750 in the previous reporting period.

20. The Independent National Electoral Commission published in February 2015 a global electoral calendar, which determined the organization of elections between October 2015 (local elections) and November 2016 (legislative and presidential elections). With a view to building national capacity and preparing for the elections scheduled after the reporting period, the Mission provided its good offices to the Government via the Commission for the organization and conduct of senatorial, gubernatorial and local elections, within the limits of its capacity and resources.

21. In accordance with Security Council resolution 2211 (2015), MONUSCO initiated a strategic dialogue with the Government to discuss common objectives and agree on a methodology to assess progress against the security and political benchmarks that condition the future configuration of the Mission. The Strategic Dialogue Working Group dedicated to the development of an exit strategy for MONUSCO conducted joint assessments of the situation in the eastern part of the Democratic Republic of the Congo and considered aspects related to the security situation, the protection of civilians, the restoration of State authority and the activities of MONUSCO and FARDC. There was agreement that the security situation had either worsened or remained static in 21 of the 28 assessed territories. While the Government recommended a further reduction of the MONUSCO troop levels, the Mission underscored the need for tangible progress on the ground and for determining specific targets the achievements of which would trigger the gradual and progressive withdrawal of MONUSCO.

22. During the first quarter of the reporting period, MONUSCO projected a financial shortfall of approximately \$70 million as a result of unplanned increases in the national staff salary scale and an aviation contract, as well as the need to retain a higher-than-planned military deployment. During the reporting period, several steps were taken to reduce the exposure to \$27,646,200, such as a freeze in the hiring of international staff resulting in a high vacancy rate in the second half of the reporting period (15.7 per cent from January to June 2015, compared with 10 per cent in the original budget). Including the \$27,646,200 commitment authority approved by the General Assembly in June 2015, the financial period ended with an unutilized balance of \$7,935,800, which represents a 99.4 per cent implementation rate of the approved resources. The unspent balance resulted mainly from lower operational costs under the air transportation class of expenditure, which was primarily attributable to the lower costs of airfield services, the non-deployment of one fixed-wing aircraft, cost recovery from other missions' usage of MONUSCO aircraft and the lower price of aviation fuel. In addition, lower freight costs stemmed from lower customs clearance rates for 20-foot containers, a higher utilization of surface



transport to move supplies and contingent-owned equipment within the mission area instead of the more expensive movement by air, and the closure of three team sites and a regional office in May 2015.

23. During the performance period, the Mission experienced higher actual average vacancy rates, with 11.2 per cent for military observers, 17.1 per cent for United Nations police and 25.8 per cent for formed police units, compared with actual average vacancy rates in the 2013/14 period of 3.7 per cent for military observers, 8.2 per cent for United Nations police and 3.9 per cent for formed police units. The actual average vacancy rate of 3.8 per cent for military contingents compared largely with the actual average vacancy rate of 3.9 per cent in the 2013/14 period. The actual average vacancy rate for government-provided personnel increased from 28.1 per cent in the 2013/14 period to 43.2 per cent in the 2014/15 period. In addition, the actual average vacancy rates for international and national staff were higher at 13.0 per cent and 8.9 per cent, respectively, in the 2014/15 period, compared with 11.5 per cent for international staff and 6.5 per cent for national staff in the 2013/14 period.

### **C. Mission support initiatives**

24. The Mission continued the process of consolidating its reconfiguration of civilian and military assets in the eastern part of the Democratic Republic of the Congo, with a focus on mobility and the optimization of the use of existing resources. During the reporting period, MONUSCO closed a total of 11 fixed company and temporary operating bases, established 2 new ones and repatriated 1,150 contingents in order to consolidate its military forces and use them in a more mobile manner.

25. The reconfiguration of the Mission towards the eastern part of the Democratic Republic of the Congo was accomplished by the end of 2014. In the western part of the country, MONUSCO maintained six antenna offices with a minimal presence of staff and assets and focused on monitoring how the situation developed in the country and maintaining a presence in anticipation of electoral activities.

26. The Mission also focused on outsourcing facilities and infrastructure, aviation, medical and transport services to the extent possible with the intention of reducing operational and administrative costs. In addition, services relating to the recruitment and administration of casual labour workers (individual contractors) were outsourced to the United Nations Office for Project Services to provide additional flexibility and reduce the administration workload. During the reporting period, the number of individual contractors was reduced from approximately 3,000 to 1,500, based on a thorough review of the requirements following the completion of the Mission reconfiguration and major construction projects.

### **D. Regional mission cooperation**

27. MONUSCO provided support to the Regional Service Centre at Entebbe, Uganda, which is located inside the MONUSCO logistics base in Entebbe (Entebbe Support Base). The services provided included: supervising major construction projects; medical support; security support; issuing identity cards; the maintenance of vehicles and the provision of fuel; the maintenance of offices and a cleaning

service; communications and information technology support; visa and work permit arrangements; the provision of licence plates for private vehicles; the provision of logistical support to workshops, training seminars and other events organized by the Regional Service Centre; and the provision of furniture, water and others supplies on a cost-reimbursable basis.

28. The Entebbe Support Base also provided support to regional missions (the United Nations Mission in South Sudan, the United Nations Multidimensional Integrated Stabilization Mission in the Central African Republic, the United Nations Interim Security Force for Abyei, the United Nations Support Office for the African Union Mission in Somalia/United Nations Support Office in Somalia and the United Nations Office in Burundi) on a cost-reimbursable basis, including: (a) support to regular and special flights between Entebbe and duty stations in the regional Missions; (b) support for receiving and inspecting shipments arriving via Entebbe; (c) support for medical evacuations and repatriation; (d) the rotation of and support to military contingents and formed police units; and (e) support to Missions' back offices established at the Entebbe Support Base, such as the maintenance of office facilities, a cleaning service and transport, medical, security and visa support.

## **E. Partnerships, country team coordination and integrated missions**

29. The Mission continued to work in an integrated and collaborative manner with the United Nations country team and the Office of the Special Envoy of the Secretary-General for the Great Lakes Region. The Mission continued to further integration efforts with the United Nations country team. Between 1 July and 31 December 2014, MONUSCO formally completed the handover to the United Nations country team of the implementation of the national action plan to prevent and stop the recruitment and use of children in the armed forces in areas of the western part of the Democratic Republic of the Congo not affected by conflict. Consultations were held to plan for the next phase of the transition process, with a view to facilitating the planning of programmes and mitigating the financial and capacity gaps expected from the Mission's gradual transition. The Mission and the United Nations country team also worked closely in antenna locations in the non-conflict-affected provinces through the establishment of common services, programmatic coordination and joint reporting.

## **F. Results-based-budgeting frameworks**

### **Component 1: security and the protection of civilians**

30. The security situation in the eastern part of the Democratic Republic of the Congo remained fragile. In some areas, the security situation was found to be worsening, particularly in certain territories of North Kivu, South Kivu and Katanga. Despite some progress registered by FARDC, with MONUSCO support, in operations against FRPI, ADF and FDLR, the human rights violations by those armed groups continued unabated, or even increased. Cut off from its usual sources of supply and under military pressure, FRPI resorted to looting and killing, which in turn provoked increased population displacement. ADF split into three groups and resorted to an asymmetric warfare dynamics targeting civilians, including killings in isolated villages, in a bid to force FARDC and MONUSCO to go to a more static

role to try to pre-empt those attacks and to get some pressure released in areas where the operations were taking place. FDLR returned to certain areas of North Kivu and South Kivu that they had previously vacated following operational shifts of FARDC as well as an overall slowing down of the operational tempo. FDLR lost access to its traditional sources of revenue and, together with other local armed groups, resorted to kidnapping for ransom as an alternative source of financing. This contributed to a further deterioration of the situation in some territories of North Kivu and South Kivu.

31. In general, the population in areas affected by armed conflict still felt threatened, as documented by the periodic human rights reports and confirmed by two public opinion surveys. To address those threats, the Mission developed and maintained an extensive infrastructure in support of the protection of civilians with well-established coordination mechanisms, including support to community alert networks, local protection committees and community protection plans, and deployed 696 community focal points in 113 villages. The networks and the committees helped to protect civilians from risks through enhanced cooperation with local security services, local authorities, civil society and local communities.

32. Simultaneously, the MONUSCO force maintained a robust posture, including quick deployments with short-term patrol bases at platoon strength to provide reassurance to civilians and to counter emerging threats. More than 2.5 million kg of rations and 717,000 litres of fuel were provided in support of FARDC units on operations to neutralize armed groups, and MONUSCO provided a joint planning capability for a number of sector-level operations. At the tactical level, over 6,400 patrols were planned and executed jointly, in order to demonstrate a unified and effective presence in areas of civilian vulnerability and to encourage good practice on the part of FARDC. MONUSCO deployed troops to key areas following a FARDC-led operation to clear ADF elements from strongholds. This timely intervention largely prevented the re-infiltration by ADF cadres, as did intensifying patrols by the force, which helped to cut off the group's supplies. In the Ituri district (Orientale Province), FARDC, in cooperation with MONUSCO, launched military operations against FRPI after negotiations over surrender ended without a successful resolution. MONUSCO ground troops and attack helicopters engaged FRPI in support of the FARDC operations. The deployment of the Intervention Brigade continued to prove to be an important asset, for example through the conduct of more than 4,300 patrols and 70 long-range patrols.

33. In February 2015, MONUSCO ceased the provision of logistic support to Operation Sukola II, in accordance with the implementation of the United Nations Due Diligence Policy on Human Rights. In response, FARDC ceased joint planning and cooperation with MONUSCO in relation to that Operation, which had an impact on operations against FDLR. Despite progress in dislodging FDLR from some of its strongholds, the command and control structures of the group remained largely intact and, in the area of operations, FDLR generally dispersed into small groups to avoid confrontation. In both North Kivu and South Kivu, FDLR reportedly returned to previously cleared areas.

34. The human rights situation remained worrisome and the number of recorded human rights abuses high. The inaccessibility of certain areas and the difficulty in conducting thorough investigations because of insecurity remained a challenge. Fact-finding missions helped to combat impunity through corrective measures by

the FARDC hierarchy and the initiation of joint investigations teams and prosecutions. Regular meetings at the national level and with local officials were held to share key information on the human rights situation and issue recommendations for redress and follow-up on human rights investigations. The Mission's support to mobile courts also continued to contribute to fight impunity for sexual violence.

35. During the reporting period, MONUSCO supported the launch of the FARDC action plan against sexual violence, and an implementation plan on sexual violence committed by FARDC members was prepared. Significant progress was observed towards the delisting of FARDC as a party to the conflict that recruited and used children and, following the screening of 7,843 FARDC troops, only one 17-year-old boy was found and separated.

36. As at 30 June 2015, 2.9 million internally displaced persons were reported, which was higher than the number reported as at 30 June 2014. This higher number was subsequent to military operations against FRPI in Ituri, ADF in the Beni territory and the hostilities by FLDR and the Nduma Defence for Congo in North Kivu, which prompted the displacement of the population. The conflict between Pygmy and Luba communities in north Katanga also generated internal displacements.

37. During the reporting period, the Mine Action Service of the United Nations disposed of two anti-vehicle mines, 21,698 items of explosive remnants of war and 172,220 items of small arm ammunition. In addition, a surface of 112,379 m<sup>2</sup> of ground was cleared in support of MONUSCO operations, which contributed to the protection of local communities and facilitated freedom of movement for Mission and humanitarian personnel.

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**Expected accomplishment 1.1:** Improved security and protection of civilians in areas affected by armed conflict

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<i>Planned indicators of achievement</i>	<i>Actual indicators of achievement</i>
1.1.1 Reduction in the total number of confirmed incidents of human rights violations in areas of armed conflict (2012/13: 2,293; 2013/14: 1,750; 2014/15: 1,600)	2,620 human rights violations were recorded throughout the country, including 2,057 in conflict-affected areas and 563 in the western provinces  The higher number was due to serious violations registered by all parties to the conflict, including by FDLR, FRPI, ADF, Lord's Resistance Army (LRA) and some elements of Mai Mai groups. For example, in Beni, the killing of at least 237 civilians by ADF combatants was documented between 1 October and 31 December 2014
1.1.2 Increase in the number of internally displaced persons returned to their communities or area of origin (2012/13: 976,544; 2013/14: 775,000; 2014/15: 1,100,000)	The total number of returnees for the period 2014/15 stands at 817,463 persons. The lower number was due to the persistent insecurity in areas of origin and to a lack of durable solutions

<i>Planned outputs</i>	<i>Completed (number or yes/no)</i>	<i>Remarks</i>
Maintenance of an average of 75 fixed company and temporary operating bases for the protection of civilians in Western Brigade, Sector 2, Katanga Sector, Ituri Brigade, South Kivu and North Kivu	74	Fixed company and temporary operating bases  During the reporting period, 11 fixed company and temporary operating bases were closed and 2 were established
290 daily troop patrols in conflict areas, 80 daily patrols by troops and escorts for the protection of civilian members of the Mission; and 6 surge operations with FARDC in the districts of Haut-Uélé, Bas-Uélé and Ituri in Orientale Province, Katanga Province and the provinces of North and South Kivu	275	Daily patrols and 70 escort patrols conducted, as well as 6 surge operations with FARDC in high-risk areas where civilian populations came under attack by armed groups
Maintenance of a force reserve of 3 battalions, through the redeployment of up to 3 companies, to counter developing threats to civilians throughout the area of operations	No	The third reserve battalion was not generated. Instead, MONUSCO maintained 2 reserve battalions up to March 2015, when 1 of the battalions was repatriated as part of a mandated force reduction. The force subsequently retained one reserve battalion
10,950 joint patrols with the Congolese National Police in priority areas in North Kivu, South Kivu and Ituri District	6,432	Joint patrols undertaken  The lower output was due to a reduction in capacity caused by the loan of two formed police units to the United Nations Mission in South Sudan in the previous financial period and to the postponement of their replacement in view of the strategic review mandated in Security Council resolution 2098 (2013). The review ended in January 2015 and, on the basis of its conclusions and the ensuing technical assessment that was conducted, the two original formed police units will be replaced and deployed in Kinshasa and the eastern part of the Democratic Republic of the Congo
Development and implementation of 6 provincial and 36 community protection plans through effective coordination with national authorities and communities on protection tools assessments and recommendations	79	Community protection plans developed and implemented  Higher output due to the increased protection needs as part of the mitigation measures following the closure of operating bases. No provincial protection plan was finalized as the protection environment required an enhanced focus at the community level
42 joint protection teams and 270 joint assessment missions to collect information, analyse trends and recommend preventive measures to mitigate potential threats against the civilian population and facilitate humanitarian access	43 289	Joint protection teams  Joint assessment missions conducted. The higher number resulted from increased demand from local authorities and civil society

Extension of the early warning system through the deployment of 300 additional community focal points in 30 villages in North Kivu, South Kivu, Ituri, Haut-Uélé, Bas-Uélé and North Katanga to enhance communication between company operating/temporary operating bases and local communities	696	Additional community focal points deployed in 113 villages  The higher output was due to the increased protection needs in the Ituri, Tanganyika and Uvira areas, as well as mitigation risks following the closure of operating bases in those areas
5 gender-sensitization workshops for 500 national police officers, FARDC and administrative authorities on women's participation in community alert networks that focus on the prevention of and response to sexual and gender-based violence during conflict and post-conflict	13	Gender-sensitization workshops conducted for 818 police officers, FARDC and administrative authorities  The higher output was due to increased demand from government authorities
72 multifaceted outreach campaigns to develop competencies and build capacities on the protection of civilians, including through the organization of thematic working groups on community resilience capacities and confidence-building between the population, civil society and Congolese authorities	82	Multifaceted outreach campaigns organized, including 66 to develop competencies and build capacities on the protection of civilians and 16 with civil society and local authorities to foster reconciliation and tolerance
3 community perception surveys in North Kivu, South Kivu and Orientale Province (Ituri, Bas-Uélé and Haut-Uélé) on the development of baselines for the monitoring of the effectiveness of protection efforts	No	A memorandum of understanding between the Harvard Humanitarian Initiative, the United Nations Development Programme and MONUSCO for a project on data collection on peace consolidation and reconstruction in the Democratic Republic of the Congo was signed in December 2014. The first survey took place in March 2015. Two community perception surveys were conducted, covering North Kivu, South Kivu and Orientale Province (Ituri). The results were published on the Internet
Multimedia public information campaigns and outreach programmes through round-the-clock Radio Okapi broadcasts, more than 36 geographically dispersed FM transmitters, and on the Radio Okapi website; weekly production of MONUSCO video programmes broadcast on 27 local television stations; monthly production and dissemination of the <i>Écho de la MONUSCO</i> magazine; operation and management of the MONUSCO website with the daily upload of articles, stories and photos from all over the Democratic Republic of the Congo to explain the Mission's mandate and its execution and to provide reliable information	Yes	Round-the-clock Radio Okapi broadcast operation over 40 geographical areas, including the installation of 4 additional transmitters to improve transmission and coverage. Live broadcasts on the website <a href="http://www.radiookapi.net">www.radiookapi.net</a> reached 24 million listeners per week. On social media, Radio Okapi reached a monthly average of 1.8 million visits. There are 258,000 followers on Facebook and more than 60,500 on Twitter. 39 weekly videos were produced and broadcast over 26 local TV stations and shared on YouTube and Facebook. 2 special videos titled "Luhonga" on the subject of agriculture in South Kivu were produced and broadcast. 11 issues of 20,000 each of <i>Écho de la MONUSCO</i> were produced, published and distributed

The MONUSCO social media platforms had a wide reach: [www.monusco.unmissions.org](http://www.monusco.unmissions.org) registered an upload of 365 articles and 1,296,000 page views. MONUSCO had 19,300 followers on Facebook and nearly 52,000 on Twitter in June 2015

**Expected accomplishment 1.2:** Progress in minimizing the threat of armed groups and in improving regional security

<i>Planned indicators of achievement</i>	<i>Actual indicators of achievement</i>	
1.2.1 Reduction in the reported number of armed conflicts by Congolese and foreign armed groups (2012/13: 816; 2013/14: 700; 2014/15: 600)	The number of violent incidents perpetrated by different armed groups that was recorded in the Integrated Text and Event Management database during the reporting period was 410	
1.2.2 No reported cases of armed groups using territories of neighbouring States as staging grounds (2012/13: 0; 2013/14: 0; 2014/15: 0)	Achieved. No reported case	
<i>Planned outputs</i>	<i>Completed (number or yes/no)</i>	<i>Remarks</i>
400 company months of joint operations with FARDC to reduce the threat of armed groups	452	Company months of joint operations with FARDC, including 180 company months of joint operations with the Intervention Brigade against armed groups
200 company months of independent operations to reduce the threat posed by armed groups	128	Company months of independent operations against armed groups (includes framework brigades and the Intervention Brigade). The lower output is due to a greater number of joint operations
42 daily flying hours in support of operations with FARDC	40	Daily flying hours in support of FARDC, including 10 hours required for the Intervention Brigade
10 hours per day for 260 days of unmanned aerial system surveillance tasks and monitoring of border activity	4	Hours per day on average over 260 days  The lower output is mainly due to: (a) the change of flying location in October 2014 with 10 no-fly days; (b) the requirement to reposition, reassemble and test the survey unmanned aerial vehicle following a crash in Bunia on 21 October 2014; and (c) poor weather conditions and reduced tasking
8 sensitization sessions on the Peace, Security and Cooperation Framework for 100 community leaders in North Kivu, South Kivu and Orientale Province on the monitoring of and reporting on compliance with the arms embargo and related cross-border activities	No	This output was not implemented, owing to the security situation and ongoing military operations in those areas

**Expected accomplishment 1.3: Progress towards combating impunity**

<i>Planned indicators of achievement</i>	<i>Actual indicators of achievement</i>	
1.3.1 Increase in the number of military investigations and prosecutions for serious crimes (2012/13: 15; 2013/14: 40; 2014/15: 55)	36 investigations and prosecutions were carried out and 26 mobile court hearings were conducted jointly by MONUSCO and other partners	
1.3.2 Increase in the number of investigations and disciplinary measures for Congolese prison staff for committing human rights violations in prisons (2013/14: 15; 2014/15: 25)	No data on human rights violations committed by prison officers are available owing to the lack of enforced prison legal frameworks that facilitate disciplinary action	
1.3.3 Decrease in the number of children accused of association with armed groups detained by government security forces (2012/13: 111; 2013/14: 75; 2014/15: 50)	143 children accused of association with armed groups were detained by government security forces during the period under review  The higher number can be attributed to the military operations against armed groups. The children were detained for intelligence purposes by government security forces, following their release from armed groups	
1.3.4 Increase in the number of convictions of perpetrators of all grave human rights violations, including sexual violence crimes (2012/13: 440; 2013/14: 480; 2014/15: 500)	237 convictions of perpetrators of grave human rights violations, of which 167 were of FARDC members, 64 of members of the national Congolese police and 6 of members of armed groups. The 237 convictions recorded during the reporting period represent an increase in comparison with the 2013/14 period, when 207 convictions were recorded	
<i>Planned outputs</i>	<i>Completed (number or yes/no)</i>	<i>Remarks</i>
350 human rights monitoring missions and 50 human rights investigations to verify allegations of human rights violations and to provide recommendations that would assist the Government and other partners to develop protective responses	323	Monitoring missions conducted
	175	Investigation missions conducted  The higher output of investigation missions was due to the conduct of military operations against armed groups and a requirement for monitoring and investigation in the area of operations
168 monitoring missions and 12 investigations to verify allegations of grave child rights violations, including sexual violence against children committed by parties to the conflict	191	Monitoring missions and 13 investigations conducted, resulting in the release of 1,441 children
5 human rights special field missions to investigate incidents of conflict-related sexual violence within the monitoring, analysis and reporting arrangements	6	Human rights special field missions dedicated to conflict-related sexual violence undertaken



Maintenance of the joint United Nations country team task force database on grave child rights violations	Yes	A total of 1,801 new incidents of grave child rights violations were recorded in the Integrated Text and Event Management database and the database established in support of the monitoring and reporting mechanism
Facilitation of the release of children accused of association with armed groups from detention centres of national security forces, the military and intelligence agencies	Yes	143 children accused of association with armed groups were released from detention centres of national security forces, the military and intelligence agencies
32 workshops on protection-related issues to empower human rights protection networks to autonomously handle the protection cases of victims, witnesses, journalists and human rights defenders	37	Workshops conducted in various locations for politico-administrative authorities  The higher output was due to the proactive engagement of civil society in anticipation of the forthcoming electoral cycle
Provision of technical advice through 40 monthly work sessions for Congolese authorities on advocacy, and information-sharing on the follow-up of cases of human rights violations to increase compliance with international human rights and humanitarian law by civilian/military authorities at the national, provincial and local levels	140	Technical advice and working sessions held to address protection issues, including meetings with the Congolese judicial and government authorities to follow up on protection cases as a result of ADF attacks in Beni
Establishment of three “green lines” (telephone helplines) for operation by the Congolese national police in Bukavu, Kisangani and Goma to enable the denouncing of human rights abuses by people in uniform and to facilitate the initiation of immediate response measures, and monthly coordination meetings to mobilize donor funding for the green lines	2	“Green lines” funded and established in Beni to increase security following a series of mass atrocities. Preparations in connection with the establishment of additional “green lines” in Goma, Bukavu and Kisangani were in progress by the end of the reporting period
Response to 120 screening requests in accordance with the conditionality policy of MONUSCO to support joint operations with FARDC battalions	515	Screening requests completed in accordance with the conditionality policy and a total of 1,651 individuals  The higher output was due to an increased compliance rate reached through the United Nations Due Diligence Policy on Human Rights and its implementation

## Component 2: stabilization of conflict-affected areas

38. Despite some progress towards the neutralization of Congolese and foreign armed groups as one of the root causes of the conflict, those groups continued to pose challenges to the stabilization of conflict-affected areas in the eastern part of the Democratic Republic of the Congo. Gains remained fragile as splinter groups and remnant armed group elements continued to harass civilian populations and remained involved in criminal activities, including the illicit exploitation of natural resources, smuggling and illegal taxation. Limited progress was observed in the restoration of

State authority owing to delays in the deployment of State officials, the presence of armed groups near cleared areas and the continued nexus of armed groups and illicit exploitation of natural resources.

39. Long-standing intercommunity conflict over resources, territory and status continued to generate violence. The lack of adequate and accountable State authority in large parts of the eastern Democratic Republic of the Congo continued to be one of the main conflict drivers. The Mission increased its stabilization efforts and supported the restoration of State authority in 10 islands of stability in four provinces. A total of 77 quick-impact projects supported the objectives of an area-based approach to stabilization. The main focus of the quick-impact projects was the restoration of State authority through the rehabilitation of State infrastructure, training and the donations of equipment to State service providers in security, justice, corrections and civil administrative functions. Other projects focused on conflict-affected communities or vulnerable groups and aimed to help them to get organized, make their voices heard and provide practical assistance.

40. The Mission worked with more than 800 village chiefs and community leaders on conflict resolution, prevention and community dialogue for creating an enabling environment for community reconciliation and local planning. More than 450 civil servants of territorial authorities were engaged in training on local decentralized governance, local planning and civil registration services to improve the functioning and delivery capacity of administrative services. Furthermore, 22 local conciliation committees were supported as a mechanism for preventing and mitigating community conflict and promoting peaceful cohabitation in areas of return of internally displaced persons, refugees and former combatants. Following mass atrocities in the area around Beni, North Kivu, MONUSCO increased its presence of military and police personnel in Kamango, Eringeti and Semuliki, which allowed the return of displaced persons and refugees. Subsequently, two of those areas were supported through the island of stability initiatives.

41. The Mission's police component conducted daily monitoring activities with Congolese national police officers deployed in the eastern part of the Democratic Republic of the Congo and provided training to more than 1,500 national police officers. Training for State agents, including prison directors, continued with a focus on improving standards and living conditions for detainees. Over 200 justice sector personnel were trained on Congolese criminal procedural law and investigation techniques related to international standards. MONUSCO continued its good offices to encourage the Government to extend State authority through the deployment of government officials in areas previously controlled by armed groups.

42. Within the framework of the International Security and Stabilization Support Strategy, a broad consultation process bringing together Congolese provincial and national officials, civil society, non-governmental organizations, United Nations representatives, donors and bilateral partners, provincial action plans for stabilization interventions were developed and approved by the Government in April 2015. Conflict analyses and needs assessments for 13 conflict areas were carried out and highlighted conflict dynamics related to security, land and identity, natural resources and regional dynamics. Provincial representatives of the Government's stabilization and reconstruction programme and provincial ministers guided the process, thereby ensuring the appropriate government ownership. Within the framework of the

Strategy, MONUSCO coordinated the development and implementation of stabilization responses.

43. The Mission continued to support efforts to encourage the disarmament of foreign and Congolese combatants in the eastern part of the Democratic Republic of the Congo. During the reporting period, the numbers of combatants in armed groups were reduced through military action and disarmament, demobilization, repatriation/reintegration and resettlement information campaigns and activities. However, much remained to be done to give traction to the third national disarmament, demobilization and reintegration programme, officially launched by the Minister of Defence in May 2015. The total budget for a caseload of 12,000 former combatants was estimated at \$85 million. During the reporting period, \$6 million was allocated by MONUSCO and used for the construction of two reintegration preparation centres, and the Mission provided food and non-food items to 4,662 former combatants and 453 dependants in pre-disarmament, demobilization and reintegration camp sites to start reinsertion activities.

44. The M23 rebellion, which occupied extensive areas in North Kivu, including Goma, was defeated in November 2013. Since then, under the auspices of the signatories of the Nairobi Declaration of 12 December 2013, only a limited number of combatants, who fled to Rwanda and Uganda, have been able to participate in voluntary repatriation, while the majority still awaits amnesty and repatriation under a demobilization, disarmament, repatriation/reintegration and resettlement process. Former M23 leaders were actively blocking the repatriation process, while political leverage by regional actors to advance it was lacking. In order to expedite the repatriation of the remaining M23 combatants from Rwanda and Uganda, the International Conference on the Great Lakes Region decided during an extraordinary summit held on 18 May 2015 in Luanda to establish a mechanism comprising the Democratic Republic of the Congo, Rwanda, Uganda, the African Union, the International Conference, the Southern African Development Community and the United Nations.

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**Expected accomplishment 2.1:** Consolidation of State institutions and services in areas cleared of armed groups

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*Planned indicators of achievement*

*Actual indicators of achievement*

2.1.1 Increase in the total number of Congolese national police, judicial, civil servants and prison officials deployed in areas cleared of armed groups (2012/13: 3,086; 2013/14: 3,814; 2014/15: 4,300)

190 police officers were deployed in areas cleared of armed groups in the Bunia, Dungu, Ruthuru and Uvira territories. The number of officers proposed by the national police for refresher training and deployment remained limited. 45 prison officials were deployed. No deployment of civil servants transported by the Mission was recorded during the reporting period

The lower number was due to the challenges related to the restoration of State authority in priority zones, where civil administration structures took time to be developed, traditional systems of territorial administration prevailed and the allocation of funds for the deployment of civil administration officials was lacking

2.1.2 Increase in the number of trained justice sector personnel in conflict-affected areas (2012/13: 900; 2013/14: 1,220; 2014/15: 1,550)	Achieved. 788 justice sector personnel were trained in the conflict-affected areas, with the total number of personnel trained standing at 2,008
2.1.3 Increase in the total number of national police officers trained in long-term basic training programmes (2012/13: 2,000; 2013/14: 3,350; 2014/15: 4,500)	<p>513 police cadets, mainly in the eastern part of the Democratic Republic of the Congo, benefited from long-term basic training in general police duties consisting of 32 modules with the total number of officers trained reaching 3,863</p> <p>The lower number was due to the suspension of the allocation of funds by the Government to long-term training that was to be co-funded by the Government and implemented by the Mission's police component</p>

<i>Planned outputs</i>	<i>Completed (number or yes/no)</i>	<i>Remarks</i>
Facilitation of the organization of 50 workshops for 500 FARDC representatives on civil-military coordination and the protection of civilians	27	<p>Workshops organized for a total of 2,284 FARDC rank and file, including 615 officers</p> <p>The lower output of workshops was due to the discontinuation of joint operations during the first semester of 2015</p>
20 sensitization campaigns to introduce the national compendium (civil administration, police, justice, corrections) in 5 provinces (North Kivu, South Kivu, Orientale Province, Maniema and North Katanga)	10	<p>Sensitization campaigns for 379 civil administration representatives to introduce the national compendium organized in 4 provinces</p> <p>With the sensitization campaign initiated during the previous reporting period, MONUSCO emphasized reinforcement activities in areas where enhanced performance was required</p>
Provision of good offices for the deployment of 500 State representatives (civil administration, police, justice and corrections) in order to promote local social dialogue and gender mainstreaming and to strengthen relations between communities and provincial and local authorities	Yes	4 joint missions were undertaken with provincial and local authorities to reach out to communities, promote local social dialogue and strengthen relations between communities. 7 workshops were organized for 795 State representatives and civil society members and aimed at facilitating social dialogue and the political participation of women
240 field-mission days per team by 5 joint monitoring teams in order to monitor the deployment of State agents and to facilitate dialogue at the community level in South Kivu, North Kivu and Ituri in Orientale Province	No	No field missions were conducted by joint monitoring teams owing to the lack of an official plan to deploy State agents. However, MONUSCO field offices conducted regular field visits to monitor ongoing projects and facilitate community dialogue

Support through the training, equipping and deployment of 500 new national police officers to zones cleared of armed groups and stabilization priority zones	190	<p>Officers benefited from refresher training and were deployed to areas cleared from armed groups</p> <p>The lower output was due to delays in recruiting new police cadets put forward by the national counterpart</p>
Support through the training of 250 police officers specialized in the fight against sexual violence, the reproduction of 1,000 training manuals for judiciary police officers on the fight against sexual violence and the distribution of 5,000 leaflets to raise awareness of sexual violence within the population	183	<p>Police officers benefited from training on sexual violence-related investigation techniques. Although the activity was planned for countrywide implementation, MONUSCO focused its resources on areas affected by armed conflict in the eastern part of the Democratic Republic of the Congo</p> <p>A training manual on investigative techniques was finalized and will be disseminated during the next reporting period</p>
	300	<p>Sensitization leaflets on legal recourse for victims of sexual violence distributed to government and civil society representatives to increase awareness. The lower output was due to a re-allocation of available allotments to fund other outreach and communication activities</p>
10 sensitization sessions for police personnel in all provincial capitals (for police personnel) to raise public awareness of sexual violence and community policing	Yes	<p>19 sensitization sessions for police personnel were carried out in all 9 sectors and 10 subsectors in the eastern part of the Democratic Republic of the Congo, including 5 workshops for 199 police officers focusing on the recruitment of female officers and awareness-raising on the prevention of and fight against sexual and gender-based violence</p>
4 training sessions for 400 women from civil society on administrative management and computer literacy	2	<p>Training sessions undertaken for 82 women from civil society organizations on administrative management</p> <p>The lower output was due to a change in workplan priorities and an increased requirement for support to field teams on gender mainstreaming</p>
16 training sessions for 240 justice sector personnel on court administration and management, records and registry management, in support of the criminal, justice and penal chain in areas affected by armed conflict	17	<p>Training sessions for 325 justice sector personnel</p>
8 training sessions for 120 justice sector personnel deployed in conflict-affected areas on Congolese criminal procedural law and investigation techniques related to international standards	7	<p>Training sessions for 213 justice sector personnel</p>

384 advisory or mentoring sessions to 32 judicial authorities in field locations to strengthen guarantees of due process and to regularize cases involving unlawful detentions	250	Advisory or mentoring sessions provided to 31 judicial authorities in 8 localities  The lower output was due to combined sessions where judicial authorities were located in the same building
Weekly mentoring sessions for 3 prison directors and on-the-job training for 15 prison staff at 3 prisons	Yes	Correction officers co-located in 18 prisons conducted daily and weekly mentoring sessions and on-the-job training for 18 prison directors and 80 prison staff
Pilot implementation of the Prison Incident Management Handbook, including a lessons learned study, in Goma, Bukavu, Kisangani and Bunia to strengthen prison security	Yes	The pilot implementation of the Prison Incident Management Handbook was carried out. Soft and hard copies of the handbook were used as a reference tool for mentoring and on-the-job training
Technical assistance to the Government to reinstate and increase the self-sustainable production of the prison farms in Osio and Niongera, Kisangani, Dungu, Bunia, Aru, Mahagi, Kalemie, Lumumbashi and Rutshuru in order to complement the daily feeding of prisoners and reduce deaths in custody due to malnutrition	Yes	Weekly technical advisory and mentoring sessions were held with prison directors and staff in the 10 named prisons on food production (mostly vegetables and maize) to increase food supplies for inmates and to generate income for the prisons
Weekly meetings and on-the-job mentoring sessions for 18 prison directors and bimonthly capacity-building workshops for 90 prison staff on prison operations and management in 10 prisons in North and South Kivu, 3 prisons in Katanga and 5 prisons in Orientale Province; 6 training workshops for 150 prison personnel on prison operations and management	Yes	Weekly meetings and on-the-job mentoring sessions for 18 prison directors undertaken  MONUSCO further organized 4 training workshops covering the 4 provinces in the eastern part of the Democratic Republic of the Congo, during which 157 prison staff were trained on prison operation and management
40 joint field trips with prison authorities to undertake prison inspections	30	Joint field trips undertaken  The lower output was due to the security situation in certain locations
Rehabilitation of 1,800 km of roads to provide access to remote areas	380	Km of roads rehabilitated  The lower output was due to the facts that engineering enablers were used on other priority tasks and that the target output was too high
12 monthly coordination meetings with the international donor community and partners on the implementation of the stabilization strategy	Yes	12 monthly stabilization donor forums were organized, in addition to regular briefings to donors as part of the resource mobilization strategy

Logistical and technical assistance for Congolese authorities at the provincial and national levels (including the stabilization and reconstruction plan for areas emerging from armed conflict) in the organization of 2 comités de suivi, 1 comité de pilotage and 36 comités techniques conjoints	No	<p>1 monitoring committee (comité de suivi) meeting was held at the national level following the completion and validation of the provincial stabilization strategies and action plans. 7 joint technical committee (comités techniques conjoints) meetings were organized to follow up on projects. No steering committee (comité de pilotage) meeting was held</p> <p>The lower output was due to the focus on the development of the provincial stabilization strategies and plans, which were validated by the Government on 8 April 2015. The number of projects requiring review and follow-up was therefore limited</p>
Organization of 36 joint stabilization and reconstruction plan-international security and stabilization support strategy missions in North Kivu, South Kivu and Orientale Province	36	Field support missions conducted. Each field mission resulted in a report on the state of implementation and challenges faced, with findings subsequently addressed with relevant government institutions, implementing partners and donors

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**Expected accomplishment 2.2:** Disarmament, demobilization and reintegration/disarmament, demobilization, repatriation, reinsertion and resettlement

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*Planned indicators of achievement*

*Actual indicators of achievement*

2.2.1 Increase in the total number of disarmed Congolese ex-combatants demobilized (2012/13: 115,045; 2013/14: 261,643; 2014/15: 265,143)

During the reporting period, 4,352 disarmed ex-combatants joined the national disarmament, demobilization and reintegration programme, of whom 852 were Congolese ex-combatants disarmed through MONUSCO disarmament, demobilization and reintegration/repatriation, reinsertion transit camps and 3,500 were ex-combatants disarmed through the Government's pre-disarmament, demobilization and reintegration camps. The extended duration of stay and the living conditions in the Government's pre-disarmament, demobilization and reintegration camps did not motivate other elements to surrender

A total of 123,938 ex-combatants have been disarmed compared with a total of 119,586 reported in the 2013/14 performance report. The cumulative target was too high

2.2.2 Increase in the total number of foreign ex-combatants and their dependants repatriated (2012/13: 34,193; 2013/14: 36,293; 2014/15: 38,793)

476 foreign ex-combatants and dependants were received and repatriated for a total of 31,077. The low repatriation rate was due to the voluntary disarmament process initiated in May 2014 that came to a standstill. About 1,335 former FDLR combatants and dependants in three transition camps awaited a political decision on their repatriation to Rwanda or asylum in a third country

2.2.3 Increase in the total number of released children associated with armed groups (2012/13: 44,726; 2013/14: 46,091; 2014/15: 47,091)

1,438 children were released from armed groups, among whom 577 passed through the disarmament, demobilization and reintegration programme

The higher number of separated children was due to the ongoing military operations, which encouraged children to escape from armed groups

<i>Planned outputs</i>	<i>Completed (number or yes/no)</i>	<i>Remarks</i>
Monthly coordination and information briefing sessions with the Unité d'exécution du plan national and potential donors in support of the Government on the strategic and operational design of the National Programme for Disarmament, Demobilization and Reintegration III on resource mobilization and implementation management	Yes	Monthly coordination meetings with Unité d'exécution du plan national, the Ministry of Defence, the United Nations Office for Project Services and donors
Logistic support to 17 disarmament, demobilization and reintegration camps in order to support the Congolese authorities in achieving the disarmament and demobilization phases of the National Programme for Disarmament, Demobilization and Reintegration III in respect of 3,500 ex-combatants	Yes	3 pre-disarmament, demobilization and reintegration camp sites (Kitona, Kamina and Kotakoli), 4 regroupment camps (Mubambiro, Nyamunyuni, Munigi and Dromo) and 17 transit camps received logistical support during the reporting period
Reinsertion support to 1,500 Congolese ex-combatants already demobilized and returned to their communities of origin but who have not yet received reinsertion assistance	No	4,800 reinsertion kits were purchased during the reporting period. The delivery to ex-combatants was extended to the next fiscal year owing to a delay in the approval and implementation of the national disarmament, demobilization and reintegration programme. \$6 million was allocated by MONUSCO for the construction of two reintegration preparation centres for former combatants to start reinsertion activities
Logistic support in accordance with international standards for the reinsertion phase of the National Programme for Disarmament, Demobilization and Reintegration III, including psychosocial support, civic education, HIV/AIDS testing and advice on professional orientation and joint monitoring/verification with the Government for 3,500 ex-combatants	Yes	<p>Joint monitoring and verification missions were carried out with the Government to Kamina, Kitona, Kotakoli and Buleusa in the framework of the FDLR voluntary disarmament. Psychosocial support and civic education started during the reporting period. 1,095 ex-combatants were sensitized to HIV/AIDS and STI prevention, and 469 received voluntary and confidential counselling and testing support</p> <p>The volatile security situation in most transit camps hindered the provision to a larger caseload of HIV/AIDS sensitization and voluntary and confidential counselling and testing services</p>
Destruction of 3,500 weapons and associated ammunitions surrendered by ex-combatants	720	Weapons and 177,220 ammunition items destroyed as a result of surrender. Additional weapons collected in the framework of the national disarmament, demobilization and reintegration programme were kept by the Government, awaiting destruction



Weekly meetings with the Coordination Centre for Joint Operations on the implementation of the National Programme for Disarmament, Demobilization and Reintegration III	No	The Coordination Centre for Joint Operations was established in June 2015, and the first meeting took place in July 2015 (after the reporting period)
10 meetings with FARDC, the United Nations country team and the International Committee of the Red Cross (ICRC) to advocate, monitor and coordinate the release and repatriation to their country of origin of children remaining in foreign armed groups	12	Meetings held with the FARDC, ICRC and non-governmental organization partners to monitor, coordinate and advocate the release of children in armed groups. Those meetings contributed to the release of 19 children
42 field missions to regrouping sites under the National Programme for Disarmament, Demobilization and Reintegration III to separate children from established assembly points (disarmament, demobilization and reintegration centres) or directly from armed groups	Yes	23 field missions to separate children from armed groups, including 11 missions to regrouping sites under the national disarmament, demobilization and reintegration programme. 3 joint missions with the United Nations Children's Fund to Kamina were undertaken and 172 children were separated. MONUSCO supported the transfer to Bunia of former M23 and FRPI combatants from Uganda and 26 children were separated.  The lower output was due to the remoteness of some locations, including Kotakoli where visits required special flights
Monthly meetings with FARDC, the National Commission on Refugees, the Office of the United Nations High Commissioner for Refugees and ICRC to address the issue of demobilized foreign ex-combatants, and their dependants who are unwilling to be repatriated to their countries of origin, in accordance with international standards	Yes	10 FDLR technical commission meetings and 4 additional meetings to coordinate sensitization strategies and harmonize repatriation data were held
6 coordination meetings with disarmament, demobilization, repatriation, reinsertion and resettlement commissions of Uganda and Rwanda and with the Government of Burundi for the repatriation of foreign ex-combatants	6	Coordination meetings held with Uganda and Rwanda  With regard to Burundi, MONUSCO has repatriated ex-combatants of the Forces nationales de libération to Burundi through the FARDC since the national disarmament, demobilization and reintegration programme in Burundi ended in 2009
Weekly missions to 9 regrouping, transit or reinsertion sites in North and South Kivu, Ituri, North Katanga, Bas-Congo and Équateur to monitor and assess the implementation of the National Programme for Disarmament, Demobilization and Reintegration III	Yes	Regular missions to 9 pre-disarmament, demobilization and reintegration regrouping sites took place. Mubambiro, Rwampara and Beni regroupings centres were visited every week by field teams. 3 permanent positions opened in Kamina, Kotakoli and Kitona in April 2015 were monitored 4 times through special flights, owing to their remoteness and the unavailability of regular MONUSCO flights to those locations

12 disarmament, demobilization and reintegration multimedia sensitization campaigns in North and South Kivu, Maniema, North Katanga and Ituri through the conduct of 100 new programmes (including 500 interviews) on Radio Okapi and MONUSCO mobile radios, 12 web interviews and 12 video interviews; production and dissemination of 1,400,000 leaflets in Acholi, French, Kinyarwanda and Lingala for the multimedia information campaign sensitizing armed forces and groups, including ADF, FARDC, FDLR, LRA and local communities on activities, goals and objectives related to disarmament, demobilization, repatriation, reinsertion and resettlement	Yes	12 multimedia sensitization campaigns were organized, and 12 web interviews and 12 video interviews were conducted. 360 Gutahuka radio programmes containing 1,500 sensitization messages targeting FDLR were broadcast. 20 field radio sensitization missions were carried out, including 3-month's continuous sensitization of FDLR in Kisangani. 6 missions to Rwanda were conducted to collect audio and video data, including 4 to the Mutobo demobilization centre. 13 sensitization documentaries were produced  163,500 leaflets targeting local and foreign armed groups were produced. Leaflet drops were adjusted to the ongoing military operations and were carried out based on the information gathered on the ground in coordination with the Congolese National Intelligence Service and FARDC. MONUSCO also limited the direct distribution of leaflets owing to security reasons; however, other approaches were strengthened, such as video projection in internally displaced person camps identified as sheltering members of foreign armed groups and sensitization through radio
40,000 flyers targeting armed groups and 60 disarmament, demobilization, repatriation, reinsertion and resettlement field sensitization missions in support of national military operations to disarm, demobilize and repatriate LRA, ADF and FDLR	40,000	Flyers produced and disseminated and 60 field missions carried out
36 sensitization missions in North Kivu and South Kivu targeting communities with armed group members within local populations, aimed at raising the interest of armed groups in disengagement and disconnecting from the communities	36	Sensitization missions to North and South Kivu carried out

### **Expected accomplishment 2.3:** Community-based economic recovery

#### *Planned indicators of achievement*

2.3.1 Increase in the number of mining sites freed from control by armed groups and operated as lawful commercial enterprises (2012/13: 160; 2013/14: 350; 2014/15: 450)

#### *Actual indicators of achievement*

On 1 July 2014, the validation of mining sites was handed over to the International Organization for Migration (IOM). IOM, with support from the United States Agency for International Development, completed the validation of 57 conflict-free sites for tin, tungsten, tantalum and gold. As a result of the handover, the Mission was not in a position to indicate the number of mining sites currently occupied by armed groups

<i>Planned outputs</i>	<i>Completed (number or yes/no)</i>	<i>Remarks</i>
Coordination of validation joint teams and conduct of validation exercises in 40 mining sites throughout the eastern provinces	No	Transferred to IOM on 1 July 2014
Provision of advocacy for the implementation of the 4 Centres de négoce (3 in North Kivu and 1 in South Kivu), monitoring of the general security situation in mining sites and sharing of information with relevant Congolese authorities on mineral trafficking	No	Transferred to IOM on 1 July 2014
Facilitation of 8 dialogue platforms between communities in conflict in order to create a mutual understanding of causes of conflict, and to formulate solutions that would serve as a basis for International Security and Stabilization Support Strategy programming	Yes	Dialogue platforms between communities covered 13 conflict areas and included more than 2,000 participants (focus groups and individual meetings)
Coordination of 8 community-based economic recovery and social cohesion programmes benefiting 6,000 people in areas affected by armed conflict through programmes on economic alternatives and the prevention of stigmatization	4	Community-based economic recovery and social cohesion projects supported and coordinated in four locations  The lower output was due to the enhanced focus of all stakeholders on the development and validation of the provincial stabilization strategies and action plans
10 military observer patrols per day and 3 riverine patrols per day to monitor illegal cross-border activity on Lake Kivu, Lake Tanganyika and the Congo River	50	Military observer patrols per day  The higher output was due to the deployment along the eastern border of the Democratic Republic of the Congo
	0	Riverine patrols on Lake Tanganyika owing to the absence of a mothership for the fast patrol boats. The Congo river patrols were closed down part of the year owing to a shift in priorities

### **Component 3: support to the implementation of the Peace, Security and Cooperation Framework**

45. During the reporting period, MONUSCO provided substantial support to the national oversight mechanism in the elaboration of the benchmarking matrix for the Peace, Security and Cooperation Framework, with 56 benchmarks and 247 indicators in July 2014, which was subsequently validated by the Head of State in September 2014. Even though progress in the implementation of the Framework was slow, the Government of the Democratic Republic of the Congo demonstrated a renewed engagement in implementing the national commitments under the Framework. In June 2015, with support from the Mission, technical and financial partners and under the

auspices of the Prime Minister, the Government identified 91 priority actions necessary to boost the implementation of the six national commitments. Eighty-one of those priority actions were included in the 2016-2017 government action plan and in the 2016 budget bill. This development was expected to have a stimulating effect on the implementation of key reforms, such as the security sector reform (army, police, justice and corrections), public finance and administration, decentralization and democratization.

46. In the absence of a comprehensive national security sector reform strategy and road map, MONUSCO continued to promote civil-military relations and to raise awareness within the armed forces of human rights, child protection and sexual and gender-based violence. The Mission supported the visibility and capacity of the internal control entity of the Congolese national police to process complaints filed by victims and their relatives. Although MONUSCO supported efforts to reform the management of human resources in the national police and to develop a national training curriculum, financial constraints and limited accountability hampered progress. The United Nations police trained cadets in police duties and joint patrols were organized to monitor and mentor units in North Kivu and South Kivu. The Mission supported the organization of a national conference intended to assess the state of the justice system. Some 300 experts and civil society representatives developed recommendations to improve the functioning of the national justice system in accordance with international standards. The Mission and the United Nations Development Programme, through the joint justice support programme, provided technical assistance to the steering committee established by the Minister of Justice and Human Rights to monitor the implementation of the recommendations that should eventually inform the development of a justice and corrections reform strategy.

47. Further progress was made in the decentralization process following the promulgation of legislation on dividing 11 provinces into 26 decentralized territorial entities and redefining provincial boundaries, in February and March 2015, as provided for in the Constitution of 2006. The decision of the Government to advance the process of establishing the new provinces within 120 days, while at the same time organizing local and provincial elections, raised some concern with regard to its capacity to establish, simultaneously with the ongoing electoral process, the new territorial entities within the foreseen timelines and to fund them adequately.

48. The general electoral calendar was published on 12 February 2015, with elections scheduled after the reporting period. The Independent National Electoral Commission adopted the electoral law implementation measures on 28 February 2015. In keeping with its good offices mandate, MONUSCO intensified contacts with a range of actors from across the political spectrum and civil society in the context of the electoral process. The Mission continued to assist the Commission in enhancing dialogue with political parties through the Commission's consultative framework committee. It sensitized women's associations and political parties to increasing the participation of women in the forthcoming elections.

49. The National Human Rights Commission was established on 4 April 2015. The Mission continued to support capacity-building efforts for the drafting of basic working documents and compliance with international human rights and humanitarian law.

50. During the reporting period, the Mission engaged with policymakers, representatives of regional international organizations (the International Monetary

Fund, the World Bank, the African Development Bank and the European Commission) and key private sector investors to assess the country's economic development, including the governance of the oil and mining sectors.

### **Expected accomplishment 3.1:** Progress towards security sector reform

<i>Planned indicators of achievement</i>	<i>Actual indicators of achievement</i>	
3.1.1 Development and adoption by the Government of the national security sector reform strategy and road map	No strategy or road map was agreed; the Government's understanding of security sector reform with a focus on training and equipment was not in line with that of the international community	
3.1.2 Establishment of a new and fully operational rapid reaction force, consisting of 3 battalions by the Congolese Government	No rapid reaction force as envisaged by MONUSCO is in place. The Government ceased collaboration with MONUSCO on the matter but benefited from bilateral assistance. 3 rapid reaction brigades were trained in the past by bilateral partners; however, the brigades were not fully operational, owing to the lack of tactical rapid reaction capacity, including with regard to equipment and logistics	
<i>Planned outputs</i>	<i>Completed (number or yes/no)</i>	<i>Remarks</i>
3 consultations with coordination structures at the presidential level (Mécanisme national de suivi) and at the technical level for the police (Comité technique de suivi de la réforme)	Yes	3 consultations were conducted, including one validation workshop in July 2014 at the presidential level and two meetings of the Police Reform Monitoring Committee
Creation of a consultation framework to develop a strategic framework with the civil society network for the reform of security and justice to support the establishment of the democratic control of the armed forces	No	The terms of reference for the establishment of this forum was under discussion in the context of the consultations on the benchmarks of the Peace, Security and Cooperation Framework
Monthly security sector reform coordination group meetings with financial and technical partners in support of the security sector (defence attachés, technical cooperation, United Nations funds, agencies and MONUSCO) to advance a consultation and coordination framework on security sector reform and on sexual and gender-based violence	Yes	Monthly meetings of the security sector reform coordination group were held with representatives of major donors and organizations involved in security sector reform. Monthly meetings of the Partnerships Working Group, a coordination group for defence reform, co-presided by MONUSCO and the European Union Advisory and Assistance Mission for Security Reform in the Democratic Republic of the Congo were also held
Monthly security sector reform coordination meetings with national directorates and services to promote the exchange of information and expertise and to coordinate and harmonize the international community's efforts in support of security sector reform	Yes	Monthly technical meetings with various national directorates and services were held

11 provincial workshops and 1 national workshop for 15 Congolese authorities per workshop on the development of an action plan on the integration of gender perspectives in army reform, police and other security institutions and ensuring its technical and political validation at the provincial and national levels	No	None of the workshops were held owing to a lack of sufficient political will and appropriate counterparts within security institutions (gender focal point within FARDC)
12 capacity-building workshops for 10 female members of FARDC on the management of gender issues	No	This project did not materialize as planned. However, at the provincial level, 2 capacity-building workshops for 100 female FARDC members were undertaken on the management of gender issues. A series of training sessions on gender mainstreaming and sexual and gender-based violence were provided to 201 FARDC officers, of whom 40 were women
Provision of logistical support for training programmes for 18 FARDC regiments on the implementation of the Centre d'entraînement et de recyclage at 3 training centres (Lubenzi, Rwampara and Rwindi)	No	The training centres were not operational owing to the lack of deployments from the central Government. However, 1,120 FARDC personnel were trained in the framework of decentralized training actions
Provision of expert trainers and logistics support to the FARDC centre in Kisangani; training and reorientation of the first Congolese Rapid Reaction Force composed of 3 battalions of 744 personnel per battalion, and one command and support battalion of 301 personnel	No	The tactical training centre for battalions in Kisangani was closed following the dismissal of the project by the Government
56 one-week training activities for 4,000 FARDC military personnel on technical and behavioural proficiencies	No	In the absence of a jointly agreed global training plan, the training activities were not implemented as planned
Weekly coordination meetings with international and bilateral partners on the implementation of army and defence reform projects	Monthly	Coordination meetings were held, with MONUSCO and the European Union Advisory and Assistance Mission for Security Reform in the Democratic Republic of Congo as co-chairs. The monthly frequency of meetings was considered adequate
Provision of 4 training sessions for 20 participants at each session to FARDC commanders and magistrates on issues related to children in armed conflict	4	Training sessions on issues related to children in armed conflict, international humanitarian law, human rights, fight against sexual violence, HIV and gender mainstreaming provided to 18 FARDC commanders and magistrates as train-the-trainers courses and to 1,801 FARDC personnel, including officers and cadets

Coordination of and technical support to 416 weekly meetings with international and national partners on the implementation of police reform projects, including technical support to the Executive Secretariat of the Police Reform Steering Committee and police reform implementation working groups at the Congolese National Police Commissariat General and Inspectorate General	Yes	Coordination and technical support was provided through 8 thematic working groups, which held 416 weekly meetings with international and national partners on the implementation of police reform projects
Provision of long-term basic training for 1,500 police cadets, specialized training sessions for 300 police officers in community policing and for 300 police officers in investigative techniques on sexual violence	No	513 police officers benefited from long-term basic training in general police duties and investigative techniques on sexual violence, with support from the United Nations country team and donors, for 3 months  Budgetary constraints, both for the Government and the international community, hindered full implementation and resulted in lower numbers of police personnel trained by MONUSCO
Provision of good offices to promote the implementation of the national five-year action plan of the Congolese National Police and the Autonomous Statute of the Congolese National Police, the Comité de suivie de la réforme de la police and the Commissioner-General of the Congolese National Police in their outreach activities, monitoring of police reform and capacity-building of 50 experts of the Comité de suivie de la réforme de la police and the reform cell of the Commissioner-General of the Congolese national police in project development, monitoring and evaluation	Yes	Good offices were provided. The United Nations police also supported the implementation of the five-year action plan from 2014 to 2018 during working interaction. In partnership with other international actors, MONUSCO provided technical advice and guidance to ensure coherence between the conceptualization and the implementation of police reform projects, while encouraging national authorities to enhance ownership of the reform process
Technical advice and assistance at 12 meetings/working sessions with the Groupe de Travail Justice et Droits Humains and United Nations agencies, funds and programmes and/or the Ministry of Justice and Human Rights for the multi-year joint justice support programme	14	Sessions with the Working Group on Justice and Human Rights held. MONUSCO assisted with policy advice regarding the implementation of the joint justice support programme

### **Expected accomplishment 3.2:** Progress towards decentralization and strengthening of national institutions

#### *Planned indicators of achievement*

#### *Actual indicators of achievement*

3.2.1 Implementation of the planned decentralization programme by the Government and the creation of 26 provinces in the country

Achieved. In line with the bill governing the subdivision of 11 provinces into 26 decentralized territorial entities, the Prime Minister, the Deputy Prime Minister and the Interior Minister co-signed on 13 April 2015 two decrees establishing commissions in charge of subdividing the provinces and appointing their members

3.2.2 Application of the constitutional rule of 40 per cent retention of revenues generated by all 11 provinces throughout the country

The constitutional rule governing the percentage of revenue retention was not implemented. Priority was given to the negotiations and adoption of laws enabling the repartition of the territory into 26 provinces

<i>Planned outputs</i>	<i>Completed (number or yes/no)</i>	<i>Remarks</i>
Weekly meetings with members of Parliament, including standing committee members, at the national and provincial levels, provincial parliaments and local parliaments to monitor and advocate the implementation of the decentralization process, in particular the definition of the entities' borders, the passing of necessary legislation, the allocation and good management of resources to the new entities, the mentoring of newly elected officials and the mediation between political actors	Yes	At the national level, weekly meetings with key political informants and members of Parliament were held to discuss decentralization. At the provincial level, regular meetings with Members of Parliament and ministers were arranged to sensitize local authorities to the need to find consensual solutions to territorial disputes
2 consultative meetings and 1 high-level meeting with national partners to support the processes and government priorities of the Peace, Security and Cooperation Framework	4	Consultative meetings held with partners chaired by the Special Envoy of the Secretary-General for the Great Lakes Region. The higher output was due to the necessity to enhance a strategic partnership among the relevant stakeholders
	1	High-level meeting held. In September 2014, the National Oversight Mechanism Steering Committee endorsed the matrix of national engagements
11 technical assistance workshops on the organization of global outreach forums/meetings within the Global Open Day initiative to support the implementation of the National Action Plan Steering Committees at the national, provincial and local levels in synergy with the Peace, Security and Cooperation Framework	4	Workshops on community-level social dialogue and 1 workshop organized with the United Nations country team, the Ministry of Gender and civil society, to support the establishment of National Action Plan Steering Committees at the provincial and local levels  The lower output was due to the limited availability of funds allocated to outreach activities
Provision of good offices to further the implementation of the joint action plan with the Government for the prevention of child recruitment, sexual violence against children and other grave child rights violations by FARDC	Yes	The Mission supported, through technical advice, the adoption in August 2014 by the Ministry of Defence of the FARDC action plan against sexual violence, followed shortly by the appointment of the Personal Representative of the President on Sexual Violence and Child Recruitment. MONUSCO further provided technical assistance to the senate subcommission on sexual violence in conflict. In addition, four provincial joint technical working groups were created in Goma, Bukavu, Kisangani and Lubumbashi, three of which were operational. A road map was developed for the accelerated implementation of the action plan



3 meetings with the Government to foster greater national commitment to economic development, the expansion of infrastructure and an increase in the delivery of basic social services, and the transfer of tasks from the Mission to other stakeholders, including the Government	Yes	3 meetings with the Government were held on private sector investments through the preparation of an international investment conference to be held in 2016, and to increase the delivery of basic social services within the framework of the stabilization strategy. The transfer of tasks to the Government, however, did not advance. The strategic dialogue working group meetings focused primarily on the assessment of the security situation and the future configuration of the force
Provision of technical support to the Interministerial Committee on Human Rights to follow up on recommendations and concluding observations by treaty bodies, the Office of the United Nations High Commissioner for Human Rights and other human rights mechanisms and 2 training capacity-building workshops on the drafting of periodic reports on human rights	Yes	3 joint missions were organized with the Interministerial Committee on the data collection for the periodic report in June 2015; 1 capacity-building workshop was organized by the interministerial committee of experts with the International Organization of la Francophonie on the drafting of periodic reports on human rights; and 4 joint missions were organized to raise awareness of the universal periodic review recommendations
Provision of technical assistance through 1 lessons-learned workshop, quarterly meetings and 4 training sessions for 180 participants on capacity-building of the National Human Rights Commission for the drafting of basic working documents and compliance with international human rights and humanitarian law	1	Workshop held for 20 national human rights commissioners and their assistants on their main duties and responsibilities in the light of the organic law instituting and organizing the National Human Rights Commission  The lower output was due to delays in the establishment of the Commission. Technical support was provided to the Commission through 7 meetings between April and June 2015
Provision of technical assistance for 5 working sessions with national and international partners and 2 training sessions for 80 judges, prosecutors and lawyers on the application of protection measures for victims and witnesses in line with international rules and procedures and the national legislation	Yes	22 working sessions were organized with the president of the court, the prosecutors and lawyers to prepare the implementation of protection measures. 6 training sessions on judicial protection were held for a total of 212 participants, including judges, lawyers and judiciary police officers. 6 training sessions on assistance to survivors of sexual and gender-based violence were held for 100 participants, including 30 women judges, magistrates and police officers  The higher output was due to an increased demand for training and additional donor funding
2 technical and policy meetings to coordinate legislative, normative and operational support with the Government and local authorities, the World Bank and the Donor Coordination Group in order to curb illegal mining activities and create jobs in the sector	2	Meetings held regarding the governance of the oil and mining sectors

40 meetings with policymakers, representatives of regional international organizations (the International Monetary Fund, the World Bank, the African Development Bank and the European Commission), and key private sector investors, in order to assess the country's economic development, including the governance of the oil and mining sectors	63	Meetings with various policymakers and representatives of regional international organizations held during the reporting period to assess the macroeconomic developments in the Democratic Republic of the Congo, including private sector developments  The higher output was due to the growing economic activities in the Democratic Republic of the Congo
Provision of good offices to the Government to further enact decentralization by implementing the national benchmarks of the Peace, Security and Cooperation Framework and national programmes on the consolidation of peace, reconciliation and State authority and in support of the transfer of tasks from the Mission to the Government and the United Nations country team	Yes	Three high-level ministerial meetings were held with the leadership of sectorial thematic groups to develop a comprehensive action plan to mainstream the national engagements in strategic and programmatic documents. MONUSCO provided support to the Special Envoy of the Secretary-General for the Great Lakes Region to conduct high-level good offices. Good offices functions paved the way for the organization of the national seminar on the ownership and implementation of the Peace, Security and Cooperation Framework, which took place on 3 June 2015. During that seminar, over 90 key actions for implementation were identified
30 sensitization campaigns to introduce the national compendium on territorial administration entitled "Guide à l'usage de l'administration territoriale", and to strengthen relations between the population and provincial and local authorities in 30 territories in 10 provinces	24	Sensitization campaigns organized in 13 territories of 5 provinces for 740 participants to introduce the "Guide à l'usage de l'administration territoriale"  No activities were conducted in the provinces of the western part of the Democratic Republic of the Congo as a result of the Mission's reconfiguration
Technical assistance to 6 consultations with the Government and the United Nations country team on the Government's diagnostic "territorial" study on zones threatened by armed groups, the implementation of the strategic framework of the territory reform (cadre stratégique de la réforme du territoire) and on the decentralization of administrative entities	No	Within the planned support to the implementation of the Peace, Security and Cooperation Framework, MONUSCO intended to recruit external experts for various studies as the basis for its technical assistance. The terms of reference were developed, but recruitment was put on hold owing to a shift in the Mission's priorities and allocation of funds

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**Expected accomplishment 3.3:** Progress towards democratization, peace consolidation and support for inclusive political dialogue

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*Planned indicators of achievement*

*Actual indicators of achievement*

3.3.1 The conduct of local elections in a transparent, credible and peaceful manner in accordance with international electoral standards	The Independent National Electoral Commission published the global electoral calendar for the Democratic Republic of the Congo in February 2015. Local elections did not take place during the reporting period
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3.3.2 Development, adoption and implementation of 3 (out of 6) benchmarks to achieve national commitments under the Peace, Security and Cooperation Framework, in coordination with the national oversight mechanism, the United Nations country team and partners

In July 2014, the national oversight mechanism, supported by the Mission, the United Nations country team and partners, developed and adopted a monitoring matrix for the six national commitments, which included 56 benchmarks and 247 indicators. It was developed in consultation with 175 experts from the national and provincial levels. In June 2015, the Government identified priority actions necessary for the implementation of the national commitments under the Peace, Security and Cooperation Framework

<i>Planned outputs</i>	<i>Completed (number or yes/no)</i>	<i>Remarks</i>
Facilitation of 8 coordination meetings with the national oversight mechanism, the Donor Coordination Group and the United Nations country team to adopt the road map and mobilize resources for at least 4 activities across 3 national commitments (the security sector reform, State authority and decentralization) under the Peace, Security and Cooperation Framework	10	Coordination meetings organized with the national oversight mechanism to coordinate the support and organization of the operationalization of the Peace, Security and Cooperation Framework with the participation of sectorial thematic groups from dedicated ministries. As a result of those meetings, preparatory work identified 81 priority actions to be integrated in the 2016 national budget, including 22 on the security sector reform, 9 on the consolidation of State authority and 3 on decentralization
Organization of 2 subregional consultations on a “regional group of United Nations country teams” and the related quarterly progress reports to strengthen linkages and synergies between the national, regional and international mechanisms of the Peace, Security and Cooperation Framework	2	Subregional meetings organized by the Mission between the Special Envoy of the Secretary-General for the Great Lakes Region and civil society representatives
Weekly meetings with the Independent National Electoral Commission, Government officials, political actors, and civil society at various levels to facilitate the preparation for local elections	50	Meetings held at the national level with the executive secretariat of the Independent National Electoral Commission on ongoing electoral activities. At the provincial levels, 12 meetings for 491 participants were supported to coach potential women candidates and provide them with guidance on political processes and trends
25 meetings with Members of Parliament to advocate the passing of legislation related to the creation of new institutions in accordance with the Constitution	23	Meetings held with Members of Parliament to discuss the process of creating new institutions and ensure their democratic content

Monitoring of the electoral situation through the holding of at least 10 meetings with the Partnership Committee and 10 meetings with the Technical Committee, which serve as consultative forums gathering national and international stakeholders to ensure the implementation of the Independent National Electoral Commission road map and the preparation for local elections in 2014/15	36	Meetings held, including with the Partnership Committee, the Technical Committee, the Ambassador Group and Diplomatic Corps, the Election Coordination Group and the Electoral Integrated Team. The comprehensive electoral calendar was published on 12 February 2015
5 high-level meetings with the Government, the United Nations country team and the Donor Coordination Group to support the Government's new vision for a single nationwide programme to consolidate peace in the country in order to address the various roots and manifestations of conflict and to agree on the transfer of tasks from the Mission to the United Nations country team and the Government	No	The Government's integrated programme lost momentum and the focus was placed on preparing the next poverty reduction strategy document, for which the United Nations country team actively participated in a series of ministerial level meetings. The strategic dialogue focused primarily on the assessment of the security situation and the future configuration of the force
Facilitation of monthly workshops at the national and provincial levels among key stakeholders, including political parties and civil society, with the objective of ensuring that the positions, views and arguments of the political opposition and extra-parliamentary parties are taken into consideration by the majority	Yes	Monthly workshops and meetings were facilitated to create a platform for dialogue between the majority and the opposition, with a view to ensuring a peaceful and orderly conduct of the electoral campaign and creating an inclusive political process
Facilitation of 11 meetings at the national and provincial levels to enhance dialogue between the Government and civil society in order to foster national reconciliation and tolerance	Yes	<p>10 meetings were held between the Government and civil society representatives at the national level. This resulted in the active participation of civil society in the identification of the priority actions for implementing the Peace, Security and Cooperation Framework, including those related to national reconciliation and tolerance</p> <p>In addition, 9 meetings were organized at the provincial and local levels to enhance dialogue among local authorities, civil society representatives and community leaders, including youth and women, to support reconciliation and tolerance in the community</p>

Weekly joint meetings with political parties, current armed group leaders and their supporters and civil society organizations on mediation and the resolution of conflict, national reconciliation and political dialogue and to encourage their participation in the political process	Yes	Weekly meetings in the main field offices were held and contributed to a better understanding of the situation and, in certain cases, led to the appeasing of tensions and furthering the reconciliation process
Campaigns and community outreach initiatives through the dissemination of 100,000 posters, booklets and flyers on the rule of law, democratization and the consolidation of the State in the Democratic Republic of the Congo; 4 United Nations “Delivering as one” outreach campaigns on reconciliation and national dialogue targeting youth at risk and civil society, particularly in zones affected by and/or emerging from conflict; joint visits by national and local media and the United Nations Communications Group in the eastern Democratic Republic of the Congo (North Kivu, South Kivu and Katanga provinces) to disseminate messages of peace and tolerance and explain the work and mandate of the United Nations	Yes	<p>18 workshops were organized with the participation of the United Nations country team and non-governmental organization partners to support local conflict mapping and reinforce 20 local conciliation committees on reconciliation and conflict management, for 2,200 civil society members, including 1,200 community leaders. As a result, some community conflicts were addressed and local conciliation committees were able to play an enhanced early warning role and facilitate community cohabitation</p> <p>The dissemination of 100,000 posters and joint visits by media to disseminate messages of peace were not carried out as priority was given to activities aimed at enhancing the governmental ownership related to the national commitments under the Peace, Security and Cooperation Framework</p>
Regular monthly meetings with the diplomatic community, donors meeting (“Groupe de coordination des partenaires”) and the United Nations country team, as well as meetings with the Government, the national oversight mechanism and civil society organizations to support the adoption and implementation of key legislation pertaining to the six reform areas of the Peace, Security and Cooperation Framework, including recommendations from the 2013 National Dialogue	Yes	Monthly briefings with the United Nations country team and the Coordination Group of Technical and Financial Partners on progress in the implementation of the national commitments of the Peace, Security and Cooperation Framework. Monthly meetings between the Mission’s senior leadership and civil society representatives to discuss progress in the implementation of the national commitments

#### Component 4: support

51. During the budget period, the Mission’s support component continued to provide efficient and effective logistical, administrative and security services in support of the implementation of the Mission’s mandate.

52. In connection with the reduced level of operations in the western part of the country, in areas not affected by armed conflict, MONUSCO reduced its presence to

small antenna field offices in six provincial capitals (Kananga, Kindu, Bandundu, Matadi, Mbandaka and Mbuji-Mayi). In addition, the Mission supported military plans to close a number of company and temporary operating bases, particularly in western locations, in order to strengthen the capacity of forces in the east and to assist in the creation of islands of stability in areas cleared of the influence of armed groups. The Mission Support Division was restructured and reoriented to emphasize support to the operations in the eastern part of the country.

53. The MONUSCO air operations were comprehensively reviewed and restructured in line with the re-orientation of the Mission's operations. This reconfiguration of air operations included not only a reduction of services in the west, but also the introduction of new operating schedules and more efficient air assets better suited to the operating environment in the eastern part of the country.

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**Expected accomplishment 4.1:** Increased efficiency and effectiveness of logistical, administrative and security support to the Mission

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*Planned indicators of achievement*

*Actual indicators of achievement*

4.1.1 Decrease in the percentage of aged, non-expendable assets held in stock over 12 months (2012/13: 6.2 per cent; 2013/14: 0.75 per cent; 2014/15: 0.5 per cent)

Aged non-expendable assets increased by 11.8 percentage points. There were 1,820 aged non-expendable assets out of 7,795 total assets as at 30 June 2015 (23.3 per cent), compared with 784 aged assets out of 6,795 total assets as at 30 June 2014 (11.5 per cent)

The increase was a result of preparations for the implementation of the global field support strategy and a new supply-chain management concept in the Mission. The new approach allowed for improved visibility over previously neglected inventory and the retention of various assets in anticipation of operating future facilities

4.1.2 Increase in the number of military, police and civilian personnel sensitized to HIV/AIDS (2012/13: 5,000; 2013/14: 10,000; 2014/2015: 12,000)

Achieved. A total of 13,910 personnel were sensitized to HIV/AIDS, comprising 12,081 uniformed and 1,829 civilian personnel

4.1.3 Increase in the number of voluntary confidential counselling sessions and HIV/AIDS tests (2012/13: 1,452; 2013/14: 1,500; 2014/15: 1,700)

Achieved. A total of 2,509 Mission personnel received voluntary confidential counselling sessions and HIV/AIDS tests

The higher number was due to additional support from loaned medical staff in providing voluntary confidential counselling and testing services, and the adoption of a mobile strategy among the military contingents and formed police units located in remote locations

4.1.4 8 per cent reduction in the number of cases of sexual exploitation and abuse (2012/13: 27; 2013/14: 24; 2014/15: 22)

Achieved. A 60 per cent reduction was achieved, with 8 cases in the 2014/15 period compared with 20 cases in the 2013/14 period

4.1.5 10 per cent increase in the number of individual commercial air freight shipments (2012/13: 25; 2013/14: 28; 2014/15: 31)	Achieved. A 29 per cent increase in the number of commercial air freight shipments was achieved, with 74 shipments in the 2014/15 period compared with 48 shipments in the 2013/14 period  The higher percentage was mainly due to the increased use of domestic airlines for routine operations and commercial air freight for the delivery of food items to Kotakoli during the Ebola crisis and from Goma to the disarmament, demobilization and reintegration camp in Gemena
4.1.6 5 per cent reduction in the number of major vehicle accidents with a repair cost of \$500 or more (2012/13: 32; 2013/14: 32; 2014/15: 30)	Achieved. There were 25 accidents in the 2014/15 period, compared with the target of 30
4.1.7 Expansion of videoconferencing services coverage to 5 additional locations (Beni, Dungu, Lubumbashi, Kampala and Kigali) (2012/13: 6; 2013/14: 6; 2014/15: 11)	Achieved. Videoconferencing services were expanded to the 5 additional locations, bringing the total to 11
4.1.8 Migration of 7,000 Lotus Notes messaging accounts to the Microsoft Exchange platform (2012/13: 6,600; 2013/14: 6,600; 2014/15: 7,000)	Achieved.
4.1.9 Expansion of Tetra communications network to 5 additional locations (Mbandaka, Kananga, Mbuji Mayi, Kamina and Kindu) (2012/13: 7; 2013/14: 13; 2014/15: 18)	Achieved. Tetra communications network was expanded to 5 additional locations, bringing the total to 18

<i>Planned outputs</i>	<i>Completed (number or yes/no)</i>	<i>Remarks</i>
<b>Service improvements</b>		
Enforcement of a stricter driver testing programme, complemented by compliance with prerequisites for holding national driving licences	Yes	A stricter driver testing programme was enforced, complemented by compliance with prerequisites for holding national driving licences. 89 candidates failed the driving test. Newly arrived staff members received briefings through induction courses on road safety
Implementation of a conduct and discipline programme for all military, police and civilian personnel, including training, prevention, monitoring and recommendations on remedial action, where misconduct has occurred, as well as sensitization and dissemination of outreach materials to local non-governmental organizations and civil society groups	Yes	A conduct and discipline programme was implemented for all military, police and civilian personnel. This included training, prevention, monitoring and recommendations on remedial action, where misconduct had occurred, as well as sensitization and dissemination of outreach materials to local non-governmental organizations and civil society groups

Organization of 15 mandatory awareness sessions on HIV/AIDS for 3,000 civilian Mission personnel; 20 mass sensitization programmes for 10,000 military and police personnel and 3 refresher training sessions on HIV/AIDS for 500 military personnel; and 6 peer education training sessions in 6 mission locations for 150 military and police personnel	Yes	<p>45 mandatory awareness sessions on HIV/AIDS were organized for 682 civilian Mission personnel. The lower output was due to the reconfiguration from west to east, which affected the implementation of planned activities</p> <p>92 mass sensitization programmes were organized for 5,789 military and police personnel. The lower output for military and police personnel was due to military personnel being on deployment or rotations</p> <p>15 refresher training sessions on HIV/AIDS were conducted for 1,112 military personnel</p> <p>3 peer education training sessions were conducted in 2 mission locations for 75 military and police personnel. The lower output was a result of the limited within-Mission travel budget</p>
Increased use of commercial cargo carriers in the area of operations to provide the Mission with more flexibility in cargo movements	Yes	Commercial cargo carriers were increasingly used
Expansion of secure radio communications services (Tetra) to 5 locations (Mbandaka, Kanaga, Mbuji-Mayi, Kamina and Kindu) and availability of 1,000 secure mobile services to enhance the safety and security of field personnel	Yes	Secure radio communications services (Tetra) were expanded to the 5 locations and 1,000 secure mobile services were made available
Migration from the Lotus messaging platform to Microsoft Exchange to support and enable a changing communications landscape by providing transparent and direct client access to mail services irrespective of location	Yes	The migration from Lotus Notes to Microsoft Exchange was successfully implemented for the entire mission
<b>Military, police and civilian personnel</b>		
Emplacement, rotation and repatriation of 19,815 military contingent personnel, 760 military observers, 391 United Nations police officers, 1,050 formed police personnel and 139 government-provided personnel	19,067	Emplacement, rotation and repatriation of:
	675	Military contingent personnel
	324	Military observers
	779	United Nations police officers
	79	Formed police personnel
		Government-provided personnel



Administration of 4,542 civilian personnel (including temporary staff)	4,063	Civilian personnel (including temporary staff) were administered
Verification, monitoring and inspection of contingent-owned equipment and self-sustainment for 66 military contingents and police units, and preparation and submission of 524 periodic verification reports to Headquarters for reimbursement purposes	63	<p>Military contingents and police units verified, monitored and inspected and 435 periodic verification reports prepared and submitted to Headquarters for reimbursement purposes</p> <p>The lower number of verified, monitored and inspected contingent-owned equipment and self-sustainment was due to the repatriation of 3 contingents. The lower number of verification reports was due to new guidelines, which decreased the number of periodic verification reports</p>
Storage and supply of 7,628,755 person-days of rations for military contingent and formed police personnel in 140 locations	7,122,892	<p>Person-days of rations for military contingents and formed police personnel stored and supplied in 141 locations</p> <p>The lower output was due to the actual strength being lower than the budgeted output (full deployment)</p>
<b>Facilities and infrastructure</b>		
Maintenance and repair of 112 premises in 20 locations	112	Premises in 20 locations maintained and repaired
Sanitation services for all premises, including sewage and garbage collection and disposal	Yes	Sanitation services were provided at all premises
Operation and maintenance of 51 United Nations-owned water purification plants in 19 locations and 155 contingent-owned water purification plants in 71 locations	51	United Nations-owned water treatment plants operated in 19 locations
	141	Contingent-owned water treatment plants were operated in 65 locations. The lower output was due to the repatriation of some troops and the closure of plants at some locations
Operation and maintenance of 850 United Nations-owned generators in 114 sites and 508 contingent-owned generators in 95 locations	850	United Nations-owned generators operated in 114 sites
	532	Contingent-owned generators operated in 89 locations
Maintenance and renovation of 300 km of roads and 5 bridges	265	<p>Kilometres of roads and 3 bridges maintained and renovated</p> <p>The lower output was due to the support provided for a natural disaster recovery for 3 months following a cloudburst in South Kivu, which destroyed many bridges in October 2014</p>

Storage and supply of 13.9 million litres of petrol, oil and lubricants for generators	17.0	<p>Million litres of petrol, oil and lubricants for generators</p> <p>The higher consumption was attributable to the increase in military operations</p>
Maintenance and repair of 15 airfield facilities in 15 locations and 2 aprons and 60 helicopter landing sites in 4 locations	11	<p>Airfield facilities in 11 locations and 2 aprons and 60 helicopter landing sites maintained</p> <p>The smaller number of facilities and locations was due to the closure of 4 locations in the western part of the Democratic Republic of the Congo</p>
<b>Ground transportation</b>		
Operation and maintenance of 1,827 United Nations-owned vehicles, including 49 armoured vehicles, at 14 workshops in 14 locations	1,740	<p>United Nations-owned vehicles, including 39 armoured vehicles, at 10 workshops in 10 locations operated and maintained</p> <p>The lower output was due to the phasing out of older vehicles and the closure of 4 field workshops in the western offices</p>
Supply of 11.5 million litres of diesel for vehicles	13	<p>Million litres of diesel for vehicles supplied</p> <p>The higher consumption was attributable to the increased use of diesel fuel in support of military operations, higher fuel requirements for FARDC joint operations and increased long distance transportation of cargo from Entebbe to various locations in the eastern part of the Democratic Republic of the Congo</p>
Operation of a daily shuttle service for an average of 700 United Nations personnel per day from their areas of residence to Mission offices	Yes	<p>A daily shuttle service was operated for an average of 700 United Nations personnel per day</p>
<b>Air transportation</b>		
Operation and maintenance of 15 fixed-wing and 38 rotary-wing aircraft, including 29 military-type aircraft, in 15 locations	Yes	<p>13 fixed-wing aircraft and 41 helicopters, including 32 military-type aircraft, in 11 locations had been operated and maintained as at 30 June 2015</p> <p>One fixed-wing military aircraft (C-130) was not available from troop-contributing countries, and another aircraft (SAAB) was released due to a fleet reconfiguration</p> <p>The higher number of helicopters was due to a surplus of 1 Rooivalk deployed in support of the military operation and 4 Lamas were retained due to the military component requiring them for surveillance capabilities. During the reporting period, the Mission released 2 helicopters (1 Mi-8 and 1 Bell 212) due to a fleet reconfiguration</p>

Operation and maintenance of 5 unmanned aerial vehicles	5	Unmanned aerial vehicles operated and maintained. However, from November 2014 to March 2015, only 4 unmanned aerial vehicles were operated due to the crash of 1 such vehicle
Supply of 27.7 million litres of aviation fuel for air operations	29.9	<p>Million litres of aviation fuel for air operations supplied</p> <p>The higher consumption was attributable to aircraft usage greater than budgeted</p>

### Naval transportation

Operation and maintenance of 1 patrol boat on Lake Tanganyika and 2 sets of barges/pushers/fast boats	1	Patrol boat operated on Lake Tanganyika until 31 January 2015, when the patrolling was terminated due to improved security
	2	Sets of barges/pushers/fast boats operated and maintained
Supply of 337,000 litres of diesel fuel and 64,000 litres of petrol for naval transportation	70,670	<p>Litres of diesel fuel and 15,078 litres of petrol for naval transportation supplied</p> <p>The lower consumption was attributable to the termination of the contract for the patrol boat owing to improved security on Lake Tanganyika and the use of strategic fuel reserve owing to the expiry of the turnkey contract</p>

### Communications

Support and maintenance of 1 satellite network consisting of 5 Earth station hubs for voice, fax, video and data communications	Yes	1 satellite network consisting of 5 Earth station hubs for voice, fax, video and data communications supported and maintained
Support and maintenance of 74 very small aperture terminal systems, 93 telephone exchanges and 86 microwave links	74	Support and maintenance was provided for: Very small aperture terminals systems
	82	Telephone exchanges (the number was lower due to the gradual migration from a legacy telephony system to Internet protocol telephony)
	82	Microwave links (the number was reduced due to the consolidation of premises in Kinshasa)
Support and maintenance of 1,034 high-frequency, 27 very-high-frequency and 8,988 ultra-high-frequency repeaters and transmitters	1,043	Support and maintenance was provided for: High-frequency repeaters and transmitters
	36	Very-high-frequency repeaters and transmitters (the higher number was due to the expansion of coverage based on operational requirements and mobility)

	8,812	Ultra-high-frequency repeaters and transmitters (the lower number was due to the closure of two company operating bases)
Support and maintenance of 36 FM radio broadcast stations in 14 radio production facilities	40	Radio Okapi FM radio broadcast station and 11 radio production facilities supported and maintained  4 additional transmitters were installed to improve transmission and coverage and for back-up  3 radio production facilities were dismantled due to the reconfiguration of the Mission to the eastern part of the Democratic Republic of the Congo
<b>Information technology</b>		
Support and maintenance of 6 centralized technology centres that house 48 servers	6	Centralized technology centres that housed 48 servers supported and maintained
Support and maintenance of 6,346 personal computing devices, and 1,034 network printers in 63 locations	6,346	Personal computing devices and 582 network printers were supported and maintained  The number of printers decreased due to the installation of shared network printers and the consolidation of office premises
Support and maintenance of the wireless area network	Yes	The wireless area network was supported and maintained
<b>Medical</b>		
Operation and maintenance of 21 United Nations-owned level I clinics, 52 contingent-owned level II clinics, 3 contingent-owned level II medical facilities and 1 contingent-owned level III medical facility in 16 locations for all Mission personnel, staff of other United Nations agencies and the local civil population in emergency cases	11  55  1	Operation and maintenance in 11 locations of:  United Nations-owned level I clinics (the lower number was due to the closure of 10 clinics in the western part of the Democratic Republic of the Congo)  Contingent-owned level II clinics and 3 contingent-owned level II medical facilities  Contingent-owned level III medical facility
Maintenance of mission-wide land and air evacuation arrangements for all United Nations locations, including to level II, III and IV hospitals in 5 locations	Yes	Land and air evacuation arrangements were maintained mission-wide
Conduct of 2 HIV/AIDS voluntary confidential counselling and testing workshops, and 1 voluntary confidential counselling and testing promotion campaign each quarter at different Mission locations for all Mission personnel	Yes	2 workshops and 5 campaigns were conducted

Operation and maintenance of 4 functional static voluntary confidential counselling and testing facilities in the Mission and conduct of 8 mobile voluntary confidential counselling and testing visits for military personnel	Yes	4 testing facilities were operated and maintained. 20 mobile voluntary confidential counselling and testing visits for military personnel were conducted  The higher number was due to the strategy of expanding access to voluntary confidential counselling and testing services in all the Mission's locations
<b>Security</b>		
Provision of security services 24 hours a day, 7 days a week, for all Mission areas	Yes	Security services were provided 24 hours a day, 7 days a week, for all Mission areas
Provision of 24-hour close protection to senior mission staff and visiting high-level officials	Yes	24-hour close protection was provided to senior mission staff and visiting high-level officials
Mission-wide site security assessment, including residential surveys for 400 residences	653	Mission-wide site security assessments, including residential surveys for 653 residences, conducted  The higher output was due to the Mission reconfiguration and an increase in personnel in Goma
Conduct of a total of 147 information sessions on security awareness and contingency plans for all Mission personnel	150	Information sessions on security awareness and contingency plans conducted for all Mission personnel
Induction security and primary fire training/drills for new Mission staff	Yes	Induction security and primary fire training/drills were carried out for new Mission staff
Training for 100 international MONUSCO security officers on firearms and defensive tactics, for 300 national MONUSCO security guards on guards instructions and guidelines, defensive tactics and the use of X-ray machines, and for 25 international MONUSCO security officers on the security certification programme and on the handling of the emergency trauma bag	64	International security officers trained on firearms and defensive tactics  The lower output was due to a limited budget for external consultants
Fire safety courses for 100 incoming staff and refresher courses on a weekly basis for 1,000 military and civilian personnel already in the Mission	Yes	Fire safety courses were organized for 155 incoming staff and refresher courses were organized on a weekly basis for a total of 1,115 military and civilian personnel already in the Mission

Monthly baggage inspections/security checks for approximately 10,000 MONUSCO passengers and passengers from other United Nations entities and for approximately 5.6 tons of cargo at 14 main MONUSCO terminals (Kinshasa, Kisangani, Mbandaka, Kindu, Goma, Bunia, Bukavu, Kalemie, Kananga, Mbuji-Mayi, Lubumbashi, Kamina, Dungu and Manono)	Yes	Monthly baggage inspections/security checks were conducted for approximately 10,000 passengers and 5.6 tons of cargo
Bimonthly meetings of the Integrated Security Management Team on various security and safety issues related to the prevailing security situation Mission-wide	Yes	Bimonthly meetings of the Integrated Security Management Team were conducted. In addition, extraordinary meetings were also conducted when dictated by the prevailing security situation

### Regional Service Centre at Entebbe

54. The Regional Service Centre at Entebbe focused on stabilizing its service delivery model while continuously improving service delivery performance during the 2014/15 period.

### Expected accomplishment 4.2: Fully functioning Regional Service Centre in line with the global field support strategy

<i>Planned indicators of achievement</i>	<i>Actual indicators of achievement</i>	
4.2.1 Completion of the re-engineering phase and initiation of the continuous performance improvement for the Centre's service lines	Achieved. The re-engineering project was completed for the relevant service lines. The Regional Service Centre at Entebbe documented all of its 70 business processes and developed terms of reference for each service line to assist staff members to navigate through human resources-related policies	
4.2.2 Improvements in quality as a result of the implementation of a quality management system	Service delivery standards reached an average of 66 per cent of achieved or improved performance. The target of 80 per cent was not achieved due to factors outside the control of the Regional Service Centre at Entebbe, such as the measurement of air tickets being issued 16 days prior to travel, which is controlled by the missions, and the onboarding of staff within 90 days, which was prolonged by visa issuance delays	
<i>Planned outputs</i>	<i>Completed (number or yes/no)</i>	<i>Remarks</i>
Effective management of 8 service-level agreements	Yes	The Regional Service Centre at Entebbe produced monthly reports on its compliance with key performance indicators allowing the client missions to evaluate whether the Centre was achieving established service delivery standards

10 re-engineering projects completed for the Centre's service lines	Yes	The re-engineering projects were completed
ISO 9001 certification of at least one service line	No	The acquisition of the ISO 9001 certification was not considered a priority given the recent implementation of the service lines concept and its stabilizing phase of operations during the reporting period
Establishment of a comprehensive staff development and capacity-building programme	No	The programme was not established; however, a training-needs assessment survey was conducted in August 2015, after the reporting period
Timely completion of all tasks for the roll-out of Umoja extensions	Yes	All tasks were completed as required. Data cleansing and data collection, user access mapping, training and communication related to the project were on track during the reporting period
Review and update of the business continuity plan	Yes	The Regional Service Centre at Entebbe risk assessment, business impact analysis and subsequent business continuity plan were completed. The risk management strategy will have to be reviewed before its implementation

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**Expected accomplishment 4.3:** Effective and efficient check-in/check-out support to clients

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<i>Planned indicators of achievement</i>	<i>Actual indicators of achievement</i>
4.3.1 Maintenance of the time required for check-in (2012/13: 89.3 per cent completed in 2 days; 2013/14: more than 98 per cent completed in 2 days and 100 per cent completed in 7 days; 2014/15: more than 98 per cent completed in 2 days and 100 per cent completed in 7 days)	95 per cent of all check-ins performed during the period were completed within 2 days and 99 per cent were completed within 7 days
4.3.2 Maintenance of the time required for international personnel check-outs (2012/13: 99.3 per cent completed in 1 day; 2013/14: more than 98 per cent completed in 1 day and 100 per cent completed in 5 days; 2014/15: more than 98 per cent completed in 1 day and 100 per cent completed in 5 days)	47 per cent of check-outs were completed in 1 day and 67 per cent of check-outs were completed in 5 days. The ability of the Regional Service Centre at Entebbe to meet the target was adversely affected by incomplete check-out processes at the mission level, prior to staff members' arrival at the Centre
4.3.3 Sustained level of services by maintaining a short time for uniformed personnel check-outs (2012/13: 98 per cent completed in 3 days; 2013/14: more than 98 per cent completed in 3 days and 100 per cent completed in 7 days; 2014/15: more than 98 per cent completed in 3 days and 100 per cent completed in 7 days)	98 per cent of check-outs were completed in 3 days and 100 per cent were completed in 7 days

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<i>Planned outputs</i>	<i>Completed (number or yes/no)</i>	<i>Remarks</i>
Check-in and check-out of 517 civilian personnel	526	Check-ins and check-outs processed for MONUSCO
Check-in and check-out of 913 uniformed personnel	1,476	Check-ins and check-outs conducted for MONUSCO

#### **Expected accomplishment 4.4:** Effective and efficient education grant processing support to clients

<i>Planned indicators of achievement</i>	<i>Actual indicators of achievement</i>
4.4.1 Sustained level of services by maintaining a short time for processing education grant claims during the peak period (July-October) (2012/13: 46.0 per cent in less than 7 weeks; 2013/14: more than 96 per cent in less than 6 weeks; 2014/15: 96 per cent in 6 weeks)	90 per cent of a total of 3,688 claims were processed within 6 weeks.  The lower output was due to staff members not submitting the required documents in a timely manner
4.4.2 Maintenance of a short time for processing education grant claims during the off-peak period (November-June) (2012/13: 70.3 per cent in less than 4 weeks; 2013/14: more than 96 per cent in less than 3 weeks; 2014/15: 96 per cent in 3 weeks)	68 per cent of a total of 2,911 claims were processed within 3 weeks of receipt  The lower output was due to staff members not submitting the required documents in a timely manner and the implementation of the field support suite system in March 2015
4.4.3 Reduction in the time taken to pay education grant claims during the peak period (July-October) (2012/13: not applicable; 2013/14: less than 12 per cent; 2014/15: 96 per cent in 1 week)	Since payments are disbursed by Headquarters in New York, the responsibility of the Regional Service Centre at Entebbe ends at the education grant approval step. This indicator has been modified for the 2015/16 period
4.4.4 Reduction in the time taken to pay education grant claims during the off-peak period (November-June) (2012/13: not applicable; 2013/14: not applicable; 2014/15: 96 per cent in 3 days)	Since payments are disbursed by Headquarters in New York, the responsibility of the Regional Service Centre at Entebbe ends at the education grant approval step. This indicator has been modified for the 2015/16 period
4.4.5 Reduction in the average number of education grant claims returned to missions (2012/13: 4.0 per cent; 2013/14: less than 12 per cent; 2014/15: less than 11 per cent)	18 per cent of all education grant claims submitted were returned to missions for correction or completion. The Regional Service Centre at Entebbe provided training to staff members in missions to reduce the volume of returned claims

<i>Planned outputs</i>	<i>Completed (number or yes/no)</i>	<i>Remarks</i>
Processing of 1,791 education grant claims	1,169	Claims processed for MONUSCO



**Expected accomplishment 4.5:** Effective and efficient Regional Training and Conference Centre support to clients

<i>Planned indicators of achievement</i>	<i>Actual indicators of achievement</i>
4.5.1 Sustained level of services in the operation of the Regional Training and Conference Centre (2012/13: 6,391 participants in events organized by the Regional Service Centre; 2013/14: 6,000; 2014/15: 6,000)	Achieved. Training and conference services were provided to 6,198 participants
4.5.2 Maintenance of the response time to training requests received by the Regional Training and Conference Centre (2012/13: 47 per cent within 24 hours; 2013/14: 98 per cent within 24 hours; 2014/15: 98 per cent within 24 hours)	88 per cent of requests for training received by the Regional Training and Conference Centre were processed within 24 hours
4.5.3 Sustained level of customer satisfaction received from training participants (2012/13: 28 per cent of customers satisfied or more than satisfied; 2013/14: 99 per cent of customers satisfied or more than satisfied; 2014/15: 99 per cent of customers satisfied or more than satisfied)	84 per cent of customers were satisfied according to the client survey conducted in March 2015

<i>Planned outputs</i>	<i>Completed (number or yes/no)</i>	<i>Remarks</i>
250 regional training sessions and conferences held with the participation of 1,886 staff from MONUSCO	249	Regional training sessions and conferences held with the participation of 1,362 staff from MONUSCO

**Expected accomplishment 4.6:** Effective and efficient regional troop and police movement support to client missions

<i>Planned indicators of achievement</i>	<i>Actual indicators of achievement</i>
4.6.1 Timely coordination of regional troop and police movement flights by the Transportation and Movements Integrated Control Centre (2012/13: 839 flights; 2013/14: 1,179; 2014/15: 555)	Only 123 troop and police movement flights were coordinated  The lower number was due to the following factors: (a) the change in the policy with an increased baggage space and weight allotment per person made many planned troop movements impractical with the available aircraft; (b) the cancellation of the contracts for the MD-83 and the B-737 aircraft in February and May 2014; and (c) the Ebola outbreak in West Africa, resulting in restricted operations in the East African region with the B-737 aircraft of the United Nations Mission in Liberia

4.6.2 Reduction in the time required to provide a transportation solution for troop and police movement (2012/13: not applicable; 2013/14: 96 per cent within 5 days and 100 per cent within 14 days; 2014/15: 95 per cent within 5 days and 100 per cent within 10 days)	Not measured. All task requests were responded within the stipulated time; however, no tool was in place to measure the activity
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<i>Planned outputs</i>	<i>Completed (number or yes/no)</i>	<i>Remarks</i>
Coordination of 25 troop and police movement flights using United Nations long-term charter aircraft	0	Troop movement flights coordinated for MONUSCO
852 troops and police moved	0	Troops and police moved for MONUSCO

**Expected accomplishment 4.7:** Effective and efficient support to regional air and surface transportation requirements from client missions

<i>Planned indicators of achievement</i>	<i>Actual indicators of achievement</i>
4.7.1 Regional flights operated on schedule (2012/13: not applicable; 2013/14: not applicable; 2014/15: at least 75 per cent operated on time)	Not measured. During the reporting period, there was no tool to measure this activity
4.7.2 Reduction in the time required to provide other transportation solutions (2012/13: not applicable; 2013/14: not applicable; 2014/15: 95 per cent within 5 days and 100 per cent within 10 days)	Not measured. During the reporting period, there was no tool to measure this activity
4.7.3 70 per cent of passengers and cargo capacity utilization (2012/13: not applicable; 2013/14: not applicable; 2014/15: 70 per cent)	62 per cent  The lower number was due to the fact that the integrated regional flight schedule was coordinated only for the United Nations Multidimensional Integrated Stabilization Mission in the Central African Republic
4.7.4 80 per cent of flight hour utilization against budgeted hours (2012/13: not applicable; 2013/14: not applicable; 2014/15: 80 per cent)	The cancellation before the 2014/15 period of two aircraft (MD-83 and the B-737) contracts left the Transportation and Movements Integrated Control Centre with no aircraft under its tasking authority

<i>Planned outputs</i>	<i>Completed (number or yes/no)</i>	<i>Remarks</i>
416 regional flights in support of MONUSCO	0	Integrated regional flights for MONUSCO coordinated. During the 2014/15 period, the Transportation and Movements Integrated Control Centre no longer supported MONUSCO regional flights owing to the cancellation of the requirement

13,963 passengers transported on the integrated regional flight schedule	No	The Transportation and Movements Integrated Control Centre was unable to help to meet regional requirements owing to the unavailability of air assets
600 flight hours operated for MONUSCO	No	Zero flight hours were operated for MONUSCO

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**Expected accomplishment 4.8: Effective and efficient finance services to clients**


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<i>Planned indicators of achievement</i>	<i>Actual indicators of achievement</i>
4.8.1 Maintenance of the time required to pay valid vendor invoices (2012/13: 86.8 per cent within 28 days; 2013/14: 98 per cent within 27 days; 2014/15: 98 per cent within 27 days)	75 per cent of invoices were paid within 27 days. The ability of the Regional Service Centre at Entebbe to meet the target was affected by delayed receipt and inspection, partial deliveries and incomplete shipping and payment documentation from vendors. The Centre relied on client missions to perform those processes in a timely manner
4.8.2 Maintenance of the time required to process personnel claims (2012/13: 89 per cent within 28 days; 2013/14: 98 per cent within 21 days; 2014/15: 98 per cent within 21 days)	60 per cent of personnel claims were processed within 21 days, a significant improvement compared with the previous cycle (30 per cent). The ability of the Regional Service Centre at Entebbe to meet the target was affected by insufficient supporting documents being submitted by the staff members and fund commitments
4.8.3 Maintain prompt payment discounts obtained from vendors (2012/13: not applicable; 2013/14: not applicable; 2014/15: 100 per cent of prompt payment discounts obtained for applicable vendor invoices)	96 per cent of prompt payment discounts were obtained for applicable vendor invoices.  The lower output was due to the late forwarding of the appropriate invoices to the Regional Service Centre at Entebbe
4.8.4 Reduction in the time taken to process electronic bank transfers (2012/13: 97 per cent within 3 days; 2013/14: 97 per cent within 3 days; 2014/15: 98 per cent within 3 days)	79 per cent of electronic bank transfers were processed within 3 days and 95 per cent within 5 days. The reason for the partial achievement was related to the transition and training required following the implementation of the Umoja system
4.8.5 Maintenance of the time to process the staff monthly payroll and to pay other allowances (2012/13: 99.8 per cent within 5 days; 2013/14: 98 per cent within 5 days; 2014/15: 98 per cent within 5 days)	Achieved. 100 per cent of the staff monthly payroll was processed within 5 days
4.8.6 Sustained customer satisfaction rate for finance services (2012/13: 13 per cent for claims services; 21 per cent for payroll services; 16 per cent for vendor services; 2013/14: 80 per cent; 2014/15: 80 per cent)	No specific survey was performed for financial services following the restructuring of the Regional Service Centre at Entebbe along service lines, which incorporate both finance and human resources services

<i>Planned outputs</i>	<i>Completed (number or yes/no)</i>	<i>Remarks</i>
Monthly financial statements prepared in compliance with the International Public Sector Accounting Standards	Yes	12 financial reports compliant with the International Public Sector Accounting Standards were prepared
Payment of 15,716 personnel claims	13,882	Claims processed for MONUSCO
Payment of 1,121 international staff	806	Local payroll payments processed for a monthly average of 806 international staff for MONUSCO
Payment of 3,166 national staff	2,712	Local payroll payments processed for a total average of 2,712 national staff for MONUSCO
Payment of 3,391 uniformed personnel	901	Mission subsistence allowance processed for a monthly average of 901 uniformed personnel comprising civilian police, military observers and staff officers of MONUSCO. This average takes into account the total number of officers receiving local payment. The payment excludes the daily allowance payable to contingents and formed police units
Payment of 619 United Nations Volunteers	713	United Nations Volunteer payments processed for MONUSCO
Payment of 2,000 individual contractors	2,844	Payments processed for individual contractors in MONUSCO
Payment of 1,350 vendors	517	Vendor payments processed for MONUSCO

**Expected accomplishment 4.9:** Effective and efficient human resources services to clients

<i>Planned indicators of achievement</i>	<i>Actual indicators of achievement</i>
4.9.1 Maintenance of the time to complete onboarding/offer management requests from client missions within delegated authorities (2012/13: not applicable; 2013/14: not applicable; 2014/15: 98 per cent of onboarding cases completed within 90 days)	76 per cent of onboarding offers were completed within 90 days  The lower number was mostly due to delays in receiving candidates' responses, processing medical clearances and receiving managers' approval
4.9.2 Maintenance of the time to approve staff entitlements and benefits (2012/13: not applicable; 2013/14: 98 per cent within 14 days; 2014/15: 98 per cent within 14 days)	90 per cent of international and national staff entitlements were approved within 14 days

4.9.3 Maintenance of the time to pay travel entitlements (2012/13: not applicable; 2013/14: 98 per cent within 14 days; 2014/15: 98 per cent within 14 days, 100 per cent within 20 days)	46 per cent of travel requests were processed within 14 days and 71 per cent within 20 days  The lower number was due to delays in staff members' responses
4.9.4 Maintenance of the time to pay assignment grants (2012/13: not applicable; 2013/14: 98 per cent within 5 days; 2014/15: 98 per cent within 5 days)	89 per cent of assignment grants were processed within 5 days
4.9.5 Contract extensions completed on time for payroll on all recommendations and e-performance documents received from client missions (2012/13: not applicable; 2013/14: 100 per cent; 2014/15: 100 per cent)	96 per cent of contract extensions (for national and international staff) were completed on time for payroll
4.9.6 Maintenance of the time for final separation action and finalization of time and attendance records of separating staff (2012/13: not applicable; 2013/14: 98 per cent within 30 days; 2014/15: 98 per cent within 30 days)	This indicator could not be monitored. The final separation action and the finalization of time and attendance records are a manual process, with actions required in different systems, and no analysis or monitoring was done
4.9.7 Maintenance of the time for the issuance of tickets for official travel (2012/13: not applicable; 2013/14: 98 per cent within 7 days; 2014/15: 98 per cent within 7 days)	92 per cent of tickets were issued within 7 days of request
4.9.8 Compliance with the requirement to purchase tickets for individual travellers 16 calendar days in advance of commencement of official travel (2012/13: not applicable; 2013/14: 75 per cent; 2014/15: 75 per cent)	63 per cent of tickets were issued 16 days or more before departure. This improved rate, compared with the 2013/14 cycle, was due to the continued enforcement by the Regional Service Centre at Entebbe of compliance with the travel policy through its communications with client missions and staff members
4.9.9 Maintenance of customer satisfaction rate for human resources services (2012/13: 15 per cent for recruitment and onboarding services; 40 per cent for travel services; 48 per cent for staff services; 2013/14: 90 per cent; 2014/15: 90 per cent)	No specific survey was performed for human resources services following the restructuring of the Regional Service Centre at Entebbe along service lines, which incorporate both finance and human resources services

<i>Planned outputs</i>	<i>Completed (number or yes/no)</i>	<i>Remarks</i>
370 offers issued for international positions	68	Onboarding cases completed for MONUSCO
4,136 contracts extended for national and international staff	1,175	Contracts extended for MONUSCO

350 assignment grants paid	152	Assignment grants processed for MONUSCO
13,787 entitlements and benefits approved	17,530	Entitlements and benefits approved for MONUSCO
4,028 airline tickets issued, including for civilian staff and uniformed personnel	3,978	Tickets issued for MONUSCO

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**Expected accomplishment 4.10:** Effective and efficient information technology support to client missions

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*Planned indicators of achievement**Actual indicators of achievement*

4.10.1 Improvement of telephone billing services through the establishment of a regional structure and standardization (2012/13: not applicable; 2013/14: not applicable; 2014/15: 97 per cent of telephone bills sent within 7 days of receipt of user-verified invoice, 100 per cent within 15 days of receipt of user-verified invoice)

The implementation of telephone e-billing, software user acceptance testing and the standardization of telephone billing were completed at 90 per cent. 100 per cent of telephone bills have been sent within 7 days of receipt of user-verified invoices since October 2014

4.10.2 Improvement of network performance to the missions through centralized management and monitoring at the Technology Centre (2012/13: not applicable; 2013/14: not applicable; 2014/15: 99 per cent network uptime per month)

Construction at the Technology Centre was still ongoing in the 2014/15 period, with the civil works only completed in June 2015

4.10.3 Sustained response time to incidents and service requests (2012/13: not applicable; 2013/14: not applicable; 2014/15: 100 per cent of all incidents and service requests are responded to within 3 hours)

98 per cent of all incidents and service requests were responded to within 3 hours

4.10.4 Service-level compliance for incident resolution (2012/13: not applicable; 2013/14: not applicable; 2014/15: 90 per cent of all incidents will be resolved according to priority assigned. (Critical incidents: resolution target 3 hours; high priority: resolution target 6 hours; medium priority: resolution target 12 hours; low priority: resolution target 48 hours)

96 per cent of all incidents were resolved according to the priority assigned (critical priority: 5.23 hours; high priority: 10.21 hours; medium priority: 2.77 hours; and low priority: 1.35 hours). During the reporting period, 99 per cent of all tickets were created with "medium priority"

4.10.5 Service-level compliance for service fulfilment (2012/13: not applicable; 2013/14: not applicable; 2014/15: 90 per cent of all requests for service will be resolved according to priority assigned. (Critical request for service: resolution target 2 hours; high priority: resolution target 4 hours; medium priority: resolution target 24 hours; low priority: resolution target 48 hours)

86 per cent of all requests for service were resolved according to the priority assigned

4.10.6 Increased client satisfaction rating for services of the Regional Information and Communications Technology Service (2012/13: not applicable; 2013/14: not applicable; 2014/15: 90 per cent customer satisfaction)

84 per cent of customers were satisfied according to the client survey conducted in March 2015

<i>Planned outputs</i>	<i>Completed (number or yes/no)</i>	<i>Remarks</i>
Effective management of over 10,065 telephone accounts	Yes	Completed

**Expected accomplishment 4.11:** Effective and efficient support to the Regional Service Centre at Entebbe<sup>a</sup>

<i>Planned indicators of achievement</i>	<i>Actual indicators of achievement</i>
4.11.1 Reduction of the civilian personnel vacancy rate to 5 per cent	The actual average vacancy rate for civilian personnel was 17.7 per cent. The Regional Service Centre at Entebbe underwent a civilian staffing review during the 2014/15 period, which resulted in proposals to nationalize 68 and abolish 7 international posts. As a result, recruitment exercises were put on hold to implement the review recommendations  The transfer of the posts from client missions was delayed with the majority of posts transferred only in February 2015, resulting in recruitment exercises not being completed by 30 June 2015. In addition, the Centre experienced a high staff turnover from December 2014 to June 2015
4.11.2 90 per cent of national staff trained in major enterprise applications and continuous process improvement (2012/13: not applicable; 2013/14: not applicable)	All national staff with access to the enterprise resource planning system have received training on the system, as it is a prerequisite for access. Training on continuous process improvement was conducted informally within the service lines

<i>Planned outputs</i>	<i>Completed (number or yes/no)</i>	<i>Remarks</i>
12 monthly post incumbency reports sent to clients of the Regional Service Centre at Entebbe	Yes	12 monthly post incumbency reports were prepared and submitted to Headquarters
2 training needs assessments completed	1	Training needs assessment performed during the period
10 training sessions conducted on Umoja	Yes	A training plan for Umoja was in place for all staff, incorporating multiple sessions of computer- and classroom-based sessions
5 training sessions conducted on continuous process improvement	Yes	7 workshops were conducted on continuous process improvements

<sup>a</sup> Expected accomplishment 4.11 is internal to the Regional Service Centre at Entebbe and the related indicators of achievement and outputs are consistent with the overview report.

### III. Resource performance

#### A. Financial resources

(Thousands of United States dollars. Budget year is from 1 July 2014 to 30 June 2015)

Category	Apportionment <sup>a</sup>	Expenditure	Variance	
			Amount	Percentage
	(1)	(2)	(3) = (1) - (2)	(4) = (3) ÷ (1)
<b>Military and police personnel</b>				
Military observers	45 186.3	43 883.5	1 302.8	2.9
Military contingents	556 614.2	556 099.4	514.8	0.1
United Nations police	21 709.4	20 818.4	891.0	4.1
Formed police units	24 488.7	23 363.1	1 125.6	4.6
<b>Subtotal</b>	<b>647 998.6</b>	<b>644 164.4</b>	<b>3 834.2</b>	<b>0.6</b>
<b>Civilian personnel</b>				
International staff	182 862.9	185 539.1	(2 676.2)	(1.5)
National staff	115 577.3	116 923.9	(1 346.6)	(1.2)
United Nations Volunteers	22 149.0	24 101.1	(1 952.1)	(8.8)
General temporary assistance	9 709.3	9 802.4	(93.1)	(1.0)
Government-provided personnel	5 014.2	4 595.1	419.1	8.4
<b>Subtotal</b>	<b>335 312.7</b>	<b>340 961.6</b>	<b>(5 648.9)</b>	<b>(1.7)</b>
<b>Operational costs</b>				
Civilian electoral observers	—	—	—	—
Consultants	549.8	473.0	76.8	14.0
Official travel	8 485.9	9 505.4	(1 019.5)	(12.0)
Facilities and infrastructure	82 903.9	85 728.1	(2 824.2)	(3.4)
Ground transportation	23 238.3	22 058.3	1 180.0	5.1
Air transportation	233 712.8	217 344.8	16 368.0	7.0
Naval transportation	1 294.1	1 539.2	(245.1)	(18.9)
Communications	24 806.2	25 836.4	(1 030.2)	(4.2)
Information technology	16 824.5	23 764.6	(6 940.1)	(41.2)
Medical	1 396.4	2 597.6	(1 201.2)	(86.0)
Special equipment	—	—	—	—
Other supplies, services and equipment	41 159.0	36 088.2	5 070.8	12.3
Quick-impact projects	7 000.0	6 684.8	315.2	4.5
<b>Subtotal</b>	<b>441 370.9</b>	<b>431 620.4</b>	<b>9 750.5</b>	<b>2.2</b>
<b>Gross requirements</b>	<b>1 424 682.2</b>	<b>1 416 746.4</b>	<b>7 935.8</b>	<b>0.6</b>
Staff assessment income	35 399.1	32 655.7	2 743.4	7.7
<b>Net requirements</b>	<b>1 389 283.1</b>	<b>1 384 090.7</b>	<b>5 192.4</b>	<b>0.4</b>
Voluntary contributions in kind (budgeted) <sup>b</sup>	1 439.3	711.4	727.9	50.6
<b>Total requirements</b>	<b>1 426 121.5</b>	<b>1 417 457.8</b>	<b>8 663.7</b>	<b>0.6</b>

<sup>a</sup> Inclusive of commitment authority in the amount of \$27,646,200 approved by the General Assembly in its resolution 69/297.

<sup>b</sup> Includes \$711,400 from the Hironde Foundation comprising provisions for civilian staff salaries, official travel, facilities and infrastructure, ground transportation, communications and other supplies, services and other equipment.



## B. Financial resources for the Regional Service Centre at Entebbe

(Thousands of United States dollars)

Category	Apportionment	Expenditure	Variance	
			Amount	Percentage
	(1)	(2)	(3) = (1) - (2)	(4) = (3) ÷ (1)
<b>Civilian personnel</b>				
International staff	8 088.3	7 734.7	353.6	4.4
National staff	770.8	593.9	176.9	23.0
United Nations Volunteers	660.6	127.6	533.0	80.7
General temporary assistance	—	—	—	—
<b>Subtotal</b>	<b>9 519.7</b>	<b>8 456.2</b>	<b>1 063.5</b>	<b>11.2</b>
<b>Operational costs</b>				
Consultants	94.2	49.7	44.5	47.2
Official travel	49.8	125.1	(75.3)	(151.2)
Facilities and infrastructure	3 145.5	2 325.6	819.9	26.1
Ground transportation	62.0	26.3	35.7	57.6
Air transportation	—	—	—	—
Communications	426.7	599.2	(172.5)	(40.4)
Information technology	656.2	345.9	310.3	47.3
Medical	19.0	18.6	0.4	2.1
Special equipment	—	—	—	—
Other supplies, services and equipment	56.4	51.6	4.8	8.5
<b>Subtotal</b>	<b>4 509.8</b>	<b>3 542.0</b>	<b>967.8</b>	<b>21.5</b>
<b>Gross requirements</b>	<b>14 029.5</b>	<b>11 998.2</b>	<b>2 031.3</b>	<b>14.5</b>
Staff assessment income	853.9	884.8	(30.9)	(3.6)
<b>Net requirements</b>	<b>13 175.6</b>	<b>11 113.4</b>	<b>2 062.2</b>	<b>15.7</b>
Voluntary contributions in kind (budgeted)	—	—	—	—
<b>Total requirements</b>	<b>14 029.5</b>	<b>11 998.2</b>	<b>2 031.3</b>	<b>14.5</b>

55. The approved share of resources amounted to \$14,029,500. During the reporting period, the expenditure of the Regional Service Centre at Entebbe amounted to \$11,998,200, with an underexpenditure of \$2,031,300 (gross) or 14.5 per cent. The lower requirements were mainly related to higher vacancy rates for international staff, national staff and United Nations Volunteers. In addition, the lower expenditure under facilities and infrastructure was mainly attributable to the non-acquisition of planned office furniture for the Regional Service Centre office buildings 1 and 2 because of delays in their completion.

### C. Summary information on redeployments across groups

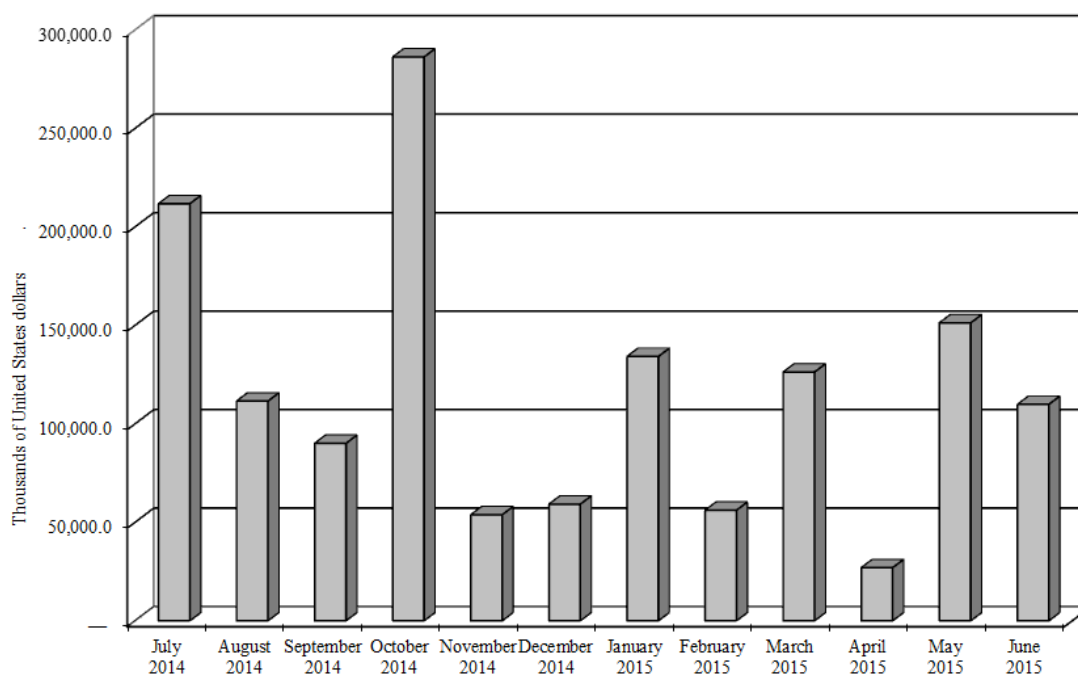
(Thousands of United States dollars)

<i>Group</i>	<i>Appropriation</i>		
	<i>Original distribution</i>	<i>Redeployment</i>	<i>Revised distribution</i>
I. Military and police personnel	647 998.6	(2 560.3)	645 438.3
II. Civilian personnel	335 312.7	8 155.4	343 468.1
III. Operational costs	441 370.9	(5 595.1)	435 775.8
<b>Total</b>	<b>1 424 682.2</b>	<b>–</b>	<b>1 424 682.2</b>
Percentage of redeployment to total appropriation			0.6

56. During the reporting period, funds in the total amount of \$8,155,400, representing 0.6 per cent of the total appropriation, were redeployed to group II (civilian personnel) to meet the increased costs of international staff, national staff and United Nations Volunteers. The increased requirements for international staff were mainly attributable to higher common staff costs, including assignments grants and residential security expenditure, in relation to the continued movement of staff to the eastern part of the Democratic Republic of the Congo in the beginning of the reporting period. The increased costs for national staff were due to indemnity payments for separated staff in the western part of the country and the revised salary scale for national staff. The higher number of separated and repatriated United Nationals Volunteers also resulted in higher costs.

57. The redeployment from group III (operational costs) was possible because of lower-than-planned air transportation expenditure, as a result of lower costs of air transportation services and the unavailability of a fixed-wing aircraft. The redeployment from group I (military and police personnel) was possible as a result of the higher actual average vacancy rates as compared with budgeted rates and lower rotation costs.

## D. Monthly expenditure pattern



58. Peak monthly expenditure levels during the reporting period were mainly attributable to the recording of obligations and disbursements in respect of the following: (a) civilian personnel costs, in July 2014, including education grant expenditure for international staff; (b) troop reimbursement and contingent-owned major equipment and self-sustainment for services rendered by military contingents in October 2014, in January and May 2015; and (c) obligations raised for the rental and operation of helicopters in October 2014 and June 2015 to cover the full year requirement.

## E. Other revenue and adjustments

(Thousands of United States dollars)

<i>Category</i>	<i>Amount</i>
Interest revenue	3 097.4
Other/miscellaneous revenue	1 906.8
Prior-period adjustments	(35.9)
Cancellation of prior-period obligations	23 248.8
<b>Total</b>	<b>28 217.1</b>

## F. Expenditure for contingent-owned equipment: major equipment and self-sustainment

(Thousands of United States dollars)

Category	Expenditure		
<b>Major equipment</b>			
Military observers	—		
Military contingents	76 981.5		
Formed police units	3 698.1		
<b>Subtotal</b>	<b>80 679.6</b>		
<b>Self-sustainment</b>			
Military contingents	85 092.8		
Formed police units	2 731.5		
<b>Subtotal</b>	<b>87 824.3</b>		
<b>Total</b>	<b>168 503.9</b>		
Mission factors	Percentage	Effective date	Last review date
<b>A. Applicable to Mission area</b>			
Extreme environmental condition factor	1.8	1 April 2014	18 February 2014
Intensified operational condition factor	2.9	1 April 2014	18 February 2014
Hostile action/forced abandonment factor	3.6	1 April 2014	18 February 2014
<b>B. Applicable to home country</b>			
Incremental transportation factor	0-3.5		

## G. Value of non-budgeted contributions

(Thousands of United States dollars)

<i>Category</i>	<i>Actual value</i>
Status-of-forces agreement <sup>a</sup>	18 210.1
Voluntary contributions in kind (non-budgeted)	—
<b>Total</b>	<b>18 210.1</b>

<sup>a</sup> Represents the rental value of land and buildings and airport fees and landing rights.

#### IV. Analysis of variances<sup>1</sup>

	<i>Variance</i>	
<b>Military observers</b>	\$1,302.8	2.9%

59. The reduced requirements were mainly attributable to the higher actual average vacancy rate of 11.2 per cent, compared with the budgeted vacancy rate of 9.0 per cent, which resulted in lower requirements for mission subsistence allowance. In addition, there was reduced expenditure for travel on emplacement, rotation and repatriation, resulting from the lower actual average cost per round trip compared with the budgeted average cost.

	<i>Variance</i>	
<b>Military contingents</b>	\$514.8	0.1%

60. The reduced requirements were mainly attributable to the lower cost of freight and deployment of contingent-owned equipment during the reporting period, as the equipment for the Intervention Brigade was deployed earlier than planned (i.e. before 30 June 2014) and therefore recognized in the 2013/14 reporting period. In addition, there were lower-than-planned troop cost reimbursements as a result of a higher actual average vacancy rate of 3.8 per cent compared with the budgeted average vacancy rate of 3.0 per cent.

61. The overall reduced requirements were partly offset by the higher-than-planned costs of travel as a result of the late rotation of two military contingents at the end of the 2013/14 period, the costs of which were recognized in the 2014/15 period, as opposed to the 2013/14 period. In addition, increased costs were incurred from maintaining contingent-owned major equipment and self-sustainment capabilities longer than planned because of the repatriation that took place in August 2015, as opposed to the last quarter of the 2014/15 period as had been anticipated.

	<i>Variance</i>	
<b>United Nations police</b>	\$891.0	4.1%

62. The reduced requirements were mainly attributable to the higher actual average vacancy rate of 17.1 per cent compared with the budgeted vacancy rate of 14.0 per cent, which resulted in lower requirements for mission subsistence allowance. In addition, there was reduced expenditure for travel on emplacement, rotation and repatriation, resulting from the lower actual average cost per round trip compared with the budgeted average cost.

	<i>Variance</i>	
<b>Formed police units</b>	\$1,125.6	4.6%

63. The reduced requirements were mainly due to the lower costs of freight and deployment of contingent-owned equipment in the reporting period, as a formed

<sup>1</sup> Resource variance amounts are expressed in thousands of United States dollars. Analysis is provided for variances of at least plus or minus 5 per cent or \$100,000.

police unit was deployed earlier than planned, in June 2014, the costs of which were charged to the prior period of 2013/14. The reduced requirements were also attributable to a higher actual average vacancy rate of 25.8 per cent compared with the budgeted vacancy rate of 24 per cent.

	<i>Variance</i>	
<b>International staff</b>	(\$2,676.2)	(1.5%)

64. The increased requirements were attributable to higher common staff costs, including assignment grants, relocation grants and hardship entitlements for the movement of staff to hazardous locations in the eastern part of the Democratic Republic of the Congo.

65. The overall increased requirements were partly offset by lower international staff salaries that stemmed from the higher actual average vacancy rate of 20.2 per cent for professional and higher categories, compared with the budgeted vacancy rate of 16.0 per cent, owing to the delayed recruitment process at the Mission.

	<i>Variance</i>	
<b>National staff</b>	(\$1,346.6)	(1.2%)

66. The increased requirements were mainly attributable to a salary increase for national staff and indemnity payments for separated staff in the western part of the Democratic Republic of the Congo. Additional costs for danger pay were also incurred owing to the increased number of staff located in the eastern provinces.

	<i>Variance</i>	
<b>United Nations Volunteers</b>	(\$1,952.1)	(8.8%)

67. The increased requirements were attributable to the costs associated with the repatriation of a higher-than-planned number of United Nations Volunteers and higher residential security and danger pay entitlements owing to the higher-than-envisaged number of Volunteers in hazardous locations.

	<i>Variance</i>	
<b>Government-provided personnel</b>	\$419.1	8.4%

68. The reduced requirements were due to the lower actual average mission subsistence allowance rate of \$164 per day compared with the budgeted rate of \$260 during the first 30 days and \$164 after 30 days.

	<i>Variance</i>	
<b>Consultants</b>	\$76.8	14.0%

69. The reduced requirements were attributable to a freeze placed by the Mission on the recruitment of non-training consultants in order to reduce the overall funding requirements for the reporting period.

	<i>Variance</i>	
<b>Official travel</b>	(\$1,019.5)	(12.0%)

70. The increased requirements were attributable to higher costs of within-mission travel (non-training), including in support of the islands of stability and of antenna offices in the western part of the Democratic Republic of the Congo, where a limited number of staff remained following the reconfiguration of the Mission to the eastern part of the country.

	<i>Variance</i>	
<b>Facilities and infrastructure</b>	(\$2,824.2)	(3.4%)

71. The increased requirements under facilities and infrastructure were mainly attributable to the acquisition of additional field defence supplies, including concertina wire and other materials to improve the Mission's civilian and military bases in Beni, owing to the rapidly deteriorating security situation during the reporting period.

72. In addition, higher expenditures were incurred for the unplanned acquisition of prefabricated facilities, accommodation and refrigeration equipment, including 15 standing company deployment kits, 100 tents and 51 ablution units. Furthermore, 400 additional air conditioners were purchased for the new offices in the eastern part of the Democratic Republic of the Congo because the existing air conditioners in the closed sectors in the western part of the country were not sufficiently serviceable to warrant their transfer east.

73. The overall increased requirements were partly offset by: (a) lower requirements for generator fuel, owing to the reduction in the actual average price of fuel compared with the budgeted price, as a result of general reductions in fuel prices on the international market, and the consumption of strategic and local fuel reserves, owing to the expiry of the turnkey contract and to the fuel being kept at the contractor's facility; (b) the unutilized balance under acquisition of engineering supplies in the western region owing to the scaling down of offices; (c) reduced requirements for alteration and renovation services owing to the limited presence in antenna locations, and the non-completion of 35 km of road as the Mission's engineering resources were redeployed for three months to support the national disaster recovery in October 2014 in Bukavu; and (d) lower costs of security services owing to the closure of some locations and the receipt of timely payment discounts as per the contractual agreement.

	<i>Variance</i>	
<b>Ground transportation</b>	\$1,180.0	5.1%

74. The reduced requirements were mainly due to the general reduction in the price of fuel on the international market, which resulted in lower actual average prices compared with the budgeted prices. In addition, the Mission consumed the strategic and local fuel reserves owing to the expiry of the turnkey contract and to the fuel being kept at the contractor's facility.

	<i>Variance</i>	
<b>Air transportation</b>	\$16,368.0	7.0%

75. The reduced requirements were mainly attributable to lower costs of air transportation services due to: (a) the early termination of an airfield service contract owing to lower operational requirements and the closure of three locations in the western part of the Democratic Republic of the Congo; and (b) reduced costs for services rendered by the unmanned aircraft system contractor following the appreciation of the United States dollars vis-à-vis the euro. Reduced requirements also resulted from the recovery of costs in the total amount of \$7.1 million, which had been incurred from other missions' usage of MONUSCO aircraft.

76. Furthermore, reduced expenditure for aviation fuel stemmed from the lower actual average price of fuel (\$1.1368 per litre compared with the budgeted \$1.2458) owing to the general price reduction on the international market, and to the Mission consuming its strategic and local fuel reserves owing to the expiry of the turnkey contract and to the fuel being kept at the contractor's facility.

	<i>Variance</i>	
<b>Naval transportation</b>	(\$245.1)	(18.9%)

77. The increased requirements were attributable to the requirements for sea containers. The containers, used for shipment of purchased assets, were initially budgeted in various expenditure classes under operational costs, including facilities and infrastructure (engineering supplies), as part of shipping costs, whereas the expenditures were recorded in naval transportation as acquisition of marine vessels.

	<i>Variance</i>	
<b>Communications</b>	(\$1,030.2)	(4.2%)

78. The increased requirements were mainly attributable to the replacement of equipment damaged by a major fire incident in Goma and to the upgrade and installation of required communications technology infrastructure following the Mission's reconfiguration, the establishment of islands of stability, new police outpost stations and efforts to bridge gaps in tactical communications for military operations.

79. The overall increased requirements were partly offset by lower costs of transponder charges under commercial communications, owing to delays in the procurement process.

	<i>Variance</i>	
<b>Information technology</b>	(\$6,940.1)	(41.2%)

80. The increased requirements were mainly attributable to additional costs of information technology services for unplanned activities and enhancements to organization-wide system integration, such as the Field Support Suite and business intelligence, as well as support for the deployment of Umoja.

81. The increased requirements were also attributable to the acquisition of additional equipment to upgrade the information technology infrastructure in order



to support the reconfigured Mission and the islands of stability. In addition, owing to a major fire incident in Goma, damaged equipment was replaced at a value of \$1 million, including equipment for storage and large capacity uninterrupted power supply. The cost of maintenance and repair also increased with the expanded information technology infrastructure.

	<i>Variance</i>	
<b>Medical</b>	(\$1,201.2)	(86.0%)

82. The increased requirements were mainly attributable to the higher costs of medical supplies, including yellow fever vaccines, owing to the receipt of invoices covering several prior financial periods from a troop-contributing Government, which were recognized in the 2014/15 period. In addition, higher costs also resulted from the acquisition of personal protection gear in relation to the Ebola outbreak during the reporting period.

	<i>Variance</i>	
<b>Other supplies, services and equipment</b>	\$5,070.8	12.3%

83. The reduced requirements were mainly due to a reduction in freight and related costs. Following the reconfiguration of the Mission from the western to eastern part of the Democratic Republic of the Congo, the main port of entry for goods shifted from Matadi, Democratic Republic of the Congo, to Mombasa, Kenya, with transit through Entebbe, which resulted in lower customs clearance rates for 20-foot containers. In addition, surface transport was increasingly used to move supplies and contingent-owned equipment within the mission area, instead of the more expensive movement by air. Furthermore, the closure of three team sites and a regional office reduced freight requirements.

84. An unutilized amount of \$1.7 million under other services resulted mainly from delays in initiating the national disarmament, demobilization and reintegration programme. In addition, lower bank charges were incurred following the implementation of a new contractual banking arrangement, with favourable rates that significantly reduced charges.

85. The overall reduced requirements were partly offset by: (a) higher-than-planned training fees owing to additional training for building the capacity of national staff and in support of security sector reform; and (b) the acquisition of additional uniforms for MONUSCO ground handling and fire-fighting personnel to carry out airfield services following the discontinuation of the use of a contractor.

	<i>Variance</i>	
<b>Quick-impact projects</b>	\$315.2	4.5%

86. The reduced requirement were primarily attributable to the delayed implementation of seven quick-impact projects in Goma, which were envisaged to start by the end of the 2014/15 period, but were postponed to the 2015/16 period owing to the delay in establishing the necessary administrative framework by 30 June 2015.

## **V. Actions to be taken by the General Assembly**

87. The actions to be taken by the General Assembly in connection with the financing of the United Nations Organization Stabilization Mission in the Democratic Republic of the Congo are:

(a) To reduce the commitment authority in the amount not exceeding \$27,646,200 approved for the period from 1 July 2014 to 30 June 2015 under the terms of General Assembly resolution 69/297 by the amount of \$7,935,800, to the amount of \$19,710,400, by which the total resources approved for the maintenance and operation of the Mission for the period will amount to \$1,416,746,400 gross, equal to the expenditure incurred by the Mission during the same period;

(b) To appropriate and assess the amount of \$19,710,400 representing the reduced commitment authority referred to in paragraph (a) above for the maintenance and operation of the Mission for the period from 1 July 2014 to 30 June 2015;

(c) To decide on the treatment of other revenue/adjustments for the period ended 30 June 2015 amounting to \$28,217,100 from interest revenue (\$3,097,400), other/miscellaneous revenue (\$1,906,800) and the cancellation of prior-period obligations (\$23,248,800), offset by prior-period adjustments (\$35,900).

## VI. Summary of follow-up action taken to implement the requests and recommendations of the Advisory Committee on Administrative and Budgetary Questions endorsed by the General Assembly in its resolutions 68/287 and 69/297

(A/68/782/Add.14)

<i>Request</i>	<i>Response</i>
<i>Logistics hub in Entebbe</i>	
The Advisory Committee notes that the proposed budget provides only a partial view of the overall costs of the MONUSCO logistics hub, given that the related requirements are presented under individual objects of expenditure. It is of the view that there is a need for more transparent presentation of the comprehensive costs of the maintenance and operations of the logistics hub. The Advisory Committee therefore recommends that the General Assembly request the Secretary-General to provide, in future performance reports and budget submissions of MONUSCO, consolidated information on the totality of the resources allocated to and the expenditure of the logistics hub. The expected accomplishments, indicators of achievement, outputs and functions of the logistics hub should also be reflected more clearly in the results-based frameworks, along with relevant performance targets, baseline information and benchmarks. (para. 70)	<p>The results-based budgeting framework for the Mission in respect of the 2015/16 period reflects the separation of the logistics hub in Entebbe (Entebbe Support Base) from the remainder of the Mission's framework, in response to the recommendation of the Advisory Committee, and will duly report separately on its performance in future performance reports of the Secretary-General on the Mission.</p> <p>Future budget reports and performance reports of the Secretary-General for the Mission, beginning with the 2016/17 and 2015/16 periods, respectively, will disclose separate, consolidated resource requirements for the Entebbe Support Base.</p>

(A/69/839/Add.5)

<i>Request</i>	<i>Response</i>
<i>Ground transportation</i>	
Upon enquiry, the Advisory Committee was provided with [a] table showing the average actual cost of fuel per litre for the last six months. <b>The Advisory Committee expects the Secretary-General to provide a detailed analysis of expenditures for fuel, including unit price, total cost and consumption levels in his next performance report.</b> (para. 65)	Future performance reports of the Secretary-General for the Mission, beginning with the 2015/16 period, will include a detailed analysis of fuel expenditures, as requested by the Advisory Committee.

*Air transportation*

The decrease is offset in part by the increased cost of flight hours for the two Rooivalk helicopters in accordance with the contract currently in place, which amounts to \$12 million compared with \$4 million in the 2014/15 period. **The Advisory Committee trusts that full explanations on the variations in the contracts of the Rooivalk helicopters will be provided in the performance report.** (para. 66)

During its exchange with the representatives of the Secretary-General, the Advisory Committee was informed that approximately 102,000 MONUSCO passengers and approximately 29,000 non-mission personnel had been transported on MONUSCO flights during the period from January to December 2014. Given the reduction in the size of the Mission's air fleet by an average of 12 per cent over the past three years and the need to prioritize and plan the Mission's fleet on the basis of its own requirements, MONUSCO decided, effective November 2014, to introduce a flat-fee charge (equivalent to the fee charged by the United Nations Air Humanitarian Service) to members of United Nations agencies, funds and programmes and other non-United Nations personnel for travel on MONUSCO flights. The Committee was informed that a review was under way of the legal, liability and insurance aspects of charging non-Mission personnel for travel on United Nations operated aircraft. The outcome of the review would guide the development of a policy applicable to all missions. **The Advisory Committee looks forward to receiving the outcome of the review.** (para. 67)

During the budget preparation, the agreement for the Rooivalk helicopters was not finalized, and the budget estimate was therefore based on the hourly costs of two MI-24 attack helicopters and came to a total cost of \$4 million. Upon agreement with the troop-contributing country, MONUSCO received three Rooivalk attack helicopters at a total annual cost of \$12 million. The third helicopter was deployed in order to meet the availability for military operational requirements in case of any downtime. Therefore the additional cost of \$8 million was the difference between the budgeted provision of \$4 million for two attack helicopters based on an hourly rate and the actual agreement for three helicopters at a fixed cost of \$12 million.

According to the memorandum of understanding signed by MONUSCO and the United Nations country team, MONUSCO offers and the country team accepts to receive helicopter and fixed-wing air transport services for the carriage of passengers to and from destinations where MONUSCO is present and appropriate resources are available.

For individual passenger travel on scheduled routes, the services are provided on a space availability basis and a fee is charged by MONUSCO that is considered a cost-sharing contribution of service users towards the recovery of the costs incurred by MONUSCO in relation to the processing of movement-of-personnel requests and manifests, the use of MONUSCO facilities and other ground handling costs. The amount of this fee is equivalent to the highest "booking fee" charged by United Nations Air Humanitarian Service in the Democratic Republic of the Congo, regardless of itinerary. Each service user agrees that the United Nations, including MONUSCO, is not liable for any loss, damage, injury or death that may be sustained by any official, employee, agent or the service user or any other person.

The memorandum of understanding resulted from the due diligence work between the Mission, the country team and United Nations Headquarters in New York and covered the legal, liability and insurance aspects. Accordingly, a waiver of liability is still to be signed by every passenger.

Request

Response

### Other supplies, services and equipment

The increase is also due to a higher provision for rations owing to the planned support of additional FARDC troops and Congolese national police officers (support for 25,500 personnel planned compared with 8,400 in the 2014/15 period), which will result in additional costs of \$10.5 million, including transportation costs. **The Advisory Committee recommends that the General Assembly request the Secretary-General to provide, in the relevant performance report, information on the utilization of the resources provided to non-United Nations personnel, including details on how the release of supplies is authorized and accounted for.** (para. 70)

The Force Commander or the Police Commissioner sends a request to the Director of Mission Support with information on the specific operation to be supported, the number of FARDC troops, the FARDC unit/battalion, the location of support, the sponsoring MONUSCO contingent, the quantity of food and fuel support required and the duration of the support. If the Director of Mission Support authorizes the request, the relevant support component sections go ahead and provide the support to the MONUSCO-sponsoring contingent using a handover voucher.