OCHA

ANNUAL REPORT 2004

ACTIVITIES AND USE OF EXTRABUDGETARY FUNDS

UNITED NATIONS

OFFICE FOR THE COORDINATION OF HUMANITARIAN AFFAIRS

Editorial Team

OCHA'S MISSION

The mission of the Office for the Coordination of Humanitarian Affairs (OCHA) is to mobilize and coordinate effective and principled humanitarian action in partnership with national and international actors in order to:

- alleviate human suffering in disasters and emergencies;

- advocate for the rights of people in need;

- promote preparedness and prevention; and

- facilitate sustainable solutions.

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Foreword

Welcome to OCHA's Annual Report 2004, the third annual report we have produced. It is also the second that I have had the pleasure of presenting since I began my work as Under-Secretary-General for Humanitarian Affairs and Emergency Relief Coordinator.

As I look back over the year 2004 at OCHA's challenges and achievements I would be remiss if I did not first thank our partners for their firm, ongoing and generous commitment to OCHA. Your strong financial support has allowed us to continue in our mission of coordinating humanitarian response to the world's complex emergencies and natural disasters. Additionally, I want to thank our donors for their growing acceptance of this document as our primary financial reporting mechanism.

The Annual Report represents our commitment to producing a financial document that illustrates our ongoing work of enhancing accountability and transparency. As a crucial element of our annual strategic planning cycle, the report provides an account of income and expenditure as well as OCHA's achievements and lessons learned measured against the planned objectives, activities and performance assessments for 2004. This report represents a further step forward in OCHA's ongoing effort to improve our efficiency in managing resources and providing donors the ability to measure our success.

Throughout 2004, we undertook major advocacy efforts on key humanitarian issues. We started the year with a campaign in the international news media to draw the world's attention to the neglected humanitarian crisis in Darfur and ended the year with an unprecedented level of attention by the global media to our response to the Indian Ocean tsunami. We also made progress in placing forgotten humanitarian issues higher on political agendas; I was able, for example, in April to bring the Darfur crisis to the Security Council for the first time. This in turn was instrumental in breaking down the Sudanese Government's access restrictions on humanitarian workers. However, only in May and June could humanitarian organizations begin to build a real response to the needs of the one million internally displaced in Darfur. Since then, humanitarian presence has gone from a few hundred relief workers in May of 2004 to some 11,000 national and international staff members from NGOs, the Red

Cross/Red Crescent and the United Nations system one year later.

The many large humanitarian operations that OCHA is helping to organize are increasingly effective in providing lifesaving relief—from food and shelter to health care and sanitation—to populations in need. We also see increasing enthusiasm among NGOs, donors and other humanitarian actors for our coordination tools and mechanisms. But this, in turn, places greater demands on Humanitarian Coordinators and OCHA offices and makes it imperative that we ensure we have the right people with the right training in place.

Throughout the year we were witness to armed groups abusing those we help and limiting our access. High levels of insecurity for both local populations and humanitarians continue to limit our ability to reach millions of people around the world suffering from hunger, disease, violence and the lack of the most basic infrastructures of support, and such insecurity is crucially intertwined with protection. In many parts of Africa and across the globe problems of access are becoming entrenched. Some progress has been made in securing access in countries such as Uganda and Liberia, but elsewhere, from Colombia and Nepal to Afghanistan and the Democratic Republic of the Congo hundreds of thousands of people continue to suffer from the sporadic and sometimes total inability of aid agencies to reach them.

The problem of neglected emergencies unfortunately continued to be a central issue in 2004 as well. While there has been progress on the visibility of some neglected emergencies—such as those in Sudan, the eastern DRC, northern Uganda and Somalia—just visibility is not enough. We need unearmarked funding commitments to address the long-running emergencies that have been relegated to the background of global attention.

2004 was also a year of multiple and severe natural disasters that strained the world's resources to respond. OCHA's response to the earthquake that devastated Bam, Iran on 26 December 2003 carried over well into 2004. Throughout the year OCHA was called on to respond to disasters ranging from the floods in Haïti and hurricanes in the Caribbean to the locust swarms that destroyed the crops of wide swaths

of Africa. Then, on 26 December 2004 the Indian Ocean earthquake and tsunami hit, one of the world's worst disasters in years—severely taxing the world's resources and response capacity.

Although the Darfur crisis was widely perceived as a crisis of protection it also highlights the growing challenges of the humanitarian community's capacity to respond quickly and adequately to crisis. Not only was it difficult to turn the world's attention to the emergency, but the humanitarians and donors were too slow in their response.

The question of response capacity is also one of how to maintain and improve capacity where it already exists. The world's response to the locust swarms that devastated the crops of so much of Africa in October also provided us with lessons for improvement. In the past, Africa had a great capacity to deal with locusts. There were early warning systems in place, and strong response and recovery systems as well. We all must work harder across the globe to redress imbalances such as these between local and international capacity.

In December, the humanitarian community along with the global community responded quickly and with great strength when the tsunami struck. The first UNDAC teams were deployed on 26 December itself and the humanitarian response capacity was bolstered by outside logistical support. This disaster saw an impressively fast response by all sectors. As such it also begs the question of why we move so quickly to respond to some crises and do not do so in others.

The trajectory of OCHA's challenges in 2004 provide good examples of the challenges and lessons outlined in the humanitarian section of the Secretary-General's reform proposal *In larger freedom*. This report serves OCHA as a backdrop when considering the need for a more predictable response capacity. OCHA's experiences, in turn, point toward the larger constraints that capacity places on humanitarian response.

The Humanitarian Response Review, which will report in 2005, will address the predictability and capacity of humanitarian response and provide proposals for new standby arrangements for personnel and materials to ensure both faster response and the ability to respond to multiple crises.

We recognize that capacity is not just the availability to deploy but also the material ability to do so and donors can improve and broaden deployment

considerably by increasing the predictability of funding. An improved stand-by fund for emergencies has been proposed by the Secretary-General as well as by donors. As Emergency Relief Coordinator I applaud this as a move that will help both to jump-start emergency operations and fund forgotten crisis populations. Additionally, pledges need to be converted quickly to tangible resources and to be predictable and flexible. Good Humanitarian Donorship is a hopeful move forward, but 2004 saw the first two quarters, as usual, with pledges but little funding. And well into 2004 the majority of African appeals had less than 10 percent of their funding. Without more predictable funding our goals for a stronger response capacity will necessarily fall short.

We also recognize that OCHA's ability to succeed depends on our relationships with national governments and our experiences of the past year continue to highlight the necessity of building strong local and national capacity. We in the humanitarian community sometimes have a tendency to overestimate the capacity of international organisations while underestimating the capacity of local organisations.

The inclusion of more local and regional actors in our response instruments and personnel rosters was one of our priorities in 2004 and last year we welcomed both new members from and new partnerships with developing countries. We also recognize the need to do better in supporting risk reduction strategies and regional capacity.

Humanitarian reform is necessary to assure more rapid response wherever and whenever it is needed. 2004 gave us a strong platform for reform, with the Humanitarian Response Review underway, more commitments by donors to the standards of Good Humanitarian Donorship, and the continuing recognition by the humanitarian community of the need to ensure the capacity of local and regional structures. OCHA will continue to build on this platform as it seeks to ensure the strongest possible humanitarian response to the world's emergencies and disasters. We look forward to working with our donors and the larger humanitarian community as we address the challenges and opportunities of the coming years.

Jan Egeland
May 2005

PART I

FINANCIAL INFORMATION AND ANALYSIS
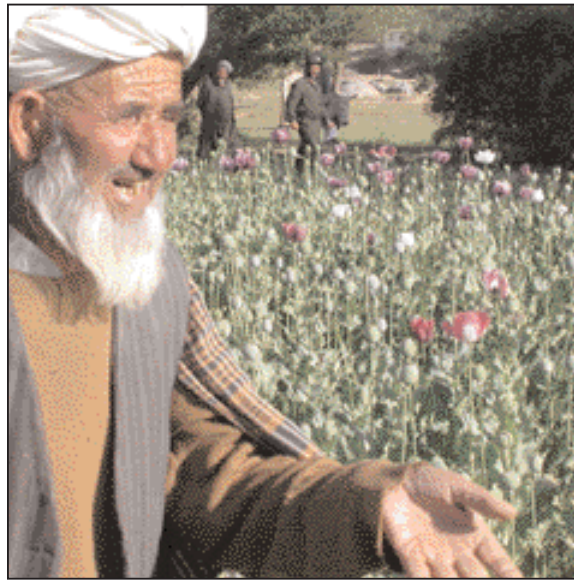
OCHA/IRIN

Introduction

The Annual Report 2004 reaffirms OCHA's continuing commitment to donors and the international community to provide a comprehensive view of the achievements and impact of the Office's activities in one calendar year. It highlights OCHA's efforts to establish a structured approach to reporting, in accordance with the Good Humanitarian Donorship initiative, by presenting information on the use of voluntary contributions in one comprehensive publication. This report complements OCHA's appeal document *OCHA in 2004 – Activities and Extra-budgetary Requirements.*

Improvements have been introduced, based on last year's experience and feedback from donors. The report includes detailed financial information and narratives on the management of cash resources, accountability, and distinction between core, project and field activities together with additional tables and graphic illustrations to provide a better analysis and visual interpretation of the use and management of funds that OCHA receives.

While the report continues to focus on the financial and programmatic elements of OCHA's planned activities, fresh emphasis has been given to capturing the impact of these activities at the corporate level, particularly in the field. In addition to elaborating on programme implementation, the report provides a quantitative and qualitative analysis of their performance.

It includes detailed information on new and changing humanitarian emergency requirements that occurred in the course of 2004 and which were not reflected in the appeal document. Although the report is confined to the activities outlined in *OCHA in 2004*, it nevertheless provides a description of the other activities in respect of which OCHA continues to receive funding.

The report includes, in annex III, an analysis of the Central Emergency Revolving Fund (CERF), a cash-flow mechanism managed by OCHA for use by organizations of the UN system to ensure their rapid and coordinated response to the critical requirements of emergencies; information on in-kind and other contributions that OCHA receives annually; and a brief summary of the continued support provided by the Afghanistan Emergency Trust Fund in support of the humanitarian needs and recovery of Afghanistan.

OCHA would like to thank its donors for their support and collaboration throughout this extraordinary year and looks forward to a continued dialogue to further strengthen these partnerships in 2005. Any suggestions to better fulfilling the reporting needs of donors are welcome.

A number of footnotes and definitions accompany the statements. It is hoped that they will facilitate the reading and analysis of the report.

Explanation of Financial Statements and Terminology

Statement of income and expenditures summarises the total funds available, from the beginning balance or carry-over from 2003; income for the year comprising donor contributions, including unpaid pledges and miscellaneous income; transfers from other funds and adjustments; expenditure, which includes obligations made but not yet disbursed; and the closing balance, which includes the mandatory cash operating reserve for emergency contingency purposes.

Budget and expenditure tables show, by main activity, OCHA's extra-budgetary requirements as reflected in *OCHA in 2004*, and the expenditure recorded for each activity. The expenditures include obligations and actual disbursements.

Expenditure breakdown tables are presented for each activity, and include the standard breakdown by object of expenditure as defined in the UN financial system. Related activities are described in the narrative reports.

Donor contributions show the total pledges made by individual donors, broken down by trust fund.

Opening balance represents the total amount of funds available for the trust fund and/or main activity on 1 January 2004, and is also referred to as carry-over balance from 2003. Fewer actual funds are available for implementation purposes because unpaid pledges, while recorded as income, are not cash on hand and because a mandatory 10 percent

cash operating reserve must be held to cover any unforeseen expenditure.

Adjustment includes adjustments of income or expenditure reported in 2004. This may be due to adjustments of contributions and other miscellaneous income for prior years and adjustments or reversals to expenses incorrectly reported.

Pledge is a written commitment by a donor to provide, at a future date, a monetary contribution to OCHA's activities. In cases in which donors pay without first making a pledge, OCHA reports the amount pledged as identical to the amount paid. A pledge is recorded as income under the UN Financial Rules and Regulations, regardless of whether it has been paid. If the pledge is in a currency other that US$, its value is converted according to established UN rates of exchange prevailing at the time of receipt. The US$ value of the pledge changes in accordance with the UN rates of exchange for as long as the pledge remains outstanding as a receivable in the UN financial statement.

Income from contributions is composed primarily of pledged and collected contributions from donors that have been credited to OCHA's trust funds.

Other funds available includes other miscellaneous income, such as gain or loss on currency exchange, proceeds from sale, disposition of old equipment, etc.

Total funds available include opening balance, adjustments, income from contributions, and other funds available.

Transfers, refunds, and savings include transfers between projects, transfer from the FCRF to an underfunded field office and transfer between trust funds, refunds and savings from prior period obligations.

Expenditure corresponds to the disbursements and obligations recorded for the year.

Closing balance represents funds carried over from 2004 to 2005. The net carry-over that can be used for implementing activities is lower than the figure indicated in the statement of income and expenditure. For the Trust Fund for Disaster Relief, a large portion of the carry-over relates to grants for natural disasters, prepositioned funds and other humanitarian activities that have not been included in the extra-budgetary programme requirements laid out in *OCHA in 2004.*

Budget lines in the expenditure tables include:

- Staff costs: salaries and related entitlements of staff holding United Nations contracts.

- Consultants fees and travel: salaries and travel costs of consultants engaged for a specific time-bound mandate and purpose.

- Travel: includes travel and related expenses incurred on official business by staff or other representatives participating in OCHA activities.

- Contractual services: relates to payments for outsourced services, such as printing, translation and editing.

- Operating expenses: payments for rental and maintenance of office premises and equipment, communications, shipment, banking charges, etc.

- Supplies, furniture and equipment: payments for office supplies, materials, furniture, and equipment, including computers, fax machines, photocopiers, and vehicles in the field.

- Grants, contributions, fellowships, and seminars: grants provided to external entities, including UN agencies, NGOs, institutions, universities and other organizations working in partnership with OCHA; it includes seminars and workshops included in requirements as reflected in *OCHA in 2004.*

- Programme support costs: calculated at 13 percent of all activities and projects executed and directly supported by OCHA, and three percent of grants provided to other entities that do not require significant administrative support from OCHA. These programme support costs, while recorded as expenditure in each trust fund, revert to OCHA as income for its Special Account for Programme Support Costs.

How OCHA is Funded

OCHA is funded from the United Nations regular budget and from voluntary contributions.

For the biennium 2004-2005, the General Assembly approved a regular budget appropriation of US$ 23.3 million under Section 27: Humanitarian Assistance, of which US$ 11.7 million was appropriated for 2004 and the balance of US $12.6 million for the year 2005.

OCHA's programme budget for the biennium 2004-2005 corresponds to a 0.6 percent share of the total UN regular budget of US$ 3.6 billion. Compared to other Secretariat entities, this represents one of the lowest on a proportional basis.

Funding Sources in 2004
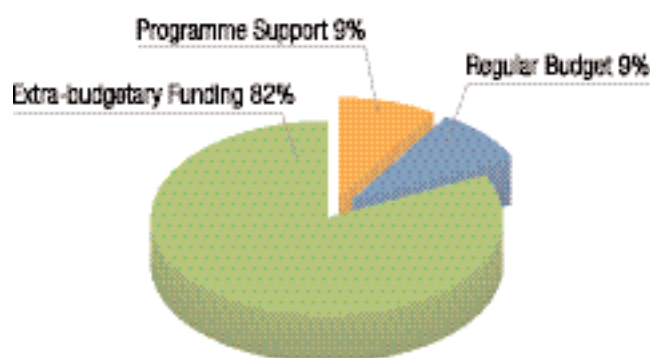
In 2004, OCHA received voluntary contributions totaling US$ 101.9 million. However, that included donations to activities that were not reflected in *OCHA in 2004*, such as grants for natural disasters, and other funds channeled through OCHA, like country humanitarian response funds, that were not included in the appeal document.

Voluntary contributions directly responding to activities in *OCHA in 2004* reached US$ 80.6 million, a 25 percent increase over the US$ 64.1 million received for the prior year.

Apart from the real increase in donor contributions, a number of donors were providing contributions in their respective foreign currencies which, due to the significant drop in the strength of the US dollar, have resulted in a higher dollar value of their donations.

Voluntary contributions to OCHA are managed primarily through two trust funds:

- The Trust Fund for Disaster Relief (DM) which finances humanitarian coordination activities in

all countries affected by conflicts, natural disasters and industrial, environmental and technological accidents; and

- The Trust Fund for Strengthening of the Office of the Emergency Relief Coordinator (DD) which supports OCHA's core mandate for activities undertaken by headquarters that are not funded by the regular budget.

Projects administered by headquarters are funded from both trust funds.

The contributions received by the Trust Fund for Disaster Relief (DM) are used primarily for OCHA's emergency coordination activities in the field. The Trust Fund serves as the vehicle for funding of all of OCHA's field activities, exclusive of IRIN, as reflected in the document *OCHA in 2004*. In addition, grants to governments affected by natural, environmental, and technological disasters as well as allocations for natural disaster related projects and other humanitarian activities are financed from the Trust Fund.

The Trust Fund for the Strengthening of the Office of the Coordinator (DD) is used to underwrite the core activities of OCHA. Core activities can be defined as the minimum level of activities that OCHA must carry out to effectively discharge its mandate given an average level of humanitarian emergency programming around the world. This foundation is based on three priority functions identified by the General Assembly, namely, humanitarian coordination, advocacy and policy development. OCHA's core activities can also be seen as the basis that underpins and allows for additional activities to take place. Examples of this include the capacity required to establish field offices in an emergency or to initiate an evaluation of activities. Broadly, core activities at headquarters can be categorized into: coordination of humanitarian preparedness and response; development of humanitarian policy; advocacy in support of humanitarian principles; and information management. These are supported by executive direction and management, the IASC and ECHA mechanisms and external relations and resource mobilization.

Core activities are distinguished from other incremental activities such as projects or time-limited activities generally implemented at headquarters. In particular, these are the activities

associated with the response to the coordination requirements of emergencies, time-bound projects and projects undertaken by OCHA on behalf of the IASC or the international community, such as UNDAC, MCDU, INSARAG, and the further development of CAP, Reliefweb, Field Information Management, Donor Relations, Staff Development and Field Support. Such activities may also include time-bound activities that OCHA takes on in addition to its statutory requirements for a given period of time at the request of the Security Council, the Secretary-General, the IASC or similar body, or on the understanding that such activities are not part of OCHA's regular activities but meet an emerging need for the short-term, such as the humanitarian impact of sanctions, internal displacement and surge capacity.

Funding from the two trust funds is supplemented by the Special Account for Programme Support. Resources from this special account are derived from the programme support costs applied to all trust funds administered by OCHA. In 2004, the total income from the Special Account amounted to US$ 10.7 million.

All extra-budgetary funds are normally charged for programme support services, otherwise known as overhead. The rate charged is that which has been approved by the General Assembly which normally ranges from 3 percent to 13 percent of the annual final expenditures. For OCHA, charges of 3 percent are levied for contributions or grants provided to other UN agencies or NGOs for execution of projects through OCHA and 13 percent for activities that are directly executed and implemented by OCHA, such as those activities reflected in *OCHA in 2004.*

While OCHA generates a relatively good annual income from its programme support account, the use of such resources is limited to areas where a demonstrable relationship exists between the supporting activities concerned and the activities which generated the programme support revenue. They cannot be used to fund substantive activities and can only be used for central administrative support functions, i.e. finance, personnel and common services. In OCHA, programme support income can be used to support the staffing costs of the Executive and Administrative Offices, including the Field Support Section and Information Technology to the extent that they support other

OCHA Funding for years 2002 - 2004
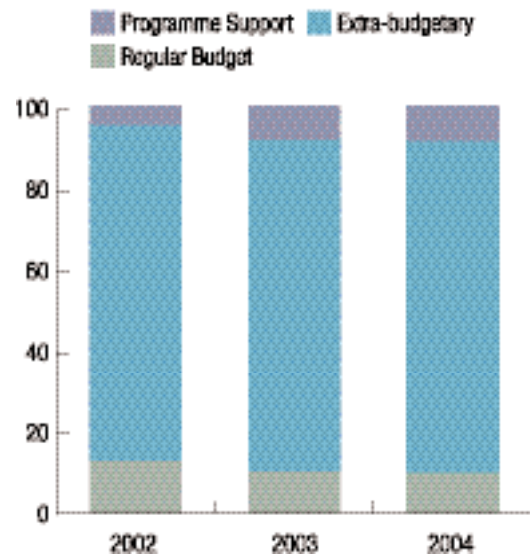
OCHA activities, general service staff and the common services provided by the UN for OCHA's extra-budgetary activities.

In addition, during 2004 OCHA received contributions in-kind, primarily in the context of natural disaster and emergency response. A number of governments provided technical experts, training facilities and mission equipment in connection with the deployment of UNDAC and INSARAG teams to disaster prone and affected countries. Others have entered into stand-by arrangements that provide OCHA with much needed technical expertise for rapid deployment to countries of conflict in the early phase of the crises. Under the Associate Experts Programme, some 24 junior professionals, funded by donor governments, have been attached to OCHA to provide substantive support for its core activities at headquarters and at the field level. OCHA's core staffing has also been strengthened with the secondment or loan, on a non-reimbursable basis, of four experienced humanitarian personnel provided by governments, partner institutions and operational agencies. (See detailed information in annex I)

The Secretary-General reports regularly to the General Assembly on the use of the regular budget appropriations. This annual report serves as OCHA's principal reporting mechanism to donors on the use of their voluntary contributions for the requirements outlined in *OCHA in 2004.*

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Donor Funding in 2004

The positive trend in overall donor contributions to OCHA continued in 2004 both in percentage and in real terms. Overall donor funding reached the unprecedented level of US$ 101.9 million, a 20 percent increase compared with 2003's voluntary contributions of US$ 85.5 million.

This amount of US$ 101.9 million, however, included contributions channeled through OCHA in the amount of US$ 22.3 million covering grants for natural disasters, country humanitarian response funds, government pre-positioned funding for UNDAC deployment and the operation of the Brindisi warehouse, as well as other activities not included in the document *OCHA in 2004*. Thus, donor funding for *OCHA in 2004* amounted to US$ 80.6 million.

Against the extra-budgetary requirements of US$ 74.6million reflected in *OCHA in 2004*, which were subsequently revised upwards to US$ 97.8 million, total donor contributions of US$ 80.6 million covered 81 percent of OCHA's overall requirements. While the overall projected requirements increased by 17 percent from US$ 81.8 million in 2003 to US$ 97.8 million in 2004 donor support grew by 11 percent from US$ 72.1 million in 2003 to US$ 80.6 million in 2004. The top 20 donors contributed some 98 percent of OCHA's annual requirements, with 5 new donors adding their support.

A number of donors followed the principles of Good Humanitarian Donorship, as established during the Stockholm meeting the previous year, by providing a large portion of their contributions loosely earmarked or unearmarked which allowed for a more equitable distribution among headquarters projects and field offices. Furthermore, several donors made great efforts to pledge and transfer their contributions in the first half of the calendar year or early in their respective fiscal year 2004.

A summary of donor funding for the activities reflected in *OCHA in 2004* follows:

• Contributions to core activities amounting to US$ 11.2 million were short of US$ 0.9 million or 8 percent compared to the US$ 12.1 million received in 2003.

Voluntary Contributions to OCHA in 2004 (US$)
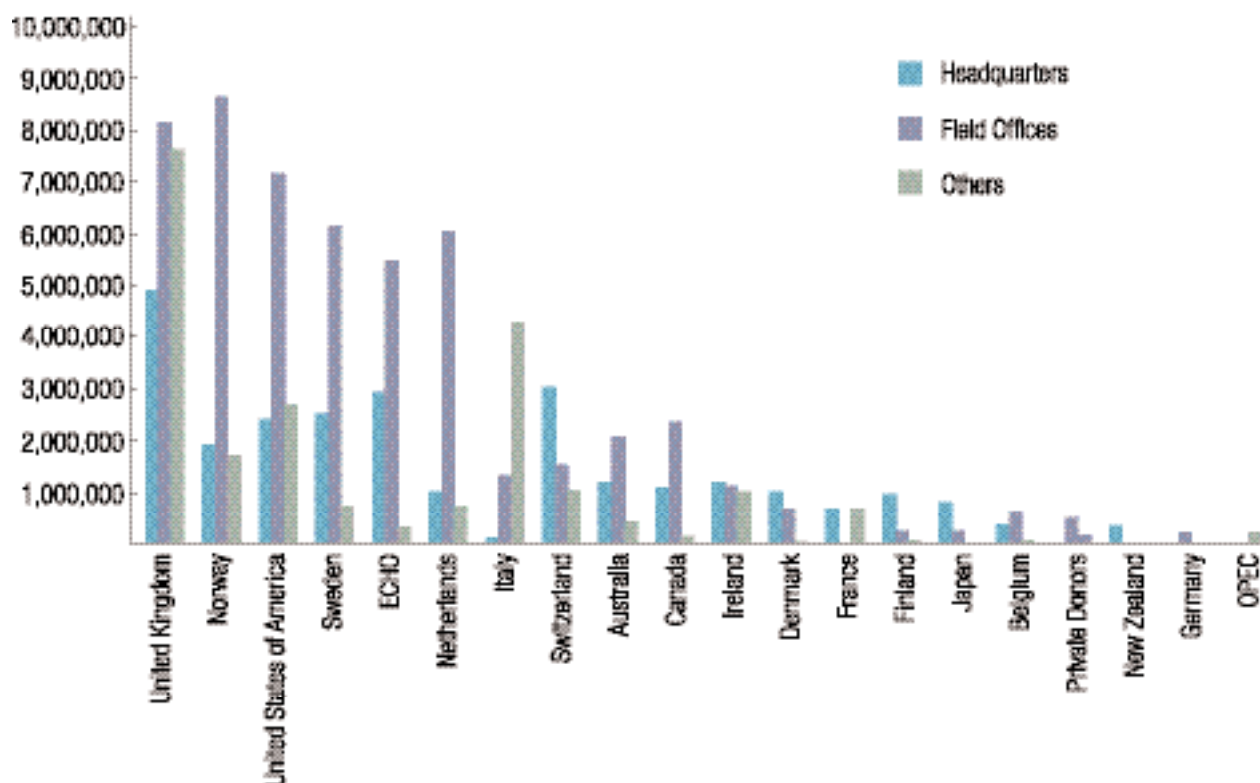
- Headquarters projects received contributions of US$ 15.9 million, exceeding last year's contributions of US$ 11.5 million by some 38 percent.

- In 2004, IRIN received contributions of US$ 5.2 million, exceeding last year's contributions of US$ 4.9 million by six percent.

- Donor contributions to OCHA field offices amounted to US$ 48.3 million, with US$ 43.8 million earmarked for specific field activities and US$ 4.5 million allocated from loosely earmarked donor funds channeled through the Field Coordination Reserve Fund. Overall, this represents a 10 percent increase compared to 2003 when contributions reached US$ 43.6 million.

A more detailed analysis of the funding of the different activities is provided below.

Core Activities

For core activities, donors provided US$ 11.2 million of contributions or 57 percent of the projected requirements of US$ 19.5 million and 67 percent of the actual expenditures of US$ 16.7 million. The shortfall of US$ 5.5 million was primarily covered from the Special Account for Programme Support.

OCHA started 2004 with sufficient funding to ensure uninterrupted implementation of its core ongoing activities. Using the carry-over from the prior year, OCHA was able to renew core staff contracts for a full year and to meet the first three months of operational requirements. Overall, OCHA managed to maintain financial sustainability throughout the year, enabling it to establish, by August 2004, the remaining new posts recommended in its change management process. Given its stable financial position at the end of 2004, OCHA was also able to meet its annual statutory obligations for 2005.

Headquarters Projects

For headquarters projects, an unprecedented level of earmarked and unearmarked contributions were received in the amount of US$ 15.9 million, 94 percent of the revised requirements of US$ 16.8

million which more than adequately covered the annual expenditure of US$ 13.5 million.

Given the larger share of funding for headquarters projects, more than 80 percent of the activities were generously funded. The contribution from ECHO for the Field Information Management project which was not part of *OCHA in 2004* provided a large infusion of resources for information technology and management requirements of OCHA, allowing for other projects to expand, including the Financial Tracking System (FTS) managed and coordinated by the CAP Strengthening Project in Geneva, the Field Information Support Project and ReliefWeb. Two projects, Staff Development and Learning and Strengthening Donor Relations Capacity remained underfunded.

Integrated Regional Information Networks

In 2004, IRIN received contributions of US$ 5.2 million exceeding its revised projected requirements of US$ 4.9 million by some six percent. In the last two years, generous contributions from new and traditional donors have enabled IRIN to meet its needs in the course of the year.

However, it continues to operate on a tight budget at the start of each year when funding is most needed to extend the contracts of staff and to cover the first quarter's operational costs. Although IRIN appears to be in a more stable financial position this year as compared to prior years, it has not yet accumulated a sufficient level of reserves or carry-over to fully meet such statutory management responsibilities, which add up to US$ 3.1 million. The earlier receipt of contributions for 2004 nonetheless enabled IRIN to cover, at least, the first three months of its staffing and operational costs without having to resort to advances from other funds. With over 60 percent of its funding received by mid-year, IRIN achieved a better implementation rate of its "mainstream" activities. Donors are invited to consider increasing their contributions so as to enable IRIN to build enough reserves or carry-over to extend its staff contracts by a full year like the rest of OCHA core staff.

OCHA Requirements versus Donor Contributions in 2004 (US$)

Legend:
- Donor Contributions
- Requirements

Categories: Core, HQ Projects, Africa, Middle East, Asia, Europe, Americas, IRIN
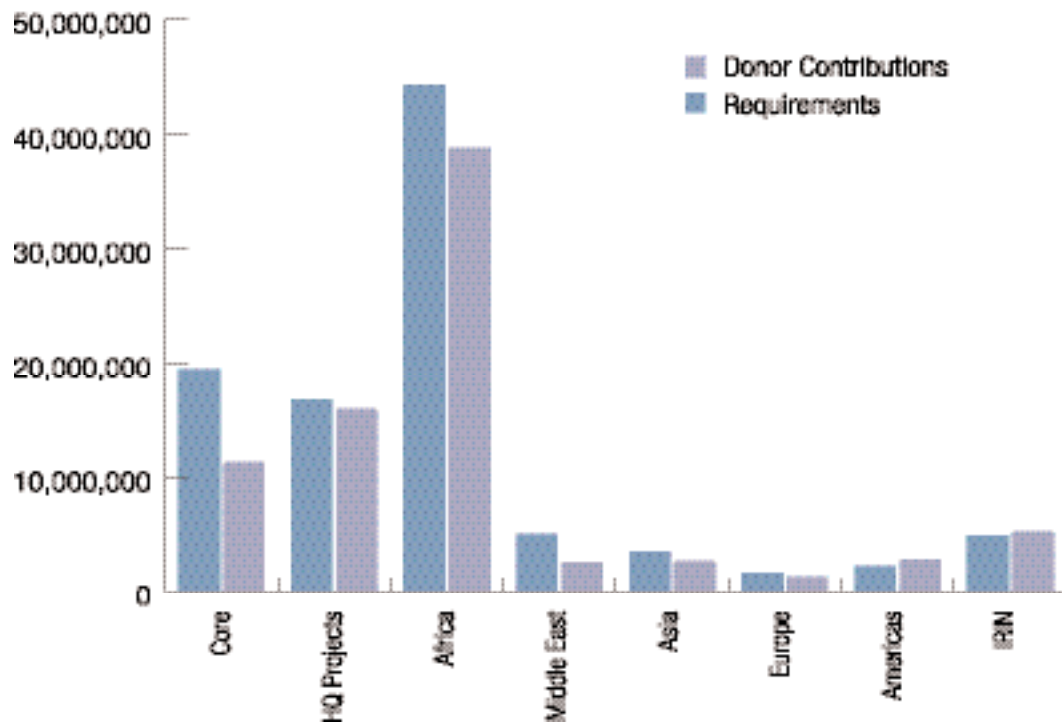
Field Offices

For field offices shown in *OCHA in 2004,* contributions totaled US$ 48.3 million or 84 percent of the revised field coordination requirements of US$ 57.1 million and 94 percent of actual expenditures of US$ 50.9 million. Contributions included some US$ 4.5 million of loosely earmarked funding provided by donors through the Field Coordination Reserve, which was used to support funding gaps for a number of poorly funded country offices.

This contribution, however, falls short of the projected requirements, which were revised upwards by US$ 19.3 million due largely to the changing situations in Angola, Democratic Republic of the Congo, Côte d'Ivoire, Eritrea, Ethiopia, Liberia, Sudan, Uganda, Colombia and Haïti.

Despite the significant increase in donor funding levels and loosely earmarked funding, OCHA continued to face a funding imbalance among the field offices due in part to delayed receipt of contributions (23.5 percent of the contributions received only in late December) and earmarking. This was compensated by a timely infusion of unearmarked funds allocated through the Field Coordination Reserve Fund (FCRF) to the most underfunded offices like Central African Republic, Guinea and Sierra Leone. Again, with more effective cash flow management, it was possible to continue implementation of most activities with little interruption.

Ideally, to avoid funding gaps and imbalances between offices and allow for a more flexible and efficient use of resources, a greater share of funding should be received unearmarked. However, if earmarking is a necessary pre-condition, it would be highly advisable to earmark funds through the Field Coordination Reserve Fund (FCRF) which can allocate resources and allow for a more equitable distribution of funding particularly amongst the most poorly funded field offices.

Earmarked, Loosely Earmarked and Unearmarked Contributions

Within the contributions for *OCHA in 2004*, more donors provided their contributions either completely unearmarked or only loosely earmarked for priority activities and in consultation with OCHA. Particularly for headquarters, this has allowed for a better distribution of resources between activities. While in 2003, 76 percent of donor contributions were received earmarked, this share was reduced to 72 percent in favor of unearmarked contributions reflecting only the *OCHA in 2004* components. OCHA would like to compliment donors for this positive trend, particularly those donors who have decreased the level of earmarking in their contributions and to encourage other donors to follow this pattern to whatever extent is possible.

To allow for optimal utilization of unearmarked contributions, OCHA reviews its cash flow status on a regular basis including the trust fund opening balances, funds received since the beginning of the calendar year, prospects of funds on the basis of pledges, predictable contributions or multi-year arrangements and from other sources such as the Programme Support Account. Closer monitoring of the implementation rate of project activities and expenditures allows for an improved cash flow management throughout the year. OCHA has to ensure that its extra-budgetary core requirements are fully resourced which is an important criteria in the distribution of unearmarked contributions.

Contributions received for field coordination but not earmarked for a specific country or office are held in the Field Coordination Reserve Fund (FCRF). OCHA, in principle, also allocates to the FCRF a share of unearmarked contributions from donors who do not otherwise provide any contributions directly for the field. The contributions through FCRF are allocated on the basis of three criteria:

- establishment of field presence in new emergencies, either natural disasters or complex emergencies;

- expansion of field presence due to a change in coordination needs to respond to a deteriorating situation or increased access to previously inaccessible areas; and

Donor Funding in 2004

Earmarked 72% Unearmarked 28%
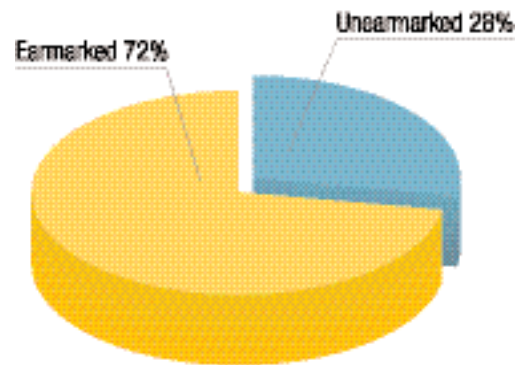
- support to severely underfunded offices to avoid interruption of contractual and operational commitments.

In 2004, the total amount channeled through the FCRF was US$ 4.6 million, which was fully allocated throughout the year as follows: US$ 3.6 million towards filed offices in Africa; US$ 278,000 in Asia; US$ 519,914 in the Americas and the Caribbean; and other projects US$ 201,845. These funds are reflected in the report as contributions received for these respective field offices. OCHA would like to see the FCRF annual income grow beyond US$ 5 million in order to manage field activities with more flexibility and allow for resources to be allocated in accordance with priority or emergency requirements.

Timeliness of Contributions

The timeliness and flexibility of donor funding are critical to OCHA's efforts to ensure full and balanced implementation of its planned activities. Even if pledges are made early in the year, OCHA cannot incur expenditures for programme implementation until such contributions are received in cash.

For the Trust Fund for Strengthening OCHA (DD), which supports the core and New York based projects, the year 2004 saw a major improvement in the timely receipt of donor contributions:

	2004	2003
First Quarter	25.8%	4.6%
Second Quarter	27.9%	20.9%
Third Quarter	12.6%	18.0%
Fourth Quarter	33.7%	56.5%

During 2003 only 25.5 percent of the contributions were received during the first half of the year while 74.5 percent was received in the second half. 2004 saw a more balanced trend with 53.7 percent received during the first half and 43.3 percent in the second half.

For the Trust Fund for Disaster Relief (DM), receipt of 2004 contributions lagged behind in the first six months of the year as compared to 2003:

	2004	2003
First Quarter	29.2%	42.8%
Second Quarter	24.4%	24.5%
Third Quarter	18.2%	13.3%
Fourth Quarter	28.2%	19.4%

Thus, by mid-year of 2004, the Trust Fund received only 53.6 percent of donor funding compared to 67.3 percent in 2003. US$ 19 million or 23.5 percent was received only in late December 2004.

For the Sub-Account for IRIN (QT), there was significant progress in the timeliness of donor contributions:

	2004	2003
First Quarter	17.0%	–
Second Quarter	43.3%	24.5%
Third Quarter	14.4%	16.7%
Fourth Quarter	25.3%	58.8%

By the middle of 2004, IRIN had received some 60.3 percent of it contributions. US$ 1.1 million or 20.2 percent was received in December 2004.

The impact of the timeliness of donor contributions is evident in the rate of implementation of the different activities they support. Given that activities

can only be implemented subject to the availability of cash, the funding trend would suggest that some Geneva-based projects and field activities under the Trust Fund for Disaster Relief and IRIN had to be postponed by at least a few months. The heavy infusion of funding in December would imply the unavailability of much-needed funding in November when staff contracts have to be extended for another year and provision made to cover the first three months of the following year's operational costs. These statutory requirements are projected to entail some 80 percent of the funding required for a given year. In order to ensure the continuity of on-going activities, guarantee the renewal of annual staff contracts and cover the first three months of operational requirements the timeliness of donor funding is critical.

While OCHA would welcome more timely receipt of contributions, it also recognizes that donor governments may very well be constrained by their own legislative processes and respective fiscal year when it comes to the timing of their cash contributions. Thus, OCHA proposes that consideration be given to setting up a "buffer" fund or "reserve" that would enable OCHA to meet its critical funding needs pending receipt of donors' annual contributions.

Status of Earmarking by Donors in 2004 Contributions in descending order (US$)

Donor	Total Contribution	Total OCHA 2004 appeal	OCHA 2004 APPEAL — Unearmarked Core Activities	Unearmarked Headquarter Projects	Unearmarked Field Offices	Total Unearmarked	Earmarked Core Activities	Earmarked Headquarter Projects	Earmarked Field Offices a/	Total Earmarked	OTHER CONTRIBUTIONS Other Humanitarian, Activities and Natural Disasters
United Kingdom	20,662,575	13,059,807	1,735,566	3,162,000	3,325,204 b/	8,222,770	-	-	4,837,037	4,837,037	7,602,768
Norway	12,278,603	10,569,127	600,030	1,322,604	2,218,867	4,141,501	-	-	6,427,626	6,427,626	1,709,476
United States of America	12,224,536	9,546,319	-	-	1,050,000 c/	1,050,000	590,473	1,805,152	6,100,694	8,496,319	2,678,217
Sweden	9,376,239	8,648,254	800,000	606,236	467,639	1,873,875	-	1,094,702	5,679,677	6,774,379	727,985
ECHO	8,705,938	8,394,174	-	-	-	-	-	2,925,209	5,468,965	8,394,174	311,764
Netherlands	7,789,000	7,062,578	665,000	348,578	378,000	1,391,578	-	-	5,671,000	5,671,000	726,422
Switzerland	5,604,364	4,567,069	-	-	-	-	937,575	2,093,701	1,535,793	4,567,069	1,037,295
Canada	3,570,613	3,431,451	-	-	-	-	748,761	334,126	2,348,564	3,431,451	139,162
Australia	3,672,540	3,245,027	-	-	-	-	525,575	652,258	2,067,194	3,245,027	427,513
Ireland	3,321,303	2,310,091	1,187,649	-	-	1,187,649	-	-	1,122,442	1,122,442	1,011,212
Denmark	1,717,375	1,687,400	587,400	375,000	675,000	1,637,400	-	50,000	-	50,000	29,975
Italy	5,727,991	1,442,004	-	-	-	-	-	115,744	1,326,260	1,442,004	4,285,987
Finland	1,240,044	1,191,769	947,867	-	243,902	1,191,769	-	-	-	-	48,275 d/
Japan	1,044,000	1,044,000	-	-	-	-	300,000	504,000	240,000	1,044,000	-
Belgium	1,023,751	973,751	-	-	-	-	361,006	-	612,745	973,751	50,000
France	1,351,233	672,807	486,240	-	-	486,240	-	186,567	186,567	186,567	678,426
Private Donors	669,908	500,025	25	-	-	25	-	-	500,000	500,000	169,883 e/
New Zealand	352,380	352,380	352,380	-	-	352,380	-	-	-	-	-
Germany	204,863	204,863	-	-	-	-	-	-	204,863	204,863	-
Spain	159,151	159,151	159,151	-	-	159,151	-	-	-	-	-
Luxemburg	118,790	118,790	118,790	-	-	118,790	-	-	-	-	-
Greece	95,000	95,000	15,000	-	-	15,000	-	-	80,000	80,000	-
China	119,980	94,980	20,000	-	-	20,000	-	74,980	-	74,980	25,000
Philippines	46,981	46,981	-	-	-	-	-	46,981	-	46,981	-
Estonia	88,346	41,000	41,000	-	-	41,000	-	-	-	-	47,346
Austria	39,766	39,766	-	-	-	-	-	39,766	-	39,766	-
Lithuania	88,886	34,852	-	-	-	-	-	-	34,852	34,852	54,034
South Africa	29,656	29,656	-	-	-	-	-	7,414	22,242	29,656	-
Singapore	20,000	20,000	20,000	-	-	20,000	-	-	-	-	-
OPEC	199,925	-	-	-	-	-	-	-	-	-	199,925
Monaco	100,016	-	-	-	-	-	-	-	-	-	100,016
Mexico	100,000	-	-	-	-	-	-	-	-	-	100,000
Liechtenstein	80,000	-	-	-	-	-	-	-	-	-	80,000
Latvia	36,798	-	-	-	-	-	-	-	-	-	36,798
Total	**101,860,551**	**79,583,072**	**7,736,098**	**5,814,418**	**8,358,612**	**21,909,128**	**3,463,390**	**9,930,600**	**44,279,954**	**57,673,944**	**22,277,479**

a/ Includes IRIN
b/ Includes US$ 174,000 of FCRF funds used to establish the RDRA Office in Bangkok (2005 Appeal)
c/ Includes US$ 250,000 of FCRF funds used for Liberia Humanitarian Response Fund (non-OCHA 2004)
d/ US$ 678,426 from France; US$ 100,000 from Mexico and US$ 21,185 from private donors were earmarked for the Indian Ocean tsunami & earthquake
e/ US$ 21,185 was earmarked for the Indian Ocean tsunami & earthquake disaster

Expenditure

In 2004 OCHA's extra-budgetary expenditures increased by US$ 14.2 million, an average overall increase of 20 percent over 2003. The higher expenditures were a result of the increase in additional requirements for OCHA's work at country level, most notably in the field offices of Angola, Burundi, Eritrea, Ethiopia, Liberia, Sudan, Democratic Republic of Congo and Colombia and new headquarters and field projects, such as the Field Information Management project, Chad, Haïti and Sudan – Darfur HIC.

Against the regular budget appropriation, OCHA's expenditures amounted to US$ 10.2 million, of which US$ 9.5 million supported OCHA's core staffing and activities and the remaining. US$ 0.7 million related to natural disaster grants. The regular budget is used exclusively for OCHA's core activities and for natural disaster grants approved by the General Assembly.

Thus, 36 percent of OCHA's core expenditures (US$ 9.5 million) were funded from the regular budget whilst 64 percent (US$ 16.7 million) were financed from extra-budgetary resources.

Overall, OCHA expended 87 percent of its revised extra-budgetary requirements for the year with core expenditures registering at 86 percent, headquarters projects at 81 percent and field offices including IRIN at 88 percent.

The degree of implementation is influenced by the following factors: (i) the vacancy rate which reflects the delayed recruitment factor, while posts are budgeted for a full year, recruitment delays left some posts vacant for a few months (for OCHA extra-budgetary professional posts the vacancy rate over all during 2004 was 24.7 percent); (ii) the variance between UN standard salary costs which are used for budgeting purposes and the actual salaries paid to staff; and (iii) the timeliness of funding, given that activities cannot be implemented until cash contributions are received.

OCHA's extra-budgetary expenditures can be divided into two general categories of staff costs and non-staff costs as indicated in the document *OCHA in 2004.* Staff costs include salaries and the related entitlements of staff members and non-staff costs include expenses related to consultants, travel, contractual services, operating expenses, supplies and grants.

For core activities, staff costs represented 70 percent of the expenditure and non-staff costs 30 percent. For headquarters projects, staff costs represented 60 percent and non-staff costs 40 percent and for the field offices 55 percent of the expenses were for staff costs and 45 percent were for non-staff costs.

Staff and non-staff expenses in the field offices varied depending on the following: the initialization of operations, scaling down of presence, closing of offices; the size of the operation; and the intensification of the humanitarian activities in the country. Field offices tend to have higher non-staff costs as their demands under operational expenses are much more complex than those of headquarters; they have to manage their own means of transportation (purchase and maintenance of vehicles), provide additional communication equipment, additional security support and many other service contracts that are not required by headquarters.

Because OCHA is a coordinating body and relies heavily on personnel to carry out its functions its primary expenses are related to staff costs (62%). Overall, 38 percent of the expenses relate to non-staff costs, which reflect the additional support expenditures that allow OCHA to operate.

Extra-budgetary Income and Expenditure 2002-2004 (US$)

OCHA Extra-budgetary Expenditure in 2004

- Executive Management 3%
- EO/AO 5%
- RCB 6%
- ESB 5%
- HEB 1%
- PDSB 3%
- AERIMB 9%
- IDO 3%
- Africa (field offices) 45%
- Middle East (field offices) 5%
- Americas and the Caribbean (field offices) 2%
- Asia (field offices) 4%
- Europe (field offices) 3%
- IRIN 6%
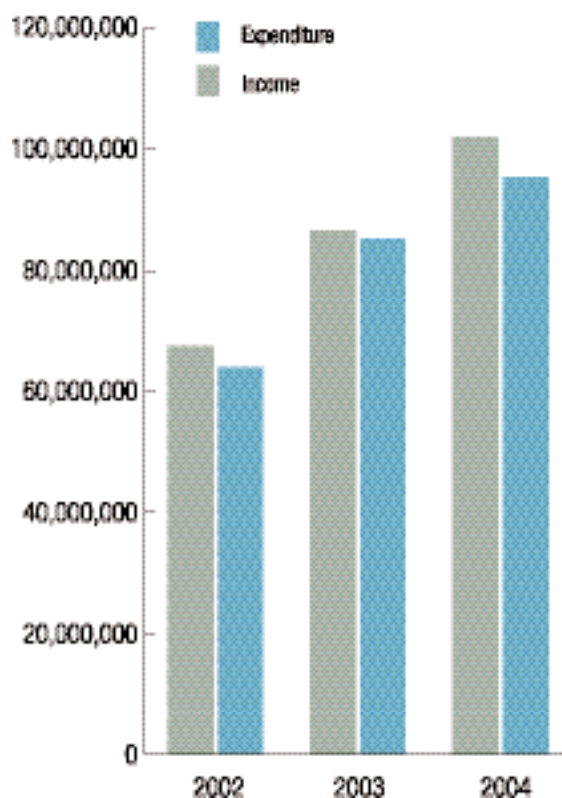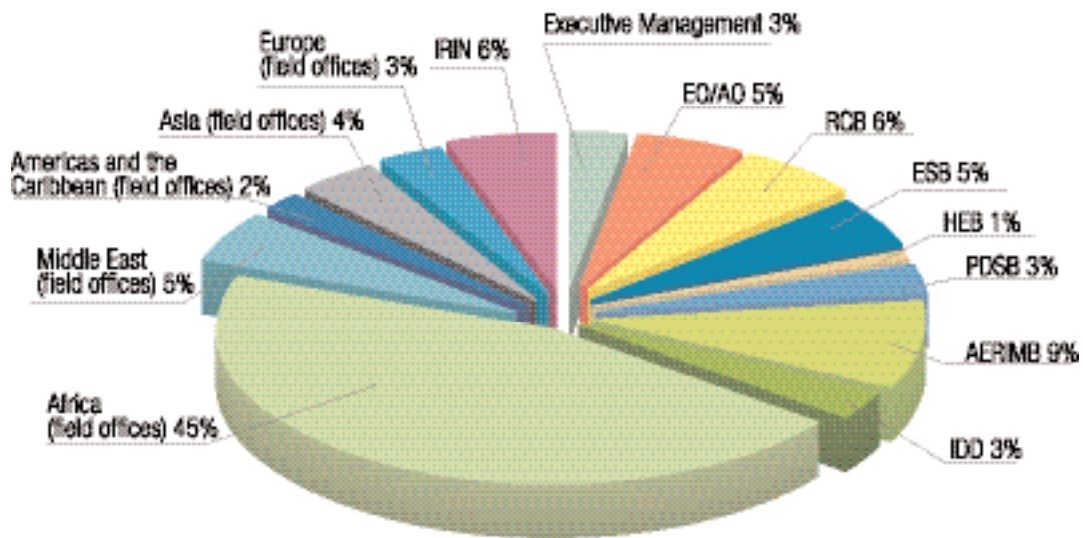
OCHA Regular Budget Expenditure in 2004

- Grants 7.12%
- AERIMB 10.65%
- PDSB 7.06%
- ESB 9.14%
- HEB 17.83%
- RCB 10.44%
- Executive Management 18.39%
- EO/AO and Common Costs 19.37%
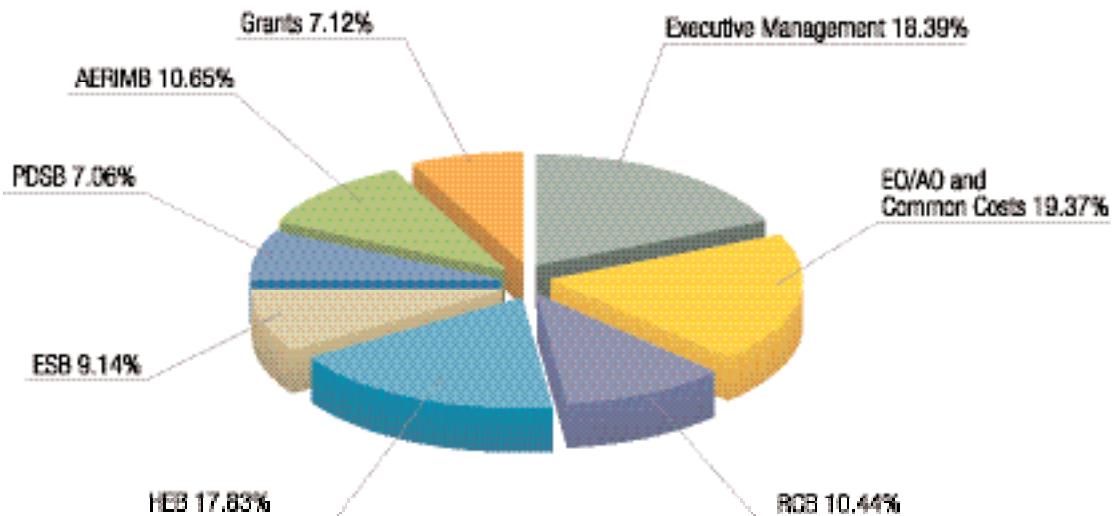
Carry-Over

Carry-over is a critical funding source for OCHA as it serves to ensure that OCHA core, project and field activities can continue uninterrupted from one year to the next pending receipt of new donor contributions.

Carry-over, as reported in the UN financial statements, represents the total amount of funds available for the trust fund from one year to the next. As carry-over unpaid pledges that are recorded as income and a mandatory operating reserve they do not represent the actual cash on hand available for annual programming and implementation purposes.

Furthermore, although the carry-over is reflected in the end-of-year financial statements, the actual amount of carry-over cannot be determined until the actual year-end closing of the books, which under the UN Financial Regulations and Rules does not occur until 31 March of each year. The actual closing date is set at three months after the end of the calendar year to enable all offices, particularly those away from headquarters and in the field, sufficient time to account for all financial transactions up to the 31 December; to record last-minute contributions and payments; to review outstanding allotments and obligations with a view to closing or liquidating those that are no longer needed and thus releasing additional resources or savings; to repay interim loans from one account to another; and to record interest earned which are reported by banks only after 31 December. Therefore, it is not until the time of actual closing, 31 March, that one can actually identify what is, in real terms, available as carry over from one year to the next.

In the case of the Trust Fund for Disaster Relief which supports other activities outside the appeal document, the net carry-over that can be used for implementation of activities reflected in *OCHA in 2004* is actually lower than the figure indicated in the statement. The carry-over under the Trust Fund includes the funds from the unearmarked sub-account, grants for natural disaster projects, other country humanitarian response funds earmarked by donors for specific emergencies, government pre-positioned funds for UNDAC country accounts as well funds for the operation of

the Brindisi Warehouse, all of which are not included in the appeal document for 2004.

Unearmarked Sub-account

These funds which derive from the interest generated by the Trust Fund of Disaster Management over the last 20 years are primarily used to fund activities pending receipt of actual cash contributions against unpaid pledges, as a cash reserve to provide funding for severely underfunded activities, as an advance to meet the urgent requirements of new emergencies, pending receipt of donor contributions and to provide for the mandatory operating reserve.

Grants for Natural Disaster Projects

These are funds contributed by governments earmarked for a specific natural disaster event (Dominican Republic- Floods 2004, Morocco-Earthquake February 2004). Funding may also be allocated from the Preposition/Emergency Grant funds to provide emergency relief items to victims of such disasters.

Preposition Emergency Grants

These are funds contributed by donors to be held in reserve in order to be readily available for natural disaster events. The funds are released upon occurrence of a natural disaster, following the approval of the government in consultation with OCHA. They also supplement the grants provided under the Regular Budget for natural disasters.

Humanitarian Response Funds

These funds include the Humanitarian Response and Emergency Response funds and the Emergency Humanitarian Intervention funds. They serve to provide grants to Non-Governmental Organizations that provide rapid support during natural disaster emergencies to support the livelihood of affected communities, prevent erosion of productive assets and provide logistic support while mainstream and long-term systems are being put in place.

Trust Fund for the Strengthening of OCHA
Carry-over – 2004 in US$ millions

IRIN (10%)
$ 2.18

Headquarters Projects (14%)
$ 3.1

Headquarters Core (76%)
$ 16.8
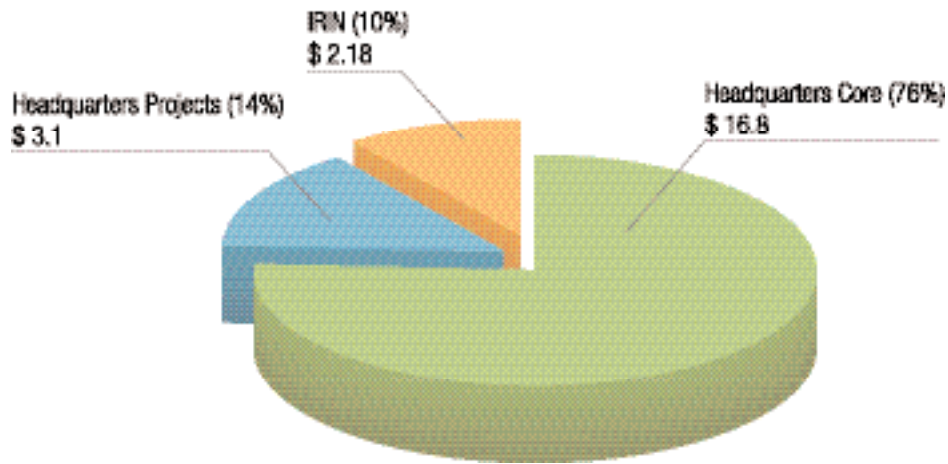
Trust Fund for Disaster Relief Assistance
Carry-over – 2004 in US$ millions

Other projects (34%)
$ 31.3

Prepositioned Emergency Grants (2%)
$ 2.1

OCHA in 2004 (44%)
$ 40.3

Unearmarked sub-account (20%)
$ 18.5
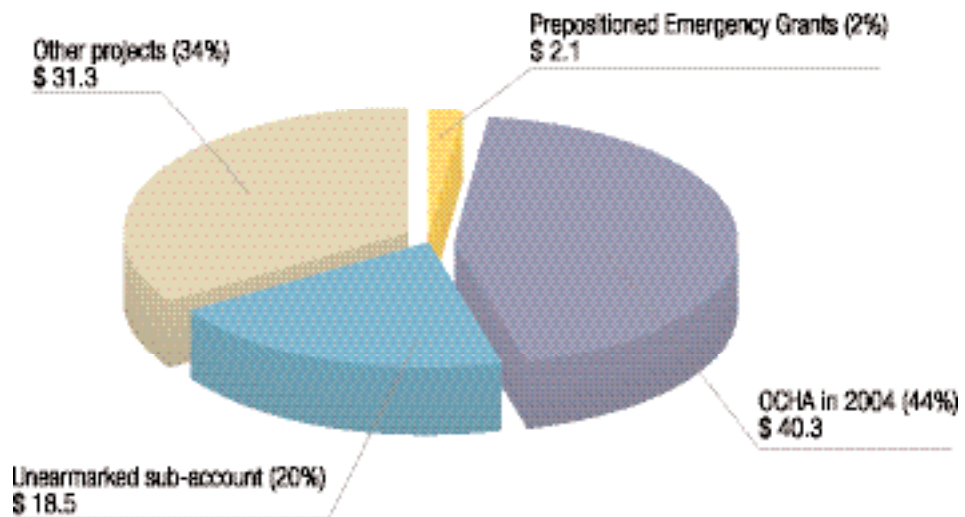
Carry-Over in 2004

The carry-over for the Trust Fund for the Strengthening of the Office of the Coordinator, which supports OCHA's core requirements, New York based projects and IRIN amounted to US$ 22.1 million, or a 7 percent increase over the balance at the end of the previous year. Of this carry-over balance, US$ 16.8 million or 76 percent was used for core staff and activities to cover the extension of staff contracts for the full year and three months of operational requirements; US$ 3.1million or 14 percent was used to extend project staff for one year and provide for project operating costs for the first quarter of the year; the balance of US$ 2.18 million from the IRIN Sub-account was used for the extension of IRIN staff contracts for three months and to allow for the first three months of operational costs.

The carry-over for the Trust Fund for Disaster Relief of US$ 92.3 million increased by 32 percent over last year's balance. This increase can be attributed to the significant growth in the carry-over balances for natural disaster projects and other humanitarian activities, described above, which were not included in the appeal document *OCHA in 2004*. Natural disaster projects benefited from an increase of 162 percent for a total of US$ 13.9 million in 2004 while other humanitarian response funds grew by 260 percent for a total of US$ 9.5 million as a result of strong donor support, while their expenditure levels remained more or less constant.

Although the carry over of the Trust Fund for Disaster Relief, as reported in the financial statement appears substantial only 43.7 percent or US$ 40.3 million relates to activities outlined in *OCHA in 2004.*

The remaining 56.3 percent or US$ 52 million of the carryover in the Trust Fund for Disaster Relief consists of the following:

(i) US$ 18.5 million or 20 percent is the carry over from the Unearmarked Sub-account.

(ii) US$ 31.3 million or 34 percent is the total carry-over of other projects outside of *OCHA in 2004* consisting of: earmarked funds contributed for grants for natural disaster projects; other country humanitarian response funds; pre-positioned funds for UNDAC deployment; and earmarked funds for the operation of the Brindisi warehouse.

(iii) US$ 2.2 million or 2.3 percent is the carry over of the Prepositioned Emergency Grants contributed for natural disaster projects.

Management of Cash Resources

Given the fact that some 90 percent of OCHA's annual requirements are funded from extra-budgetary resources cash management is critical to ensure that activities can continue uninterrupted, that resources are available to address new and changing emergencies and that surge capacity can be deployed as and when needed. It is also important given the time lag between pledges and receipt of donor contributions.

Management of cash resources is influenced by a number of factors. It depends, to a large degree, on the timeliness of contributions and the manner in which donors provide such contributions; the way resources are used for the implementation of various activities; UN rules and procedures which set the parameters that govern cash management, including the impact of variances between UN standard salary costs and actual salaries paid to staff; establishment of financial obligations which set aside the full value of the envisaged expenditures; allotment advices; maintenance of operating reserves; and the actual amount of cash on hand.

Donor Contributions

Timely receipt of donor contributions is vital for effective cash management. Without the funds, activities cannot commence or continue uninterrupted. Late receipt of funds could delay implementation of activities. Unpaid pledges, while recorded as income, cannot be used until the cash contributions are actually received. The manner in which contributions are provided, impacts the ability of OCHA to effectively manage its cash resources. Earmarking of funds creates an imbalance in the overall funding of activities, with some activities generously funded and others seriously underfunded.

UN Rules and Regulations

UN rules and regulations govern the administration and utilization of cash resources. Each year, the financial programming of OCHA's activities starts in the last quarter of the year when cost plans are prepared for the following year, showing its overall requirements distinguished between staff and operating costs.

(i) Variances in staff costs

UN budgetary procedures require that staff costs be calculated using the UN standard salary costs which are an approximation of the mid-point level of salaries and common staff costs of posts at each grade, incorporating the latest payroll trends in each duty station. The standard salary costs used in cost plans are average costs, taking into account the typical salary of a UN staff member with dependents. In real terms, there is an inevitable variance between the standard salary costs and the actual salaries paid to the staff. For OCHA, given that it has a younger cadre of staff with an average age of 39 years compared to the Secretariat median of 44 years, and who are generally at the lower point of the salary scales, actual emoluments are significantly lower than the standard salary costs. Despite this variance, and because the salary costs have been committed in the context of the cost plan and allotment advice, the difference cannot be used for other purposes until the end of the year when such commitments expire. Since salaries comprise the major component of OCHA's overall requirements a considerable level of cash resources is tied up for the duration of the calendar year.

(ii) Financial obligations

OCHA's management of cash resources is affected by the financial obligations raised in the course of the year. Under UN financial rules and regulations, expenditures over US$ 1,000 require the establishment of financial obligations setting aside the full value of the envisaged expenditure. The resources tied to these obligations cannot be used for other purposes until the obligations are liquidated. Most of these liquidations occur at the end of the year after all the related disbursements have been recorded or determined to be no longer valid. In the field, where the bulk of OCHA's financial obligations exist, resources remain committed even longer due to the time lag in financial reporting.

(iii) Allotment advices

Cash management is linked to allotment advices. Allotments serve as the authority to commit resources covering a specific period and/or a specific purpose. Allotments have to be approved and the

associated cash resources put aside before any activity can commence. Once approved, resources can no longer be used for other purposes during the timeframe of the allotment, which is normally for one year.

(iv) Mandatory operating reserve

An operating reserve has to be set aside within the cash resources of OCHA's Trust Funds to cover any delays in payments of pledged contributions and final expenditures of activities supported by the Fund. The operating reserve is calculated as a percentage of the estimated annual expenditures. While normally the applicable percentage for operating reserves is established at 15 percent OCHA has obtained from the Controller, on an exceptional basis, a fixed operating reserve of 10 percent given its heavy reliance on extra-budgetary resources for the funding of emergency activities. While the mandatory reserve has to be set aside throughout the year on the basis of the projected expenditures, in real terms resources do not have to be committed so long as there is sufficient cash within the Trust Funds to cover the required 10 percent operating reserve. For OCHA, the existence of the Unearmarked Sub-account under the Trust Fund for Disaster Relief (DM), which finances the bulk of OCHA's requirements, helps serve as a buffer for the Fund's mandatory reserve.

(v) Carry-over

As explained in the "Carry-Over" section of this report, carry-overs include unpaid pledges that are recorded as income and mandatory operating reserves even though they do not represent actual cash on hand that would be available for programming purposes, as well as accounting adjustments to record savings derived from liquidation of obligations that are no longer valid, repayment of interim loans from one account to another, and information on interest earned reported by banks after the calendar year, all of which cannot be identified until after the closing of the year-end books on 31 March of the following year. Thus, in the last quarter of the year, when OCHA has to extend staff contracts and make provision for the first three months of the following year's operating costs, it has to rely on the actual cash on hand at that point in time.

Cash Requirements for Statutory and Management Obligations

Given the above considerations, regardless of the level of cash resources shown as available in the financial statements, their utilization is governed and controlled by the factors described above. These constraints clearly influence OCHA's ability to efficiently manage its cash resources.

The critical need for cash resources is all the more evident in the last quarter of the year, when OCHA has to have enough funds to extend staff contracts for a full year and cover the initial operational requirements of the new year. In that context, despite OCHA's commitment to provide staff contracts for the full calendar year it has not been able to do so, notwithstanding strong donor support in recent years. In order to do so, it is estimated that OCHA will require a minimum of US$ 73.5 million cash in hand in November of each year.

For core activities funded under the Trust Fund for the Strengthening of OCHA (DD), it is projected that a minimum of US$ 11.9 million will be required for staff extensions and another US$ 1 million for start-up operational costs. Based on prior years' pattern of income and expenditure, with approximately US$ 14 million in cash resources available around the last quarter of each year, OCHA's core requirements will be adequately met. As long as cash resources can be maintained at the same level each year, such requirements can be covered on an annual basis without additional funding.

For headquarters projects funded from the Trust Fund for Strengthening (DD) and the Trust Fund for Disaster Relief (DM) for New York and Geneva-based activities respectively, it is estimated that US$ 13.2 million will be required for staff salaries and US$ 1.7 million for operating requirements. Project funding is mostly earmarked; thus, the extension of staff contracts and coverage of operating costs will depend largely on the availability of funds earmarked for each project. For NY-based projects, prior years trends indicate that they are generally well funded with some US$ 3 million in hand in November to fully cover all start-up costs. For Geneva-based projects, the pattern in the last few years show some US$ 6.9 million available around the last quarter of the year. Should this trend

continue, OCHA can only cover approximately six to nine months of staff salaries and three months of operating costs. In order to fully meet OCHA's commitment, an additional US$ 5.0 million will be necessary.

For IRIN, which is funded from the Trust Fund for the Strengthening of OCHA(DD) Sub-account, a full year's extension of staff contracts and three months of operating costs would normally require some US$ 2.5 million and US$ 0.6 million respectively. Based on IRIN's pattern of income and expenditure towards the end of the year, which generally stays around US$ 1 million, the available cash resources will cover only three months of salaries and three months of operational costs, as was the case in the last two years. Full funding of OCHA's commitment will require an additional US$ 2.1 million.

Field offices, which are funded from the Trust Fund for Disaster Relief (DM) will require an estimated US$ 35.9 million to cover the extension of staff contracts for a full year and another US$ 7.0 million for operating costs. Funding for field offices are generally earmarked, except for those contributions that are provided loosely earmarked through the Field

Coordination Reserve Fund, (FCRF) for subsequent allocation to offices with funding gaps. Therefore, staff extensions and start-up operating requirements will depend to a large degree on the availability of cash resources earmarked for each office. Based on the income and expenditure trends of past years, which show an average of about US$ 20 million in cash available around the last quarter of the year, this amount can cover only some three to six months of staff contracts and three months of operational costs. Thus, to ensure full coverage of OCHA's commitment, an infusion of US$ 22.9 million will be required.

For OCHA as a whole, therefore, with projected overall requirements of US$ 73.8 million and US$ 41.9 in cash resources available around the last quarter of the year, an additional US$ 31.9 million will be required to ensure one-year extensions of staff contracts as well as to meet the first three months of operating costs.

It would be highly desirable if donors could consider providing, on a one-time basis, resources in the amount of approximately US$ 30 million, which can serve as a cash reserve to meet OCHA's commitments.

OCHA/IRIN

Enhancing Accountability

The need for increased accountability and transparency is now more important than ever, in particular following the tsunami in late 2004 and the resulting outpouring of contributions on an unprecedented scale that challenged the humanitarian system's ability to fully and transparently account for the many resources donated. It has become clear that public calls for better reporting, accountability and transparency are a common theme for the humanitarian system. OCHA has taken up this challenge both by enhancing the financial tracking system to track how resources are received and used and by improving its own reporting systems.

This annual report provides us with an opportunity to account to our many stakeholders for our performance throughout the year. The annual report is one of a series of reports that serve as a way to enhance the accountability of OCHA and has now been accepted by many donors as the sole reporting tool for meeting OCHA's financial accountability responsibilities. The present report seeks to combine quantitative as well as qualitative performance information with financial information.

Since the launch of the 2000 "Management Change Process", OCHA has worked each year to become more accountable, strategic, systematic and transparent in its performance. OCHA's current three-year strategic plan was developed in 2003 and included goals and objectives for headquarters as well as the field. The plan for the first time included a common, OCHA-wide set of performance indicators to help measure actual achievement as a step toward results-based reporting.

Preparation of this year's report, however, has very clearly demonstrated that OCHA has more work to do to create an effective results-based performance monitoring system. Much of the work OCHA does is not easily quantifiable. Where it is, the data necessary to clearly report against indicators and measure performance was not always systematically collected throughout the year. This was due in part to the perception by some managers that this is a year-end exercise in accountability rather than a routine and ongoing process. In some cases, the data

itself is not readily available. In other instances, the indicators presented proved to be poor indicators of performance or did not accord well with the work actually undertaken.

Systematic training is needed to enable managers to use set performance indicators to manage their unit's or office's performance throughout the year. A robust performance system also requires that managers make a serious effort to apply these tools and to assess their own performance against established targets and that they are held accountable for doing so.

In 2005, OCHA will build on these lessons-learned to improve information gathering and systematize monitoring and results-based reporting.

Despite these gaps in monitoring and systematic performance reporting, a qualitative self-appraisal is still possible using OCHA's strategic plan for 2004 as a guide. This plan, containing three main goals to be achieved during a three-year timeframe, springs directly from OCHA's mission to mobilize and coordinate effective and principled humanitarian action. In its planning process, OCHA reviews the operating environment and asks, 'what prevents OCHA and the humanitarian community from being more effective?'

Assessing OCHA's Performance in 2004

The section that follows provides a brief overview of OCHA's successes and difficulties in measuring its performance toward meeting these goals during 2004. While the chapters of the Annual Report that follow provide a detailed analysis of each Branch's, Project's or field office's progress toward or difficulties in meeting its workplan, this section seeks a broad overview of the macro-level progress being made by OCHA toward increased accountability and performance.

Goal 1: Effective & accountable leadership for humanitarian coordination in support of humanitarian partners.

2004 will be remembered for the "Darfur protection and assistance crisis." Although a major effort was mobilized to provide material assistance, it became evident that the resources of the international community to respond were stretched as the Darfur crisis rapidly turned into a major emergency of insufficient resources to protect the displaced civilians caught up in the increasing violence and turmoil.

Following reports that the humanitarian community had difficulties meeting the basic needs of affected populations in a number of emergencies, the ERC launched the "Humanitarian Response Review" in late 2004 to review the ability of the humanitarian system to respond to emergencies. The review will assess capacities and gaps in emergency response and will report in 2005.

Most notably, the ERC launched an inter-agency real-time evaluation of the humanitarian response to Darfur, under the auspices of the ERC, in July 2004 to allow the UN and other responders to the crises to benefit from external, independent guidance. This was designed both to help improve the operational response in real-time and to identify broader lessons learned in Darfur for future humanitarian action there and elsewhere. This real-time system-wide evaluation, a first of its kind, appears already to have helped local actors to identify and correct unnoticed weaknesses in the response, strengthen strategic and forward looking planning and focus attention on and accelerate efforts to solve ongoing but unresolved issues.

To address the need for stronger support to IDPs, an external evaluation was commissioned by the ERC in 2003 and finalized in early 2004. Its primary outcome was a more strategic inter-agency IDP Division with stronger support and commitment of participating agencies. Cooperation with the RSG on the Human Rights of IDPs and the NRC's Global IDP Project were reinforced through a revised MOU that clearly delineates the responsibilities of the various actors. Unfortunately the Darfur crisis once again revealed the absence of a more collaborative and predictable response to the needs of IDPs. Much time was spent on attempting to

allocate responsibilities and leadership – a situation that might have been avoided had there been a clear roadmap to begin with. Improvements are now in place to avoid such a stalemate in the future, such as the roadmap that was adopted by the IASC in mid 2004.

The threat from natural disasters continued to grow throughout 2004. To further strengthen natural disaster response OCHA prioritized the inclusion of more local and regional actors in UNDAC training and missions. OCHA also enhanced preparedness through strengthened international response and early warning mechanisms.

To improve its support, OCHA prioritized the strengthening of information management through the creation of the Field Information Management sub-project within Field Information Support, which initially focused on enhancing the information management capacities of five key field offices.

OCHA recognizes that, despite such steps forward, donors have legitimate concerns concerning assessment methodologies, funding arrangements, accountability and financial tracking that affect their funding decisions. Throughout 2004, therefore, OCHA spearheaded efforts with donors, its agency partners and NGOs to improve targeting, prioritization of projects and tracking of financial contributions. Last year, the IASC Sub-working Group on the CAP – chaired by OCHA – approved and tested a new policy on selecting and prioritizing projects to be included in Consolidated Appeals. The more careful and logical vetting of agency and NGO projects that has resulted from this policy means OCHA and its humanitarian partners were able to seek 15 percent less money in 2005 than requested in 2004.

Goal 2: Effective & proactive advocacy on behalf of vulnerable populations affected by disasters & emergencies.

The ERC's, and OCHA's, persistent advocacy throughout 2004 resulted in increased global attention to neglected emergences, despite the world's delayed response to the Darfur crisis. The

ten point program for the monitoring and protection of civilians and subsequent progress reports also proved to be a useful advocacy tool. Sustaining media and public attention as well as achieving a more equitable distribution of resources remained a major challenge that has not been fully met.

OCHA also made a concerted advocacy effort on the part of West Africa, highlighting the devastation wrought by locusts. IRIN published a web-special, an op-ed was published in the International Herald Tribune, and the need to respond robustly and urgently was systematically emphasized in briefings with the press and donor governments. Attempts to raise funds to prevent this crisis, however, were not successful. A bitter lesson that was learned by the international community was that for every dollar not spent on prevention, twenty dollars had to be spent on dealing with the locust aftermath.

In some situations, however, limitations on humanitarian access may be less a matter of perceptions and awareness than a lack of political will. Early in 2004 OCHA developed an analytic matrix to identify and diagnose access problems and suggest additional steps that could be taken to improve access. This matrix was applied to 24 priority countries. Effective analysis of access issues, however, proved to be difficult due to a lack of high quality and easily accessible information on access and other protection issues. OCHA will attempt to systematize the gathering of access and protection-related information.

In collaboration with agency partners and governments, OCHA devised a series of guidelines on civil/military relations to better distinguish the respective roles of each in emergencies. OCHA also began a dialogue and study with DPKO on integrated missions and how the relationship between humanitarian, military and political components of UN operations could be better structured to help each attain its objectives.

A lack of sustained engagement by the international community can also impede OCHA's ability to respond to people in need. 2004 started with an intense media focus on Iran following the earthquake

in Bam on 26 December 2003. By the end of January 2004, more than US$ 94 million was pledged to support relief, recovery and reconstruction. By the end of year, well after Bam was displaced in the headlines by Darfur, only 11 percent of the total funds pledged had been reported as disbursed to agencies by donor governments for programming.

Goal 3: Effective & transparent management of adequate, sustainable financial support.

Funding for OCHA has increased over the years and become more flexible. Funding for 2004 reached US$ 101.9 million, or 20 percent increase over the previous year with countries such as the Philippines and Lithuania contributing for the first time, which continues a positive trend over several years now. This reflects increased donor confidence in OCHA as well as an increased need for enhanced humanitarian coordination services. More donors agreed to provide unearmarked funding which has been a result of the Good Humanitarian Donorship initiative. Several donors also made an effort to provide their funding earlier in the calendar year. This all has contributed to a more effective and predictable management of resources.

OCHA has made an effort to improve its cash management to ensure that its humanitarian activities can continue to be implemented without interruption throughout the year. This is particularly crucial, as OCHA needs to be prepared at all times to address unforeseen emergencies that may arise at any time. OCHA also continued to struggle at the end of 2004 to meet its contractual commitments to staff and its opening year 2005 operational costs due to cash flow restraints.

Finally, OCHA has worked extensively in 2004 to continue its improvement of the Financial Tracking System, which has become a very important financial tracking tool for OCHA and its partners. In 2004 it received 6,024 reports on contributions from 500 implementing organizations. This is 6 percent increase when compared to the preceding year.

Building for the Future

As the work of last year illustrates OCHA is, of course, often only as good as its collaboration with partners. In 2004, OCHA took a number of steps to increase the range of these partnerships and forge new working relations with Member States and groups with whom OCHA has had relatively less collaboration. It also took steps, particularly in the area of natural disaster preparedness and response, to build local and regional partnerships and to strengthen and build the capacity of existing regional response mechanisms while at the same time strengthening our own surge capacity.

The impact of such work will be difficult to measure and points to the inherent difficulties OCHA encounters as it attempts to better measure its performance. Be it improved access, maintaining international engagement in an emergency, improved funding, more rigorously analytic needs assessments or better understanding and working relations with partners, OCHA's work is with and through others. Outcomes are always a collaboration. It is often difficult, therefore, to measure OCHA's performance apart from the performance of the overall system.

OCHA is committed in the coming years to learning from and building on its experiences to create a more systematic and accountable mechanism of reporting. We are also committed to improving our own management structures so that managers will have the resources they need made available to them and will in turn be better able to manage those resources. Ultimately, we recognize that, beyond OCHA, all of us in the humanitarian community need to be accountable to the people we are ultimately here to serve.

OCHA

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Statement of Income and Expenditure in 2004*

Statement of Income and Expenditure in 2004
for the Trust Funds administered by OCHA (US$)

Summary	Trust Fund for the Strengthening of OCHA	Trust Fund for Disaster Relief
1 Opening balance	20,545,493	70,095,928
2 Adjustments	(4,822)	(864,156)
3 Income from Contributions	20,838,440	81,022,111[a/]
4 Transfers, refunds, savings	602,584	14,210,192
5 Other funds available	575,429	2,670,571
6 Total funds available	42,557,124	167,134,646
7 Expenditure	20,478,893	74,881,015
8 Closing balance	22,078,231	92,253,631

a/ Includes contributions for the tsunami received in December 2004 for US$ 799,611

Trust Fund for the Strengthening of OCHA (US$)

Summary	Headquarters Core New York - Geneva	Headquarters Projects New York	IRIN	TOTAL
1 Opening balance	16,888,017	1,916,446	1,741,029	20,545,492
2 Adjustments	(4,822)	-	-	(4,822)
3 Income from Contributions	11,199,490	4,416,463	5,222,487	20,838,440
4 Transfers, refunds, savings	412,063	-	190,521	602,584
5 Other funds available	451,568	60,000	63,861	575,429
6 Total funds available	28,946,316	6,392,909	7,217,898	42,557,123
7 Expenditure	12,102,195	3,334,773	5,041,925	20,478,893
8 Closing balance	16,844,121	3,058,136	2,175,973	22,078,230

Trust Fund for Disaster Relief (US$)

Summary	Complex Emergencies	Headquarters Projects Geneva	Natural Disasters Projects	Other Humanitarian Activities	TOTAL
1 Opening balance	50,669,270	11,146,212 c/	5,639,671	2,640,775	70,095,928
2 Adjustments	(972,413)	29,527	41,927	36,803	(864,156)
3 Income from Contributions	49,313,287 a/	12,939,800	8,566,638 d/	10,202,386 e/	81,022,111
4 Transfers, refunds, savings	8,608,223	(540,379)	3,612,843	2,529,505	14,210,192
5 Other funds available	2,075,223	221,521	116,349	257,478	2,670,571
6 Total funds available	109,693,590	23,796,681	17,977,428	15,666,947	167,134,646
7 Expenditure	52,942,277	11,788,591	3,996,112	6,154,035	74,881,015
8 Closing balance	56,751,313 b/	12,008,090	13,981,316	9,512,912	92,253,631

a/ Includes income for the Field Coordination Reserve Fund (FCRF) US$ 3,564,158
b/ Includes unearmarked funds balance US$ 18,496,380
c/ Includes closing balance of US$ 10,719,056 plus US$ 427,156 of other Headquarters Projects-Geneva consolidated in 2004
d/ Includes Government Prepositioned Funds for US$ 2,684,053, UNDAC country projects US$ 481,486, funds for the Brindisi Warehouse US$ 2,562,323 and other Natural Disaster projects including tsunami (December 2004) for US$ 2,838,776
e/ Consists of country Humanitarian Response Funds (HRF) for DPRK, Democratic Republic of Congo, Indonesia, Liberia and Somalia

Special Account for Programme Support (US$)

Summary	TOTAL
1 Opening balance	6,868,234
2 Adjustments	(471,700)
3 Income	10,738,818
4 Transfers, refunds, savings	61,459
5 Other funds available	99,604
6 Total funds available	17,296,415
7 Expenditure	7,783,510 a/
8 Closing balance	9,512,905

a/ Expenditure consists of US $1,517,349 NY-core activities, US$ 3,089,886 Geneva-core activities, US$ 288,331 ISDR, US$ 172,200 for office renovation and US$ 894,000 and US$ 1,821,744 (2003 costs paid in 2004) payments to UNOG.

* **All figures subject to audit**

1 The opening balance reflects the situation of each Trust Fund as of 1 January 2004.
2 Includes adjustments to prior period income and expenditure.
3 Includes contributions from donors for the year 2004.
4 Includes transfers between Trust Funds, refunds to donors and savings on prior period obligations.
5 Consists of interest and miscellaneous income and exchange adjustments for the year 2004.
6 Consists of the opening balance and income (addition of 1+2+3+4+5).
7 Includes disbursements and unliquidated obligations as of 31 December 2004.
8 Includes operating cash reserves and fund balances as of 31 December 2004.

Extrabudgetary Requirements Income and Expenditures in 2004

Headquarters Core Activities and Projects (US$)

CORE ACTIVITIES	Requirements 2004	Revised Requirements 2004	Opening Balance	Contributions	Other Income, Savings and Adjustments	Expenditure
Trust Fund for the Strengthening of OERC	-	-	16,888,017	11,199,490 [1]	918,809	-
Office of the USG, ERC, and Director New York	855,835	855,835	-	-	-	857,947
Office of the Director of OCHA Geneva/AERC	686,583	686,583	-	-	-	533,465
Executive Office - New York	614,254	614,254	-	-	-	781,673
Common Costs - New York	636,637	636,637	-	-	-	470,588
Administrative Office - Geneva	2,271,295	2,271,295	-	-	-	1,817,775
Common Costs - Geneva	476,892	476,892	-	-	-	685,658
IASC/ECHA Secretariat	713,925	713,925	-	-	-	418,624
Response Coordination Branch (RCB)	4,545,138	4,545,138	-	-	-	3,318,254
Emergency Services Branch (ESB)	322,050	322,050	-	-	-	506,557
Humanitarian Emergency Branch (HEB)	1,389,222	1,389,222	-	-	-	959,242
Policy Development and Studies Branch (PDSB)	2,178,170	2,178,170	-	-	-	1,735,109
Advocacy and External Relations and Information	-	-	-	-	-	-
Management and Technology (AERIMB)	4,758,913	4,758,913	-	-	-	4,624,538
Subtotal for Core Activities [7]	**19,448,914**	**19,448,914**	**16,888,017**	**11,199,490**	**918,809**	**16,709,430** [2]

PROJECTS	Requirements 2004	Revised Requirements 2004	Opening Balance	Contributions	Other Income, Savings and Adjustments	Expenditure	Closing Balance
Relief Web	1,709,812	2,029,927	2,123,932	1,803,833	91,324	1,861,709	2,157,380
Humanitarian Impact of Sanctions	-	-	215,428	326,814	-	241,764	300,478
Protection of Civilians	1,064,912	537,612	380,458	440,834	-	362,204	459,088
Lessons Learned and Evaluations	406,800	406,800	85,024	580,000	60,000	411,713	313,311
Field Information Support	812,026	812,026	616,930	700,000	-	587,286	729,644
Field Information Management	-	2,521,580	-	1,799,621	-	1,164,248	635,373
Chernobyl	-	-	-	-	-	-	-
CAP Strengthening	1,041,449	1,651,739	670,085	1,713,990	130,321	1,261,302	1,253,094
Staff Development and Training	814,613	814,613	485,456	579,685	43,264	387,718	720,687
Field Coordination Support Section	1,421,041	1,511,441	1,705,576	1,971,308	57,664	1,463,870	2,270,678
Military, Civil Defence and Logistics Support	1,550,242	1,568,548	1,029,913	1,886,406	50,615	1,475,773	1,491,161
Environmental Emergency Services	227,978	227,978	286,853	150,000	26,576	215,558	247,871
Internal Displacement Unit	2,662,266	2,941,230	1,125,328	2,357,674	698,606	2,787,850	1,393,758
Surge Capacity	448,836	448,836	102,618	884,361	(199,017)	372,563	415,399
Strengthening Donor Relations Capacity	848,427	650,672	630,330	350,000	28	419,405	560,953
UNDAC Developing Countries	400,302	657,942	790,627	402,336	5,310	559,852	638,421
Subtotal for Headquarters Projects	**13,408,704** [3]	**16,780,944**	**10,248,558**	**15,946,862** [5]	**964,690** [6]	**13,572,815** [4]	**13,587,295**
Total for OCHA Headquarters	**32,857,618**	**36,229,858**	**27,136,575**	**27,146,352**	**1,883,499**	**30,282,245**	

1 Core activities are funded from voluntary contributions and from the Special Account from Programme Support.

2 Consists of expenditure of US$ 12,102,195 under the Trust Fund for Strengthening of OCHA, US$ 4,607,235 under Special Account for Programme Support

3 Requirements for HQ Projects for 2004 were US$ 14,164,209 (OCHA 2004). Table does not include US$ 249,057 for Humanitarian Impact of Sanctions and US$ 506,448 for Chernobyl Project

4 Consists of expenditure of US$ 3,334,773 under the Trust Fund for the Strengthening of OCHA and US$ 10,122,298 under Trust Fund for Disaster Relief

5 Includes allocations from FCRF for US$ 201,845

6 Includes savings for US$ 411,485, transfer from Unearmarked funds for US$ 289,305 and other transfers, refunds and miscellaneous income US$ 263,900

7 Closing balance is not included for headquarters core activities as the table includes expenses under the sub-account for Programme Support and the Trust Fund for the Strengthening of OCHA.

Field Coordination Activities (US$)

	Requirements 2004	Revised Requirements 2004	Opening Balance	Contributions	Other Income, Savings and Adjustments	Expenditure	Closing Balance
AFRICA							
Angola	3,010,706	4,190,517	1,501,390	3,743,480	926,668	4,205,912	1,965,626
Burundi	1,383,106	1,886,862	1,039,560	2,115,061	259,970	1,778,484	1,636,107
Central African Republic	-	287,119	-	590,053	-	86,643	503,410
Chad	-	195,857	-	1,04,000	200,000	173,585	130,415
Côte d'Ivoire	1,887,728	2,440,000	614,706	2,008,246	278,672	2,193,547	708,077
Democratic Republic Of Congo	5,535,104	6,627,210	3,135,733	5,707,372	1,458,845	6,443,395	3,858,555
Eritrea	629,857	1,008,064	163,478	702,534	347,481	1,040,054	173,439
Ethiopia	1,304,666	1,928,862	94,338	1,624,751	684,165	1,856,009	547,245
Guinea	651,871	859,689	163,895	803,952	157,451	728,547	396,751
Liberia	2,701,387	4,428,024	729,650	1,688,432	1,521,746	3,502,571	437,257
Liberia - Monrovia HIC	709,842	757,302	278,675	843,334	118,416	746,087	494,338
Mozambique	242,719	242,719	128,010	30,000	45,237	180,912	22,335
Regional Support Office - Central & East Africa (Nairobi)	1,715,349	1,715,349	1,308,092	520,624	252,786	1,521,907	559,595
Regional Support Office - Southern Africa (Johannesburg)	662,928	662,928	552,082	727,029	136,354	652,461	763,004
Regional Support Office - West Africa (Dakar)	817,989	1,165,722	93,727	1,497,905	83,241	1,132,606	542,267
Sierra Leone	662,457	1,034,780	317,293	456,514	422,596	1,008,539	187,864
Somalia	1,483,916	1,691,491	734,218	1,152,963	282,289	1,389,658	779,812
Southern Africa Humanitarian Information Management System (SAHIMS)	787,682	787,682	206,149	484,000	62,952	548,238	204,863
Sudan	2,467,346	8,397,629	1,596,773	10,178,113	645,567	6,792,569	5,627,884
Sudan - Darfur HIC	-	831,499	-	250,000	300,000	511,659[1]	38,341
Uganda	1,678,592	2,660,632	776,182	3,170,908	533,009	2,626,106	1,853,993
Zimbabwe	488,391	488,391	145,259	409,000	128,656	302,875	380,040
Subtotal for Africa	**28,821,636**	**44,288,328**	**13,579,210**	**38,808,271**	**8,846,102**	**39,422,364**	**21,811,219**
MIDDLE EAST							
Iraq	-	2,434,234	3,167,659	-	412,428	1,940,028	1,640,059
occupied Palestinan territory - Gaza, Jerusalem	2,571,564	2,571,564	357,517	2,597,005	355,230	2,575,215	734,537
Subtotal for Middle East	**2,571,564**	**5,005,798**	**3,525,176**	**2,597,005**	**767,658**	**4,515,243**	**2,374,596**
ASIA							
Democratic People's Republic of Korea	379,984	379,984	454,053	259,740	134,028	389,066	458,755
Indonesia	1,606,983	2,040,451	596,495	1,857,414	624,759	1,906,240	1,172,428
Nepal	-	73,936	-	173,484	-	76,071	97,413
Regional Disaster Response Advisor - Asia (Kobe)	551,367	551,367	218,404	323,000	44,748	399,208	186,944
Regional Disaster Response Advisor - Pacific (Fiji)	287,816	287,816	256,094	21,000	92,391	248,821	120,664
Tajikistan	214,248	214,248	75,520	110,000	13,441	139,492	59,469
Subtotal for Asia	**3,040,398**	**3,547,802**	**1,600,566**	**2,744,638**	**909,367**	**3,158,898**	**2,095,673**
EUROPE							
Georgia	124,978	173,681	150,238	50,000	18,387	207,968	10,657
Russian Federation	1,507,420	1,507,420	1,322,826	1,257,788	43,402	1,972,694	651,322
Subtotal for Europe	**1,632,398**	**1,681,101**	**1,473,064**	**1,307,788**	**61,789**	**2,180,662**	**661,979**
AMERICAS AND THE CARIBBEAN							
Colombia	490,081	1,131,636	241,491	1,613,884	35,996	696,877	1,194,494
Haïti	-	701,920	-	837,045	(52,202)	578,055	206,788
Regional Disaster Response Advisor - Latin America & Caribbean (Panama)	363,429	363,429	268,648	390,000	39,668	327,649	370,667
Subtotal for Latin America and the Caribbean	**853,510**	**2,196,985**	**510,139**	**2,840,929**	**23,462**	**1,602,581**	**1,771,949**
Integrated Regional Information Network (IRIN)	**4,353,166**	**4,902,593**	**1,741,029**	**5,222,487**	**254,383**	**5,041,925**	**2,175,974**
Total for OCHA 2004 Field Offices	**41,272,672**[4]	**61,622,607**	**22,429,184**	**53,521,118**[2]	**10,862,759**[3]	**55,921,673**	**30,891,389**
Total for OCHA 2004 HQ and Field Offices	**74,130,290**	**97,852,465**	**49,565,759**	**80,667,470**	**12,746,258**	**86,203,918**	
Field Coordination Reserve Fund (FCRF)	**-**	**-**	**2,679,711**	**3,564,158**	**(5,200,894)**	**-**	**1,042,975**

1 Allocation to UNOPS and related programme support cost

2 Includes allocations from FCRF for US$ 4,446,708

3 Includes savings for US$ 6,834,290, transfer from Unearmarked funds for US$ 3,036,081 and other transfer, refunds and miscellaneous income US$ 631,108

4 Requirements for Field offices for 2004 were US$ 42,188,506 (OCHA 2004). Table does not include US$ 505,341for West Africa-HIC and US$ 410,493 for RDRA South Asia (Nepal) as no activities were reported for these offices.

Donor Contributions in 2004

SOURCE OF CONTRIBUTIONS	Trust Fund for Disaster Relief	Trust Fund for the Strengthening of OCHA	TOTAL
United Kingdom	17,377,009	3,285,566	20,662,575
Norway	10,622,816	1,655,787	12,278,603
United States of America	10,356,603	1,867,933	12,224,536
Sweden	7,989,405	1,386,834	9,376,239
ECHO	5,723,179	2,982,759	8,705,938
Netherlands	6,936,422	915,000	7,851,422
Italy	5,727,991	-	5,727,991
Switzerland	4,033,098	1,571,266	5,604,364
Australia	2,815,485	857,055	3,672,540
Canada	2,467,950	1,102,663	3,570,613
Ireland	1,813,827	1,507,476	3,321,303
Denmark	854,975	862,400	1,717,375
France	864,993	486,240	1,351,233
Finland	292,177	947,867	1,240,044
Japan	744,000	300,000	1,044,000
Belgium	662,745	361,006	1,023,751
Private Donors	607,461	25	607,486
New Zealand	-	352,380	352,380
Germany	204,863	-	204,863
OPEC	199,925	-	199,925
Spain	-	159,151	159,151
China	99,980	20,000	119,980
Luxembourg	-	118,790	118,790
Monaco	100,016	-	100,016
Mexico	100,000	-	100,000
Greece	80,000	15,000	95,000
Lithuania	88,886	-	88,886
Estonia	47,346	41,000	88,346
Liechtenstein	80,000	-	80,000
Philippines	46,981	-	46,981
Austria	39,766	-	39,766
Latvia	36,798	-	36,798
South Africa	7,414	22,242	29,656
Singapore	-	20,000	20,000
Total US$	**81,022,111**	**20,838,440**	**101,860,551**

Voluntary Contributions to OCHA in 2004 from the Top 20 Donors

UNITED KINGDOM

	Contribution US$
OCHA Headquarters:	
Core Activities	1,735,566
Projects	3,162,000
OCHA Field Offices:	
Angola	513,761
Burundi	444,050
Central African Republic	134,000
Chad	104,000
Democratic Republic of Congo	1,437,752
Ethiopia	295,000
Guinea	24,000
Liberia - Monrovia HIC	297,817
RSO - Southern Africa (Johannesburg)	494,403
RSO - West Africa (Dakar)	706,204
SAHIMS	124,000
Sierra Leone	105,000
Somalia	466,418
Sudan	932,836
Uganda	657,000
Zimbabwe	167,000
Nepal	10,000
RDRA - Pacific (Fiji)	21,000
Haïti	14,000
RDRA - Latin America & the Caribbean (Panama)	290,000
IRIN	750,000
Sub-Total OCHA 2004 Contributions	**12,885,807**
Other Contributions	
Non-OCHA 2004 and Other Activities	903,364
Natural Disasters	100,000
NGO Grants	6,773,404
Total US$	**20,662,575**

NORWAY

	Contribution US$
OCHA Headquarters:	
Core Activities	600,030
Projects	1,322,604
OCHA Field Offices:	
Angola	933,366
Central African Republic	246,053
Côte d'Ivoire	1,246,246
Democratic Republic of Congo	1,040,313
Eritrea	208,722
Ethiopia	530,000
Guinea	164,035
Liberia Coordination	144,509
Mozambique	11,582
SAHIMS	310,000
Somalia	289,017
Sudan	1,731,495
Uganda	484,418
Zimbabwe	20,000
occupied Palestinian territory	611,729
Indonesia	30,143
Haïti	72,254
RDRA - Latin America & the Caribbean (Panama)	-
IRIN	572,611
Sub-Total OCHA 2004 Contributions	**10,569,127**
Other Contributions	
Non-OCHA 2004 and Other Activities	556,726
Natural Disasters	713,351
NGO Grants	439,399
Total US$	**12,278,603**

UNITED STATES OF AMERICA

	Contribution US$
OCHA Headquarters:	
Core Activities	590,473
Projects	1,805,152
OCHA Field Offices	
FCRF Unallocated	550,000
Burundi	550,000
Côte d'Ivoire	98,492
Democratic Republic of Congo	500,000
Ethiopia	200,000
Liberia Coordination	650,000
Liberia - Monrovia HIC	350,000
RSO-Central and East Africa (Nairobi)	100,000
RSO -West Africa (Dakar)	100,000
SAHIMS	300,000
Sudan	1,000,000
Sudan - Darfur HIC	250,000
Uganda	500,000
Zimbabwe	200,000
occupied Palestinian territory	332,429
Indonesia	146,200
Georgia	50,000
Russian Federation	226,113
IRIN	797,460
Sub-Total OCHA 2004 Contributions	**9,296,319**
Other Contributions	
Non-OCHA 2004 and Other Activities	250,000
Natural Disasters	305,517
NGO Grants	2,372,700
Total US$	**12,224,536**

SWEDEN

	Contribution US$
OCHA Headquarters:	
Core Activities	800,000
Projects	1,700,938
OCHA Field Offices:	
Angola	649,351
Burundi	271,370
Côte d'Ivoire	272,580
Democratic Republic of Congo	814,111
Eritrea	67,843
Guinea	129,870
Liberia Coordination	389,610
RSO-Central and East Africa (Nairobi)	271,370
RSO -West Africa (Dakar)	259,740
Somalia	203,528
Sudan	339,213
Uganda	271,370
occupied Palestinian territory	678,426
DPR Korea	259,740
Indonesia	142,403
Russian Federation	259,740
Colombia	269,542
Haïti	129,870
IRIN	467,639
Sub-Total OCHA 2004 Contributions	**8,648,254**
Other Contributions	
Non-OCHA 2004 and Other Activities	400,402
Natural Disasters	67,843
Other Humanitarian Activities	259,740
Total US$	**9,376,239**

ECHO

	Contribution US$
OCHA Headquarters:	
Projects	2,925,209
OCHA Field Offices:	
Angola	422,375
Burundi	256,387
Côte d'Ivoire	243,615
Democratic Republic of Congo	132,316
Ethiopia	13,436
Liberia - Monrovia HIC	195,517
Sudan	1,221,872
Uganda	364,929
occupied Palestinian territory	974,421
Indonesia	35,469
Russian Federation	231,676
Colombia	164,993
Haïti	264,091
IRIN	947,868
Sub-Total OCHA 2004 Contributions	8,394,174
Other Contributions	
Non-OCHA 2004 and Other Activities	311,764
Other Humanitarian Activities	
Total US$	**8,705,938**

NETHERLANDS

	Contribution US$
OCHA Headquarters:	
Core Activities	665,000
Projects	348,578
OCHA Field Offices	
Angola	1,150,000
Burundi	444,000
Côte d'Ivoire	110,000
Democratic Republic of Congo	777,000
Liberia Coordination	167,000
RSO-West Africa (Dakar)	110,000
Somalia	194,000
Sudan	1,818,000
Uganda	333,000
Russian Federation	140,000
Colombia	556,000
IRIN	250,000
Sub-Total OCHA 2004 Contributions	7,062,578
Other Contributions	
Non-OCHA 2004 and Other Activities	401,422
Natural Disasters	325,000
Total US$	**7,789,000**

ITALY

	Contribution US$
OCHA Headquarters:	
Projects	115,744
OCHA Field Offices:	
Sudan	1,326,260
Sub-Total OCHA 2004 Contributions	1,442,004
Other Contributions	
Natural Disasters	4,285,987
Total US$	**5,727,991**

SWITZERLAND

	Contribution US$
OCHA Headquarters:	
Core Activities	937,575
Projects	2,093,701
OCHA Field Offices:	
Ethiopia	474,375
Uganda	410,938
Russian Federation	49,975
Colombia	238,095
IRIN	362,410
Sub-Total OCHA 2004 Contributions	4,567,069
Other Contributions	
Non-OCHA 2004 and Other Activities	977,320
Natural Disasters	59,975
Total US$	**5,604,364**

AUSTRALIA

	Contribution US$
OCHA Headquarters:	
Core Activities	525,575
Projects	652,258
OCHA Field Offices:	
Sudan	357,143
Indonesia	1,428,571
IRIN	281,480
Sub-Total OCHA 2004 Contributions	3,245,027
Other Contributions	
Natural Disasters	70,370
Other Humanitarian Activities	357,143
Total US$	**3,672,540**

CANADA

	Contribution US$
OCHA Headquarters:	
Core Activities	748,761
Projects	334,126
OCHA Field Offices:	
Angola	74,627
Burundi	149,254
Côte d'Ivoire	37,313
Democratic Republic of Congo	373,134
Eritrea	55,970
Ethiopia	111,940
Guinea	75,440
Liberia Coordination	37,313
RSO-Central and East Africa (Nairobi)	149,254
RSO -West Africa (Dakar)	75,440
Sudan	307,428
Uganda	149,254
Indonesia	74,627
Nepal	78,484
Russian Federation	111,940
Colombia	149,254
Haïti	111,940
IRIN	225,952
Sub-Total OCHA 2004 Contributions	3,431,451
Other Contributions	
Non-OCHA 2004 and Other Activities	121,457
Natural Disasters	17,705
Total US$	**3,570,613**

IRELAND

	Contribution US$
OCHA Headquarters:	
Core Activities	1,187,649
OCHA Field Offices:	
RSO -Southern Africa (Johannesburg)	132,626
Sudan	609,013
Haïti	60,976
IRIN	319,827
Sub-Total OCHA 2004 Contributions	2,310,091
Other Contributions	
Natural Disasters	1,011,212
Total US$	**3,321,303**

DENMARK

	Contribution US$
OCHA Headquarters:	
Core Activities	587,400
Projects	425,000
OCHA Field Offices:	
Central African Republic	210,000
SAHIMS	50,000
Nepal	20,000
Colombia	170,000
IRIN	225,000
Sub-Total OCHA 2004 Contributions	1,687,400
Other Contributions	
Non-OCHA 2004 and Other Activities	5,000
Natural Disasters	24,975
Total US$	**1,717,375**

FRANCE

	Contribution US$
OCHA Headquarters:	
Core Activities	486,240
Projects	186,567
Sub-Total OCHA 2004 Contributions	672,807
Other Contributions	
Natural Disasters	678,426
Total US$	**1,351,233**

FINLAND

	Contribution US$
OCHA Headquarters:	
Core Activities	947,867
OCHA Field Offices:	
Guinea	43,902
Sierra Leone	200,000
Sub-Total OCHA 2004 Contributions	1,191,769
Other Contributions	
Natural Disasters	48,275
Total US$	**1,240,044**

JAPAN

	Contribution US$
OCHA Headquarters:	
Core Activities	300,000
Projects	504,000
OCHA Field Offices:	
RDRA - Asia (Kobe)	240,000
Total US$	**1,044,000**

BELGIUM

	Contribution US$
OCHA Headquarters:	
Core Activities	361,006
OCHA Field Offices:	
Democratic Republic of Congo	612,745
Sub-Total OCHA 2004 Contributions	973,751
Other Contributions	
Natural Disasters	50,000
Total US$	**1,023,751**

PRIVATE DONORS

	Contribution US$
OCHA Headquarters:	
Core Activities	25
OCHA Field Offices:	
Sudan	500,000
Sub-Total OCHA 2004 Contributions	500,025
Other Contributions	
Non-OCHA 2004 and Other Activities	5,000
Natural Disasters	164,883
Total US$	**669,908**

NEW ZEALAND

	Contribution US$
OCHA Headquarters:	
Core Activities	362,380
Total US$	**362,380**

GERMANY

	Contribution US$
OCHA Field Offices:	
RSO -West Africa (Dakar)	46,520
Russian Federation	158,343
Sub-Total OCHA 2004 Contributions	204,863
Total US$	**204,863**

OPEC

	Contribution US$
Other Contributions	
Natural Disasters	199,925
Total US$	**199,925**

Voluntary Contributions to OCHA by activity in 2004 (US$)

ACTIVITIES	UK	Norway	USA	Sweden	ECHO	Netherlands	Italy	Switzerland	Australia
Core Activities	1,735,566	600,030	590,473	800,000	-	665,000	-	937,575	525,575
Headquarters Projects	3,162,000	1,322,604	1,805,152	1,700,938	2,925,209	348,578	115,744	2,093,701	652,258
Field Information Support	300,000	-	400,000	-	-	-	-	-	-
Field Information Management	-	-	-	-	1,799,621	-	-	-	-
Humanitarian Impact of Sanctions	-	-	-	-	-	-	-	271,281	-
Lessons Learned and Evaluations	200,000	200,000	80,000	-	-	-	-	-	50,000
Protection of Civilians	300,000	68,417	-	-	-	-	-	-	-
Relief Web	-	214,729	-	119,195	235,270	-	-	-	-
Relief Web - Kobe	-	-	-	-	-	-	-	-	-
ReliefWeb Project	100,000	-	427,000	194,805	162,833	-	-	-	-
CAP Strengthening	300,000	150,000	-	150,000	574,787	148,578	-	390,625	-
Environmental Emergency Project	50,000	-	-	50,000	-	50,000	-	-	-
Field Coordination Support Project	150,000	286,305	155,000	640,702	-	75,000	-	339,000	175,925
Internal Displacement Division	700,000	143,153	598,152	140,000	-	-	-	-	377,074
Military, Civil Defence and Logistics Support	262,000	100,000	-	-	152,698	75,000	115,744	673,982	-
Staff Development & Training Project	300,000	160,000	-	-	-	-	-	-	-
Strengthening Donor Relations Capacity	200,000	-	-	150,000	-	-	-	-	-
Strengthening In House Surge Capacity	300,000	-	-	256,236	-	-	-	328,125	-
UNDAC Developing Countries	-	-	145,000	-	-	-	-	90,688	49,259
FCRF Unallocated Funds	-	-	550,000	-	-	-	-	-	-
Africa	6,903,241	7,359,756	4,798,492	3,939,956	2,850,447	5,103,000	1,326,260	885,313	357,143
Angola	513,761	933,366	-	649,351	422,375	1,150,000	-	-	-
Burundi	444,050	-	550,000	271,370	256,387	444,000	-	-	-
Central African Republic	134,000	246,053	-	-	-	-	-	-	-
Chad	104,000	-	-	-	-	-	-	-	-
Côte d'Ivoire	-	1,246,246	98,492	272,580	243,615	110,000	-	-	-
Democratic Republic Of Congo	1,437,752	1,040,313	500,000	814,111	132,316	777,000	-	-	-
Eritrea	-	208,722	-	67,843	-	-	-	-	-
Ethiopia	295,000	530,000	200,000	-	13,436	-	-	474,375	-
Guinea	24,000	164,035	-	129,870	-	-	-	-	-
Liberia Coordination	-	144,509	650,000	389,610	-	167,000	-	-	-
Liberia - Monrovia HIC	297,817	-	350,000	-	195,517	-	-	-	-
Mozambique	-	11,582	-	-	-	-	-	-	-
RSO - Central & East Africa (Nairobi)	-	-	100,000	271,370	-	-	-	-	-
RSO - Southern Africa (Johannesburg)	494,403	-	100,000	-	-	-	-	-	-
RSO - West Africa (Dakar)	706,204	-	300,000	259,740	-	110,000	-	-	-
SAHIMS	124,000	310,000	-	-	-	-	-	-	-
Sierra Leone	105,000	-	-	-	-	-	-	-	-
Somalia	466,418	289,017	-	203,528	-	194,000	-	-	-
Sudan	932,836	1,731,495	1,000,000	339,213	1,221,872	1,818,000	1,326,260	-	357,143
Sudan - Darfur HIC	-	-	250,000	-	-	-	-	-	-
Uganda	657,000	484,418	500,000	271,370	364,929	333,000	-	410,938	-
Zimbabwe	167,000	20,000	200,000	-	-	-	-	-	-
Middle East	-	611,729	332,429	678,426	974,421	-	-	-	-
occupied Palestinan territory - Gaza, Jerusalem	-	611,729	332,429	678,426	974,421	-	-	-	-
Asia	31,000	30,143	146,200	402,143	35,469	-	-	-	1,428,571
DPR Korea	-	-	-	259,740	-	-	-	-	-
Indonesia	-	30,143	146,200	142,403	35,469	-	-	-	1,428,571
Nepal	10,000	-	-	-	-	-	-	-	-
RDRA - Asia (Kobe)	-	-	-	-	-	-	-	-	-
RDRA - Pacific (Fiji)	21,000	-	-	-	-	-	-	-	-
Europe	-	-	276,113	259,740	231,676	140,000	-	49,975	-
Georgia	-	-	50,000	-	-	-	-	-	-
Russian Federation	-	-	226,113	259,740	231,676	140,000	-	49,975	-
Americas and the Caribbean	304,000	72,254	-	399,412	429,084	556,000	-	238,095	-
Colombia	-	-	-	269,542	164,993	556,000	-	238,095	-
Haïti	14,000	72,254	-	129,870	264,091	-	-	-	-
RDRA - Latin America & Caribbean (Panama)	290,000	-	-	-	-	-	-	-	-
IRIN	750,000	572,611	797,460	467,639	947,868	250,000	-	362,410	281,480
Total OCHA 2004 Appeal	12,885,807	10,569,127	9,296,319	8,648,254	8,394,174	7,062,578	1,442,004	4,567,069	3,245,027
Non-OCHA 2004 and Other Activities	903,364	556,726	250,000	400,402	311,764	401,422	-	977,320	-
Natural Disasters	100,000	713,351	305,517	67,843	-	325,000	4,285,987	59,975	70,370
Other Humanitarian Activities	6,773,404	439,399	2,372,700	259,740	-	-	-	-	357,143
Total Contributions by Donor	**20,662,575**	**12,278,603**	**12,224,536**	**9,376,239**	**8,705,938**	**7,789,000**	**5,727,991**	**5,604,364**	**3,672,540**

Canada	Ireland	Denmark	France	Finland	Japan	Belgium	Private Donors	New Zealand	Germany	OPEC	Other Donors	Grand Total
748,761	1,187,649	587,400	486,240	947,867	300,000	361,006	25	352,380	-	-	373,941	11,199,488
334,126	-	425,000	186,567	-	504,000	-	-	-	-	-	169,141	15,745,018
-	-	-	-	-	-	-	-	-	-	-	-	700,000
-	-	-	-	-	-	-	-	-	-	-	-	1,799,621
55,533	-	-	-	-	-	-	-	-	-	-	-	326,814
-	-	50,000	-	-	-	-	-	-	-	-	-	580,000
72,417	-	-	-	-	-	-	-	-	-	-	-	440,834
-	-	-	-	-	-	-	-	-	-	-	-	569,194
-	-	-	-	-	350,000	-	-	-	-	-	-	350,000
-	-	-	-	-	-	-	-	-	-	-	-	884,638
-	-	-	-	-	-	-	-	-	-	-	-	1,713,990
-	-	-	-	-	-	-	-	-	-	-	-	150,000
100,000	-	-	-	-	-	-	-	-	-	-	49,376	1,971,308
74,627	-	150,000	-	-	154,000	-	-	-	-	-	20,669	2,357,675
-	-	225,000	186,567	-	-	-	-	-	-	-	13,255	1,804,246
-	-	-	-	-	-	-	-	-	-	-	-	460,000
-	-	-	-	-	-	-	-	-	-	-	-	350,000
-	-	-	-	-	-	-	-	-	-	-	-	884,361
31,549	-	-	-	-	-	-	-	-	-	-	85,841	402,337
-	-	-	-	-	-	-	-	-	-	-	-	550,000
1,596,367	741,639	260,000	-	243,902	-	612,745	500,000	-	46,520	-	34,852	37,559,633
74,627	-	-	-	-	-	-	-	-	-	-	-	3,743,480
149,254	-	-	-	-	-	-	-	-	-	-	-	2,115,061
-	-	210,000	-	-	-	-	-	-	-	-	-	590,053
-	-	-	-	-	-	-	-	-	-	-	-	104,000
37,313	-	-	-	-	-	-	-	-	-	-	-	2,008,246
373,134	-	-	-	-	-	612,745	-	-	-	-	-	5,687,371
55,970	-	-	-	-	-	-	-	-	-	-	-	332,535
111,940	-	-	-	-	-	-	-	-	-	-	-	1,624,751
75,440	-	-	-	43,902	-	-	-	-	-	-	-	437,247
37,313	-	-	-	-	-	-	-	-	-	-	-	1,388,432
-	-	-	-	-	-	-	-	-	-	-	-	843,334
-	-	-	-	-	-	-	-	-	-	-	-	11,582
149,254	-	-	-	-	-	-	-	-	-	-	-	520,624
-	132,626	-	-	-	-	-	-	-	-	-	-	727,029
75,440	-	-	-	-	-	-	-	-	46,520	-	-	1,497,904
-	-	50,000	-	-	-	-	-	-	-	-	-	484,000
-	-	-	-	200,000	-	-	-	-	-	-	-	305,000
-	-	-	-	-	-	-	-	-	-	-	-	1,152,963
307,428	609,013	-	-	-	-	-	500,000	-	-	-	34,852	10,178,112
-	-	-	-	-	-	-	-	-	-	-	-	250,000
149,254	-	-	-	-	-	-	-	-	-	-	-	3,170,909
-	-	-	-	-	-	-	-	-	-	-	-	387,000
-	-	-	-	-	-	-	-	-	-	-	-	2,597,005
-	-	-	-	-	-	-	-	-	-	-	-	2,597,005
153,111	-	20,000	-	-	240,000	-	-	-	-	-	-	2,486,637
-	-	-	-	-	-	-	-	-	-	-	-	259,740
74,627	-	-	-	-	-	-	-	-	-	-	-	1,857,413
78,484	-	20,000	-	-	-	-	-	-	-	-	-	108,484
-	-	-	-	-	240,000	-	-	-	-	-	-	240,000
-	-	-	-	-	-	-	-	-	-	-	-	21,000
111,940	-	-	-	-	-	-	-	-	158,343	-	80,000	1,307,787
-	-	-	-	-	-	-	-	-	-	-	-	50,000
111,940	-	-	-	-	-	-	-	-	158,343	-	80,000	1,257,787
261,194	60,976	170,000	-	-	-	-	-	-	-	-	-	2,491,015
149,254	-	170,000	-	-	-	-	-	-	-	-	-	1,547,884
111,940	60,976	-	-	-	-	-	-	-	-	-	-	653,131
-	-	-	-	-	-	-	-	-	-	-	-	290,000
225,952	319,827	225,000	-	-	-	-	-	-	-	-	22,242	5,222,489
3,431,451	2,310,091	1,687,400	672,807	1,191,769	1,044,000	973,751	500,025	352,380	204,863	-	680,176	79,159,072
121,457	-	5,000	-	-	-	-	5,000	-	-	-	-	3,932,455
17,705	1,011,212	24,975	678,426	48,275	-	50,000	164,883	-	-	199,925	443,194	8,566,638
-	-	-	-	-	-	-	-	-	-	-	-	10,202,386
3,570,613	**3,321,303**	**1,717,375**	**1,351,233**	**1,240,044**	**1,044,000**	**1,023,751**	**669,908**	**352,380**	**204,863**	**199,925**	**1,123,370**	**101,860,551**

PART II

HEADQUARTERS CORE ACTIVITIES AND PROJECTS

Executive Management

Office of the Under-Secretary-General/Emergency Relief Coordinator; Deputy Emergency Relief Coordinator; Director, New York; and Assistant Emergency Relief Coordinator/Director, Geneva

Key developments in the office were the appointments of Margareta Wahlstrom as Assistant Secretary-General for Humanitarian Affairs and Deputy Emergency Relief Coordinator and Yvette Stevens as OCHA Director in Geneva and Assistant Emergency Relief Coordinator. In December 2004 and as a result of the Asian tsunami disaster, the Secretary-General appointed Ms. Wahlstrom as United Nations Special Coordinator for Assistance to Tsunami Affected Communities. Apart from its regular humanitarian coordination functions, the office focused much of its attention in 2004 towards raising the awareness of the international community to the plight of civilians affected by humanitarian emergencies and on galvanizing international support to all affected populations based on humanitarian needs. Another key activity was geared towards strengthening OCHA's management structure, with particular emphasis on improving support to the field.

Key Objectives in 2004

To achieve the overall goals set out in OCHA's 2004 Strategic Plan and in pursuit of OCHA's General Mission Statement of making humanitarian action more effective and efficient, Senior Management committed itself in 2004 to focus on: strengthening the collaborative approach for IDPs; supporting the Good Humanitarian Donorship initiative, including better outreach to new and non-traditional donors; promoting equitable assistance to beneficiaries in "neglected emergencies"; and enhancing advocacy efforts on the protection of civilians in armed conflict, in particular on the need for systematic and safe access to all vulnerable populations.

In addition, the Senior Management Team reinforced efforts to make OCHA as an organization, more coherent and service oriented by: developing performance indicators to assess OCHA's ability to achieve its humanitarian mandate; ensuring that gender issues are incorporated into all aspects of humanitarian management; and continuing to improve OCHA's ability to support field staff in the performance of their duties.

Outputs and Accomplishments

To a great extent, the outputs and accomplishments of senior management on behalf of affected populations revolved around the advocacy efforts of the Emergency Relief Coordinator. The ERC engaged in intensive advocacy campaigns that drew the world's attention to humanitarian crises, including "neglected emergencies". Using international media outlets, the ERC conducted some 160 interviews (TV, radio, print) and published op-eds in at least 20 newspapers to raise international awareness of humanitarian challenges. The ERC also undertook missions to Somalia and the DRC to highlight the need for increased international assistance to these neglected emergencies.

In this context, the ERC also gave eleven briefings to the Security Council and addressed ECOSOC to highlight and promote support for the humanitarian assistance efforts of the UN system. Through his biannual briefings to the Security Council on the status of protection of civilians in armed conflict the ERC announced a ten point program for the monitoring and protection of civilians and reported back on progress. He also gave informal briefings to the Security Council on thematic and country specific issues of humanitarian concern.

In recognition of the dearth of rapid response capacities to respond to large scale humanitarian emergencies in 2004, the ERC launched the "Humanitarian Response Review," an ongoing effort that seeks to examine the status of international machinery for response with a view to identifying capacities and gaps.

To better address the humanitarian response to situations of internal displacement an evaluation of the IDP Unit was completed in 2004 and resulted in some key decisions. The Unit was reinforced and evolved into a Division. Its efforts focused specifically on IDP situations in Burundi, DRC, Liberia, Somalia, Sudan, Uganda, Nepal and Colombia. The IDP Division also benefited from the commitment of participating agencies to the collaborative approach.

The work to strengthen partnerships with non-traditional donors focused on three main areas that included building cooperation with governments in the Middle East, working to strengthen relations with NGOs from the Islamic world and promoting UN humanitarian efforts through increased dialogue with Islamic scholars to promote humanitarian principles. Other aspects of partnership were also dealt with in the context Good Humanitarian Donorship. Two field pilot projects began to be applied in Burundi and DRC to test how field based cooperation could lead to improvement in common understanding and better predictability in line with the objective of ensuring that

donor contributions are guided solely by humanitarian principles.

During the year OCHA also launched its policy on gender mainstreaming and a detailed action plan for its implementation was developed. A series of tools were also completed to integrate gender issues in the CAP. Under the auspices of the Gender Taskforce, OCHA supported the review of the 1999 IASC policy statement for the integration of a gender perspective in humanitarian assistance. OCHA demonstrated its dedication to gender mainstreaming by recruiting a Senior Advisor for that purpose.

The commitment of senior management to strengthen the overall management of the office led to a series of initiatives and actions. Concrete steps were taken to develop OCHA's capacities to enable it to administer its own human and financial resources with a view to ensuring that services to field operations are strengthened. Efforts to realize this objective were illustrated through the establishment of the Coordination and Response Division created through the merger of the Humanitarian Emergency Branch with the Response Coordination Branch.

Corporate-level performance indicators seeking to measure outcomes or achievements in line with the stated objectives of OCHA's strategic plan were also developed and piloted. (See Enhancing Accountability for more details).

Performance Evaluation

- The year 2004 demonstrated the impact and effects of the consistent use of advocacy tools. International attention to crises was kept high on the international agenda through advocacy, media exposure and the stronger engagement of OCHA at the country level with UN partners, NGOs, governments and donors. In response to the tsunami which struck during the last week of 2004, the ERC's advocacy efforts set the direction and momentum for the international response to this disaster. Advocacy also had an impact for the crisis in northern Uganda by bringing more focus to the long lasting displacement crisis in the country.

- The ERC's robust engagement with the media often resulted in their reciprocation with positive feedback on OCHA's efforts. For example, the ERC's briefings to the editorial boards of three major US newspapers brought to the forefront the hard questions asked about the international disaster response systems' ability and capacity to respond to crises such as those in Darfur and

northern Uganda. These encounters resulted in the publication of articles supportive of the United Nations' humanitarian efforts.

- To strengthen humanitarian response to crises, the "Humanitarian Response Review" was launched. When the review is concluded in June 2005 its follow-up recommendations will result in concrete actions to address the gaps in global humanitarian assistance capacities.

- The response to internal displacement crises was augmented following the establishment of the IDP Division. A policy package for guidance to agencies and country teams was adopted and more systematic missions were undertaken and advisors were deployed to affected countries. The response to IDP crises was also reinforced through strengthened cooperation with the RSG on the Human Rights of IDPs and the NRC's Global IDP Project; both were illustrated through a revised Memorandum of Understanding.

- Senior Management recognizes that the work to strengthen and broaden partnerships with non-traditional donors including in the Middle East will require a genuine and long-term commitment. Dialogue with Islamic NGOs has progressed and regular meetings are being held with key Islamic NGOs and key stakeholders to help resolve the constraints dealing with issues related to capacity building and operational cooperation. Work has also been undertaken to promote transparent dialogue with Muslim scholars and research has been conducted to explore relations between Islamic law and humanitarian principles with the ultimate aim of promoting good cooperation.

- To better manage the office, senior management led the effort to promulgate an OCHA specific Human Resources Management Guidelines. Regular meetings between staff representatives and the Director in New York were institutionalized. These were supported by the establishment of quarterly meeting between staff representatives and the USG/ERC. These initiatives helped bring more transparency and accountability to the management of OCHA human resources.

- To reinforce support to the field, OCHA developed the Field Support Section as the primary focal point at HQ level for all field human resources, financial and general administrative requirements. The section also will act as a liaison body for administrative support between the field, the regional desks

and the administration. "Expedited procedures" were also introduced to accelerate the recruitment of field staff and ensure proper handover of functions.

- Senior Management also developed a rotation policy, the elements of which will be implemented in 2006. This will ensure a more systematic approach to mobility and career development. (See EO/AO for more details.)

- In the area of gender, a senior Gender Focal Point has now been hired.

- OCHA is seeking to progressively improve the quality of performance indicators contained in the annual report and some progress can be noted when comparing 2004 performance indicators to 2005 performance indicators. However, although all relevant OCHA-units had agreed to the indicators, they did not necessarily track these systematically throughout the year. In preparing a new strategic plan in 2005, attention will focus on developing more results-based objective statements and a concise list of mandatory performance indicators.

Office of the USG/ERC; DERC; Director, New York and AERC/ Director, Geneva Requirements, Income and Expenditure Breakdown 2004

	Office of the USG New York	Office of the Director Geneva	2004 TOTAL
Requirements	855,835	686,583	1,542,418
EXPENDITURE		-	
Staff Costs	535,293	337,228	872,521
Consultant Fees and Travel	-	-	-
Travel	245,065	141,683	386,748
Operating Expenses	-	-	-
Contractual Services	-	-	-
Supplies, Material, Furniture and Equipment	-	-	-
Fellowships, Grants and Contributions	-	-	-
Programme Support Costs	77,589	54,554	132,143
Total Expenditure US$	**857,947**	**533,465**	**1,391,412**

Income for Core Activities is recorded in total under the Trust Fund for the Strengthening of OCHA.

Strengthening Donor Relations Capacity Project

The project aims at strengthening OCHA's capacity to work with donors, both in Geneva and New York, through the Donor Relations Section (DRS) which serves as the focal point within OCHA for donor relations. Given OCHA's dependency on extra-budgetary resources, effective communication with existing and potential new donors is of crucial importance. The Section focuses on proactive interaction with donors and is central to OCHA's efforts to secure timely and flexible funding for both headquarters and field activities. DRS also plays a key role in advising the Senior Management Team (SMT) on policy issues relevant for interactions with donors and resource mobilisation. Throughout 2004, DRS focussed on reinforcing OCHA's relationships with existing donors and building new alliances with Member States emerging as humanitarian donors.

Key Objectives in 2004

In 2004, the key objectives of DRS were to: provide policy advice to senior management by analysing funding patterns and trends and making recommendations on both strategy and specific

actions to be taken; promote an effective interface between OCHA and its donors by tailoring strategies for each donor and advising the Senior Management Team (SMT) on the effective utilisation of existing donor coordination mechanisms; and place greater focus on increasing the resources available to OCHA by deepening the existing donor base, strengthening OCHA's relationships with its most important donors through enhanced dialogue and active engagement, and presenting a menu of options to optimise balanced and increased funding as well as improving donor reporting quality and frequency.

Outputs and Accomplishments

Throughout 2004, DRS undertook a series of activities to help achieve these objectives. The Section provided senior management with policy advice on the allocation of unearmarked contributions through the active management of the Field Coordination Reserve Fund (FCRF). DRS prepared and participated in a number of visits by senior management to capitals to expand the network of contacts and the awareness and understanding of the role and relevance of OCHA. It in turn continued to build on these initial contacts to broaden partnerships with humanitarian actors in government structures.

Recognizing the need for building partnerships with new Member States, DRS embarked on developing various policy documents, tailor-made strategies and, in close collaboration with the ODSG members, a dialogue with a number of new donors. It also participated in discussions with a small group of donor states aimed at establishing a dialogue with members of the Group of 77 to increase awareness and understanding of humanitarian issues and challenges.

DRS also produced and kept updated tailor-made donor profiles for the use by senior management and other entities within OCHA interacting with donors. The HLWG was utilized as a broader forum for interaction between senior UN officials and the humanitarian community with a large number of meetings held in Geneva and New York that focussed on both specific humanitarian situations and discussions of humanitarian issues in a more general nature, most of them initiated by OCHA.

Increased interaction with the ODSG was guided by a calendar of work for the group, which largely reflected OCHA's priorities. In meetings in New York, the ODSG increasingly focused on policy and advocacy issues related to the protection of civilians, OCHA's place in integrated missions and activities related to OCHA's efforts to achieve an increased share of the UN's Regular Budget. In Geneva, the ODSG brought greater focus to humanitarian issues by taking forward the work of the Good Humanitarian Donorship initiative on the harmonisation of reporting requirements and management demands. This has led to greater predictability of funding and more unearmarked or loosely earmarked funding, thereby allowing OCHA to more proactively plan and achieve a more equitable allocation of resources both for headquarters and field activities. Increasingly, donors are committing to multi-year arrangements, which contribute to longer term planning of OCHA's activities. In 2004, the group's membership grew with France joining in the course of the year.

The Section was the focal point in finalising the draft of the second Institutional Strategy between the Government of the United Kingdom and OCHA as the basis for a multi-year partnership. It also dedicated a considerable share of its capacity to the development and management of the thematic funding arrangement for information management with the European Commission for Humanitarian Aid Office (ECHO) which has led to predictable and generous funding for this important part of OCHA's mandate in support of field coordination. The submission for a second year was approved at the same financial level.

The Section Chief continued to represent the IASC in the Geneva-based Good Humanitarian Donorship Implementation Group (GHDIG) and its sub-groups as Chair of the IASC Contact Group on Good Humanitarian Donorship. Inputs and participation of the IASC in the Ottawa Conference in October 2004 were actively coordinated to obtain a coherent view on achievements and outstanding challenges.

DRS took the lead throughout the year in organizing various donor meetings and bringing the attention of the international community to specific crises around the world. More specifically, the Section successfully organized a High Level Donor Alert

Meeting on the Darfur Crisis held in Geneva in June 2004 thereby enabling both the UN System and the donor community to exchange views and express their common concerns.

Despite continued efforts, the priority attached to establishing a unified donor reporting system was not brought to full completion and remained as an ongoing challenge for 2005. Notwithstanding this challenge, DRS played a key role in the GHD Sub-Group on Harmonization of Reporting and Management Demands and continuously sought the inputs of donors on further improvements to the reporting system. Efforts are made each year to reflect such recommendations in the OCHA Annual Report in the preparation of which the Section plays a pivotal role.

Performance Evaluation

• The funding for OCHA increased by 20 percent over the previous year with countries such as the Philippines and Lithuania contributing for the first time.

• More donors provided their funding loosely or fully unearmarked which may also be a result of the Good Humanitarian Donorship initiative. Compared to 2003, there was a four percent increase in the share of contributions received without further earmarking. Several donors made it a point to provide their funding earlier in the calendar year, while other donors explained why this was not possible for them.

• The increased interaction of senior managers with Member States has also led to the need for more frequent and targeted information, often on very short notice. This was facilitated by standardised donor profiles and better monitoring of important points to be raised or aware of.

• OCHA's interaction with and support to the GHDIG on behalf of the IASC was appreciated from the GHD members and IASC side as was confirmed by their agreement for the current arrangements to continue.

Strengthening Donor Relations Capacity
Requirements, Income and Expenditure Breakdown 2004

Requirements	650,672
Income from Voluntary Contributions	350,000
EXPENDITURE	
Staff Costs	322,691
Consultant Fees and Travel	-
Travel	40,566
Operating Expenses	5,082
Contractual Services	-
Supplies, Material, Furniture and Equipment	2,816
Fellowships, Grants and Contributions	-
Programme Support Costs	48,250
Total Expenditure US$	**419,405**

Executive and Administrative Offices

The Executive Office (EO), which serves as the focal point in OCHA for all budgetary, financial, human resources management and common administrative support services, assists the Under-Secretary-General and Emergency Relief Coordinator with administrative responsibilities. The EO comprises the administrative services in New York, which also serves as the Executive Office of OCHA, and the Administrative Office in Geneva (AO).

Key Objectives in 2004

During 2004, EO/AO's key objectives were to: provide more effective management and sustainable financial resources; strengthen support to the field; and conclude service provider agreements with local service providers.

Outputs and Accomplishments

In 2004, the EO/AO coordinated the preparation of OCHA's proposed programme budget for the biennium 2006-2007. In efforts to strengthen the regular budget component of the Office and despite the zero based budget policy it successfully negotiated a growth of 4.2 percent, which includes the establishment of five additional core posts, four for the Coordination and Response Division of the Office and a fifth for the Early Warning Unit. The EO continues to assist the USG/ERC in subsequent presentations before intergovernmental bodies to explain and justify OCHA's budgetary requests and to secure the endorsement of the General Assembly at its forthcoming 60th session.

At the same time, the EO/AO exercised its delegation of authority in the administration of OCHA's Trust Fund for Strengthening of the Office of the Emergency Relief Coordinator and Trust Fund for Disaster Relief Assistance, the primary sources of funding for OCHA's core, project and field activities respectively. Under the delegation, the EO/AO accepted voluntary contributions on behalf of OCHA, issued allotments and approved staffing table authorizations, including the creation of posts. It also supported Management in the preparation of OCHA's annual appeal document, *OCHA in 2005* and the annual report on utilization of extra-budgetary resources in 2003.

In addition, the EO/AO introduced mechanisms to enhance financial reporting, including monthly generated reports to programme managers on the status of their respective budgets and a system to manage financial obligations at the field level requiring field offices to provide monthly reports of charges against obligations resulting in better management of cash flow, and a more realistic picture of their financial reserves. It also completed the consolidation of trust funds and a review of dormant accounts to ensure a more effective management of OCHA's extra-budgetary resources.

In efforts to better support the field, the EO/AO completed the preparation of the Administrative Manual, which is currently being reviewed by OIOS and will be distributed shortly to all field offices. It has also updated the administration component of OCHA's Field Guidelines and is currently compiling a kit of relevant rules and procedures, policies, and practices in the areas of finance, human resources management, procurement, and common services in order to enhance field administration.

The EO/AO undertook some 20 missions to field offices to address their administrative concerns, strengthen their local administrative mechanisms and review current practices with local service providers with a view to optimizing their support of OCHA's field offices.

In the area of human resources management, the EO/AO assisted Senior Management in promulgating a set of human resources management guidelines for all of OCHA and institutionalizing monthly dialogue between staff and management as well as quarterly meetings of staff with the USG. It developed expedited procedures for fast-track recruitment and deployment of field staff and launched a general service skills inventory programme aimed at enhancing staff and career development opportunities for its general service staff. The EO/AO developed proposals for the delegated authority to recruit and administer its field staff. It reviewed staffing tables and, with the cooperation of programme managers, pursued a proactive approach in filling vacancies.

One of the major accomplishments of the EO/AO, working closely with senior management, was the development of a rotation programme, which is expected to be launched in 2006. The plan provides a structured career development path for staff, particularly those in the field, while addressing the heavy staff turnover due to a perceived lack of opportunities for new challenges and career advancement. It aims at better serving OCHA's goals and objectives by systematically and effectively cross-utilizing valuable experience and expertise to its network of functions, offices and partners. Under the plan, OCHA staff will rotate between various duty stations and across organizations and occupational groups.

The EO/AO implemented the Human Resources Management Action Plan for 2004, ensuring the Office's positive performance in meeting vacancy, gender and geographical targets, as well as enhancing its performance in areas such as staff development, mobility and staff/management relations. It continues to work closely with OHRM in pursuing the implementation of the recommendations of the

Secretary-General's Working Group on the alignment of conditions of service of UN field staff with other agencies; the delegation of authority for OCHA to administer its field staff; and the harmonization of contractual arrangements of all OCHA staff at headquarters and the field.

In the context of the merger of the former Humanitarian Emergency Branch (HEB) in New York and the Response Coordination Branch (RCB) in Geneva, into the new Coordination and Response Division (CRD), the EO/AO assisted with the administrative implications and subsequent movement of staff between Geneva and New York. It also assisted in preparing the groundwork for the establishment of the Field Support Section (FSS) in 2005, under the auspices of the EO/AO, which would serve as focal point at headquarters level for receiving all administrative, human resources and financial requests from the field and ensuring that they are addressed in a timely and effective manner. FSS will focus on field human resources planning and management with emphasis on facilitating the recruitment and deployment of field staff as well as the monitoring of personnel issues. Based in Geneva, the FSS team will work closely with the Desk Officers and with colleagues in the AO.

Performance Evaluation

- The delegation of authority conferred by the Controller on the EO/AO facilitated an increased number of donor funding agreements, timely acceptance of voluntary contributions, and prompt issuance of allotments, without having to await approval from Central Administrative Services, which in turn significantly expedited financial transactions and enabled OCHA to respond in a more rapid and effective manner to emergencies.

- A 4.2 percent increase in the proposed programme budget of OCHA for the forthcoming biennium 2006-2007, despite the zero growth policy overall, which should reduce the gap between the regular budget and extra-budgetary core funding. However, the budget is subject to the endorsement of the General Assembly at its 60th session in the fall of 2005.

- Consolidation of OCHA's numerous emergency trust funds into the Trust Fund for Disaster Relief allowed for more effective and transparent management of OCHA's extra-budgetary resources.

- Internal administrative mechanisms that were established in 2004 enabled managers to have up-to-date information on their respective budgetary provisions and allowed for a better management of cash flow and optimal utilization of resources.

- The field missions undertaken by the EO/AO established a better understanding between the field offices and Administration and a continuing dialogue with local service providers, resulting in improved administrative support to field offices and field staff, particularly on issues affecting local staff, across-the-board contractual arrangements and entitlements.

- While other administrative guidelines have been disseminated to the field, the Administrative Manual, a comprehensive handbook outlining the rules, policies, procedures and practices in field administration has yet to be issued. The Manual itself has been prepared, but needs further review before publication.

- Enhancement of the conditions of service of field staff and alignment of their entitlements with those of operational agencies has been approved in principle by the Secretary-General; however, implementation is pending in light of the financial implications to other UN Secretariat entities. OCHA has continued to pursue early implementation including a request for OHRM to allow OCHA to proceed using its own extra-budgetary resources. Implementation should help OCHA attract and retain the best staff to serve in difficult duty stations.

- A proposal for OCHA to recruit and administer its own field staff remains pending with OHRM. Approval should greatly facilitate deployment and administration of staff entitlements.

- Other initiatives to improve human resources management overall were undertaken. The expedited procedures for recruitment have been implemented. Staff management dialogue has been enhanced, including monthly meetings with the Directors of the NY and Geneva Offices and quarterly meetings with the USG. The General Service skills inventory has advanced somewhat but will still require consultations with programme managers. OCHA's

comprehensive human resources management guidelines has been under discussion but has yet to be developed into a set of policy guidelines. The rotation plan, which was prepared earlier in the year after consultations with staff and other operational agencies, has been reviewed by OIOS and is pending the endorsement of OHRM. It is expected to be launched in June 2006 on a pilot and voluntary basis. Once in place, it should address the need for a structured career development system for all staff across the board. The problem of heavy staff turnover in the field where staff based in hardship duty stations will be accorded opportunities to move to other duty stations and provide cross-fertilization across organizations and occupational groups scheme has been prepared and reviewed by OIOS.

Executive and Administrative Offices, New York and Geneva
Requirements, Income and Expenditure Breakdown 2004

	New York		Geneva		2004 TOTAL
	EO	Common Costs	AO	Common Costs	
Requirements	614,254	636,637	2,271,295	476,892	3,999,078
EXPENDITURE					
Staff Costs	733,367	63,342	1,705,230	317,581	2,819,520
Consultant Fees and Travel	-	31,455	-	-	31,455
Travel	-	66,567	-	87,091	153,658
Operating Expenses	-	10,545	58,750	138,528	207,823
Contractual Services	-	160,741	53,795	7,478	222,014
Supplies, Material, Furniture and Equipment	-	83,800	-	56,099	139,899
Fellowships, Grants and Contributions	-	-	-	-	-
Programme Support Costs	48,306	54,138	-	78,881	181,325
Total Expenditure US $	781,673	470,588	1,817,775	685,658	3,755,694

Income for Core Activities is recorded in total under the Trust Fund for the Strengthening of OCHA.

Staff Development and Learning Project

The Geneva-based Staff Development and Learning (SDL) Project was established in 2000 to address longstanding staff development and learning concerns at headquarters and in OCHA's field offices.

The aim of the OCHA Staff Development and Learning Project is to develop customized training programmes, evaluate their impact, and ensure continuous improvement and fair and equitable learning opportunities for all OCHA staff. The Project also makes outside training available to staff.

Key Objectives in 2004

The key objectives of SDL in 2004 were to: continue expansion of the Emergency Field Coordination Training (EFCT); introduce standardized induction procedures including an induction package; strengthen the Training Management System to centralize all training related information; design and implement a training system on OCHA financial and administrative procedures; establish training and support mechanisms to address stress in the workplace; and develop a distance learning module to enhance writing skills of all OCHA staff.

SDL was unable to carry out activities related to the last two listed objectives within the expected timeframe due to delayed funding. As a result, some of SDL's activities were shifted to provide input and support to such priorities such as Humanitarian Coordinators training and retreat.

Outputs and Accomplishments

During 2004 the need to develop an OCHA Staff Development and Learning Policy with guidelines was given key priority. The SDL policy was presented to senior management in December 2004. It outlines the principles for effective learning, provides guidance on how to ensure fair and equitable learning opportunities for all staff, and clarifies training application procedures, endorsement routines and the after training reporting system. Once approved it will be disseminated to staff.

Three Emergency Field Coordination Training (EFCT) workshops were organized in 2004. A total of 91 staff from OCHA and IASC partners participated; field staff (both national and international) accounted for 80 percent of the participants. The increased participation of national staff in this programme contributes to sustainable capacity building in the field beyond the emergency phase. In addition, SDL provided an on-site customized EFCT for the Field Office in the occupied Palestinian territory.

SDL also developed the framework for a systematic induction process of newly recruited field staff. The framework went through revisions and will serve as a blueprint for the larger and more comprehensive induction programme in 2005.

The design and implementation of a structured training system on OCHA financial and administrative procedures were not undertaken as originally planned. Since the basic manual on administrative procedures was not yet endorsed, a direct coaching one-on-one, given by administrative staff from Geneva while visiting their counterparts of various field offices were organized.

A strengthened Training Management System (TMS), however, was fully implemented and systematically updated throughout 2004. The system provides the training history of all OCHA staff back to 1996. It also serves as a fact-based decision making tool for OCHA managers and contributes to increased transparency and to fair and equitable learning opportunities for all staff. The system is a prerequisite for accurate analysis of the return on training investments made over time and for the systematic building of emergency rosters and an efficient surge capacity system. The system proved very useful in accurate reporting of cost, quality and quantity of the training activities of *OCHA in 2004*. A total of 523 OCHA staff took part in various training activities in 2004; female staff accounted for 53 percent of participants, while 40 percent of participants were from various field offices.

Performance Evaluation

- Whether OCHA staff receives relevant and satisfactory training is assessed by systematic use of quantitative and qualitative methods. In case of the EFCT, all workshops are evaluated by participants, facilitators and SDL staff. To ensure the continuous improvement of the programme, the learning outcome and content matter is continually scrutinized, which reflects in the high ratings received. The three EFCTs held during this period rated 4, 4.2 and 4.5 out of 5. Informal feedback was also received from participants and supervisors about how various aspects of the course were applied in the field. With the support of their supervisors, several participants adapted the EFCT material and in turn trained other colleagues in their respective duty stations.

- The relevance and the quality of other trainings undertaken by OCHA staff is also assessed through the use of After Training Reports, mandatory for all OCHA staff participating in training events.

Staff Development and Learning Project
Requirements, Income and Expenditure Breakdown 2004

Requirements	814,613
Income from Voluntary Contributions[1]	579,685
EXPENDITURE	
Staff Costs	195,586
Consultant Fees and Travel	52,589
Travel	4,505
Operating Expenses	1,120
Contractual Services	87,191
Supplies, Material, Furniture and Equipment	2,123
Fellowships, Grants and Contributions	-
Programme Support Costs	44,604
Total Expenditure US$	**387,718**

1. Includes allocations from Field Coordination Reserve Fund for US$ 119,685

The Inter-Agency Standing Committee/Executive Committee on Humanitarian Affairs Secretariat

Established in 1992, the Inter-Agency Standing Committee (IASC), chaired by the Emergency Relief Coordinator (ERC), brings together 17 humanitarian organizations to shape humanitarian policy and improve emergency response. These include UN agencies, the International Organization for Migration, the Red Cross Movement and three consortia of international NGOs. The IASC meets at the Executive Director level twice a year.

The IASC Working Groups comprised of senior agency representatives and acts as the prime inter-agency forum for consultations on all humanitarian issues. The Working Group is chaired by the Assistant Emergency Relief Coordinator and meets quarterly.

The Executive Committee on Humanitarian Affairs (ECHA), also chaired by the ERC, is one of four Executive Committees created by the UN Secretary-General within the framework of UN reform. Its primary purpose is to advise the Secretary-General on pressing policy matters related to humanitarian issues and linkages, where applicable, with the UN political and peacekeeping efforts. ECHA meets monthly and is composed solely of UN agencies and departments, including the Department of Political Affairs and the Department of Peace-Keeping Operations. ECHA discussions focus on pressing humanitarian issues and linkages, where applicable, with the UN's political and peacekeeping efforts.

Key Objectives in 2004

The Secretariat's key objectives in 2004 were to support the Emergency Relief Coordinator in the development of a clear strategy for IASC and ECHA, thus enhancing their accountability and effectiveness, and to support a systematically inclusive process of inter-agency discussions and decision-making on all major humanitarian issues through IASC and/or ECHA. It also sought to ensure that the workplan and agenda of both committees was guided by the needs of the field—thus strengthening the linkage between field operations and IASC/ECHA processes—as well as ensuring timely follow-up to decisions taken within IASC and ECHA and the quick dissemination of these decisions to the field. The Secretariat also sought to more systematically

support and monitor the work of IASC subsidiary bodies and ECHA's working groups.

Outputs and Accomplishments

The IASC/ECHA Secretariat facilitated the inter-agency response to both the Darfur crisis and the Indian Ocean earthquake and tsunami. In response to the Darfur crisis, an IASC Task Force on Sudan was established to ensure a coordinated response to the unfolding crisis, through linking focal points in the Sudan, New York, Geneva and Rome. To support the response to the tsunami, the ERC convened and chaired an ad-hoc IASC Principals meeting on the 27 December 2004, one day after the earthquake and tsunami hit large areas of south Asia and part of the African coast. A second IASC Principals meeting, chaired by the Secretary-General, was held on the 30 December to discuss resource mobilization and ways to ensure effective coordination. An IASC Task Force for the Assistance of Tsunami Affected Communities was established linking participants from Geneva, New York, Rome, Washington, Sri Lanka and Banda Aceh.

The IASC Sub-Working Group on Preparedness and Contingency Planning also established the IASC Humanitarian Early Warning Service, www.hewsweb.org, which brings together early warning information from multiple specialized institutions.

The IASC/ECHA Secretariat facilitated the ECHA monthly meetings, which focused on country-specific issues and policy matters, and a series of ad hoc meetings of the ECHA Core Group, which included a series of discussions on the roles and responsibilities of HCs/RCs and the critical issue of preserving humanitarian space in integrated mission environments. As a result of these discussions, an independent study on the "Peacekeeping-Humanitarian/Development Interface" was commissioned by ECHA to focus on the circumstances and criteria for integration and the mechanisms for achieving coherence. The study, which is due to be completed in spring 2005 is intended to lead to conclusions and recommendations on how such missions should

be planned, structured and managed in order to enhance their effectiveness in the future.

In addition, the IASC/ECHA Secretariat supported the ECHA/UN Development Group (UNDG) working group on transitional issues, the ECHA/UNDG working group on mainstreaming human rights and the work of the IASC Subsidiary Bodies covering the Consolidated Appeals Process, contingency planning, emergency telecommunications, gender and humanitarian assistance, HIV/AIDS in emergency settings, human rights and humanitarian action, natural disasters, training, collaborative approaches to security, good humanitarian donorship, humanitarian impact of sanctions, protection from sexual exploitation and abuse, and field information management. The last three task forces completed their work in 2004.

IASC issued a number of publications in 2004 including the Handbook and Field Guidelines for assessing the humanitarian impact of sanctions. Additional publications covered gender-based violence in emergencies, civil-military relationships in complex emergencies, and internal displacement.

The IASC/ECHA Secretariat, in its supporting role of ECHA, also worked in close coordination with the secretariats of the other executive committees, notably with UNDG and the Executive Committee on Peace and Security (ECPS), to ensure strategic complementarity among those committees and to strengthen linkages among humanitarian, political and developmental actors. The IASC/ECHA Secretariat also ensured that the Humanitarian Liaison Working Group members were kept informed of IASC processes.

Performance Evaluation

- Succeeded in a more effective use of the two committees, including through strengthening the interface with other relevant committees, notably with ECPS and UNDG. There is a continued need to ensure strategic complementarity between IASC, ECHA and other coordination mechanisms.

- Ensured timely dissemination of IASC and ECHA decisions to the field and timely follow-up at the headquarters level through the policy of disseminating action points within 24 hours of the conclusion of meetings.

- Ensured the implementation of ECHA decisions in a systematised manner through regular follow up. Developed the IASC Follow-Up Matrix to set up a system to improve the monitoring of the implementation of decisions taken by the IASC.

- Efficient and wide dissemination of IASC policies and related information, including through the IASC website, the IASC Newsletter and regular e-mail updates.

IASC/ECHA Secretariat
Requirements, Income and Expenditure Breakdown 2004

	New York	Geneva	2004 TOTAL
Requirements	471,427	242,498	713,925
EXPENDITURE			
Staff Costs	286,268	37,750	324,018
Consultant Fees and Travel	-	26,491	26,491
Travel	10,472	26,412	36,884
Operating Expenses	-	-	-
Contractual Services	-	660	660
Supplies, Material, Furniture and Equipment	-	-	-
Fellowships, Grants and Contributions	-	-	-
Programme Support Costs	18,700	11,871	30,571
Total Expenditure US $	315,440	103,184	418,624

Income for Core Activities is recorded in total under the Trust Fund for the Strengthening of OCHA.

Humanitarian Emergency Branch

The Humanitarian Emergency Branch (HEB) in New York provides the Under-Secretary-General/Emergency Relief Coordinator with analysis and advice on current humanitarian emergencies. It keeps the USG/ERC abreast of key developments in the field, provides recommendations, and supports his strategic and operational involvement in crisis situations. The Branch brings to his attention strategic issues that require decisions and/or consultations with the UN system, the wider humanitarian community, and representatives of Member States, and serves as the conduit between the USG/ERC and Humanitarian Coordinators.

HEB represents OCHA in UN inter-departmental and inter-agency crisis management fora, ensuring a humanitarian perspective in UN policy and strategy development. The Branch contributes to inter-departmental recommendations to the Security Council on the mandate, duration and structure of UN missions in crisis countries, and promotes the coherence and effectiveness of humanitarian coordination structures within them. It works closely with the IASC/ECHA Secretariat, providing analysis and recommendations for consideration by ECHA and other UN executive committees. HEB also leads or participates in inter-agency and inter-departmental assessment and contingency planning missions to the field. The Branch also acts as the liaison with the Response Coordination Branch (RCB) in Geneva on natural disaster issues and responses, and branch members participate in UNDAC missions as appropriate.

Following the Global Management Retreat with the Heads of the OCHA Field Offices in March 2004, the USG/ERC initiated the merger of HEB and RCB. The merger will ensure that all desk functions for both complex emergencies and natural disasters will be placed under the Director of a newly formed Coordination and Response Division (CRD) in order to streamline decision-making, strengthen field support and provide a more integrated response to humanitarian emergencies.

Key Objectives in 2004

In 2004, the key objectives of HEB were to: work closely with DPA and DPKO to better articulate the importance of coherent and effective humanitarian coordination structures in crisis countries where integrated UN peacekeeping and peace-building missions are established; enhance preparedness in countries at risk of crisis through expanded support to the UN Country Teams (UNCTs) in contingency planning; enhance response capacity and predictability in response to crises through regular deployment of staff using surge mechanisms or the Emergency Response Roster; better align emergency coordination arrangements with post-conflict transition requirements and enhance working relationships with UNDP; develop a more collaborative, comprehensive and predictable response to the needs of IDPs through improved analysis and more intensive training of staff.

Outputs and Accomplishments

Throughout 2004, HEB kept the USG/ERC informed of key developments through precise reports, briefings and talking points. The Branch particularly highlighted "forgotten, neglected or ignored" crises such as northern Uganda, Somalia, Central African Republic, Nepal, etc, where significant humanitarian needs were not matched by international attention and/or sufficient funding. HEB's work supported the USG/ERC in his interventions with the Secretary-General, the Security Council, ECHA, IASC, and Member States.

In early 2004, HEB played a key role in supporting the USG/ERC's efforts to draw attention to the emergency in Darfur, Sudan. Thanks to sustained advocacy efforts, the Security Council was briefed on the situation in Darfur on 2 April, the first of many Council briefings on the humanitarian situation in Darfur prepared by HEB. HEB also initiated and

Humanitarian Emergency Branch
Requirements, Income and Expenditure Breakdown 2004

Requirements	1,389,222
EXPENDITURE	
Staff Costs	573,068
Consultant Fees and Travel	-
Travel	280,890
Operating Expenses	-
Contractual Services	-
Supplies, Material, Furniture and Equipment	-
Fellowships, Grants and Contributions	-
Programme Support Costs	105,284
Total Expenditure US$	**959,242**

Income for Core Activities is recorded in total under the Trust Fund for the Strengthening of OCHA.

chaired the IASC task force on Darfur, and ensured that cross-border issues were properly incorporated through the involvement of the UN Humanitarian Coordinator in Chad. In addition, HEB led efforts during the first half of 2004 to lift access restrictions and encourage a massive increase of humanitarian capacity in Darfur. The Chief of HEB served as RC/HC in the Sudan during the spring and early summer of 2004.

HEB staff represented OCHA in inter-agency missions to establish new peacekeeping missions in Burundi, Haïti and Sudan, and to review existing arrangements in Côte d'Ivoire and Liberia. This participation helped to ensure that UN peacekeeping mission structures took into account the need to preserve humanitarian space and principles while creating a positive working relationship between humanitarian actors and peacekeeping operations. In the cases of Liberia and Haïti, OCHA's presence has been absorbed into the peacekeeping mission and it remains to be seen if this will lead to a more effective structure. HEB staff also participated in inter-agency missions to assess the situation and recommend new UN approaches in Nepal, the Democratic Republic of Korea and Somalia.

HEB remains an active participant in numerous inter-departmental and inter-agency task forces, and HEB staff maintain close contact with counterparts in DPKO, DPA, UNSECOORD, UN agencies, the humanitarian community and Member States. HEB presents updates on country situations at weekly IASC meetings and provides support to the USG/ERC at ECHA meetings. HEB has also initiated several task forces for countries needing more systematic attentions, such as Sudan, Central African Republic, Chad and Uganda.

With the appointment of a senior officer in a newly-created Contingency Planning Cell, HEB has given renewed attention to this crucial tool and was able to expand its support to inter-agency and internal contingency planning. The cell assisted the UN Country Team (UNCT) in Chad to prepare for a potential national and/or localized crises resulting from the situation in Darfur. The cell also participated in the inter-agency mission to Ukraine to assist the UNCT in identifying and establishing preparedness measures for a possible humanitarian

emergency. With OCHA's Early Warning Section, the cell is a member of the IASC Sub Working Group on Preparedness and Contingency Planning, and has actively participated in producing the Early Warning-Early Action Report, which is presented to the IASC as a tool to foster enhanced inter-agency preparedness for emerging humanitarian crisis.

Four HEB staff deployed to the field during 2004 to support field coordination in Liberia, Sudan, and the Caribbean. HEB was fully involved in the response to the hurricane season in the Caribbean, participating in the UNDAC mission, providing briefings on the impact of Hurricane Ivan in Haïti, Grenada, Jamaica and Bahamas, and assisting in the launching of the Flash Appeal and fund-raising activities with donors. In the immediate aftermath of the South Asia tsunami, HEB provided support to the Secretary-General and the USG/ERC in their efforts to mobilize a coherent international response.

In order to implement the merger of HEB and RCB, two posts have been moved from Geneva to New York to strengthen CRD New York's ability to take over the primary responsibility of liaising with field offices in countries facing complex emergencies. CRD Geneva will take the lead on natural disaster issues. Two further posts will be created in 2005 to help CRD New York to better serve the field. This, along with the creation of the Field Support Section in Geneva, will allow desk officers to spend more time on substantive support to the field offices, while letting the FSS manage the administrative issues. OCHA's capability to respond to crises was enhanced through the expansion of the Surge Capacity and CAP sections. The merger was organized by a task force led by the Chief of HEB, working closely with the field offices and OCHA staff in NY and Geneva. Donors were kept fully abreast of each step taken. By the end of 2004, HEB was taking an active role in providing HQ support to OCHA field offices as part of the increased responsibilities resulting from the merger.

The Branch also enhanced its role in the safety and security of OCHA staff by creating an Assistant Security Focal Point to advise the USG/ERC on all security concerns, maintain daily contact with UNSECOORD (now the UN Department of Safety and Security) on security issues of concern to

OCHA, and ensure that OCHA offices comply with Minimum Operating Security Standards (MOSS) and Minimum Operating Residential Security Standards (MORSS).

Performance Evaluation

- HEB continued to be the main source of briefings on country issues for the USG/ERC. Of particular significance were HEB's support on the Darfur crisis and on the humanitarian emergency in Northern Uganda. This was much appreciated by the USG/ERC in his advocacy efforts.

- HEB consistently provided timely inputs to Security Council discussions, statements and resolutions on Sudan, Burundi, DRC, Haïti and Côte d'Ivoire – ensuring that a clear humanitarian outlook was properly reflected.

- HEB had a strong involvement in the establishment of the UN missions in Haïti, Sudan, Côte d'Ivoire and Burundi. In the latter three countries, OCHA continues to have its own office supporting the Deputy Special Representative of the Secretary-General (DSRSG) in his function as HC.

- There has been a mixed record in HEB's stated objective of providing increased humanitarian perspective in countries where there are integrated missions. In Burundi, Côte d'Ivoire, DRC and Sudan, the preservation of a separate OCHA office has worked very well. The cases of Liberia, Haïti and Iraq show that OCHA needs to work more closely with DPKO and DPA in the design of integrated missions.

- The new contingency planning cell has allowed HEB to focus on countries where OCHA does not or did not have a presence, such as Chad and Ukraine. In addition to the missions undertaken by the cell, HEB desk officers also participated in contingency planning missions, regional workshops and planning processes in Dakar (for West Africa) and in Nairobi (for East and Central Africa) in 2004.

- Over the course of 2004, a number of HEB staff deployed to the field as surge capacity. The Chief of the Branch was deployed to Sudan as acting Humanitarian Coordinator at a critical time in the crisis in Darfur. HEB also sent one staff to Liberia for an extended period of time, a staff member to the Caribbean as part of the response to the Hurricane season, and another staff member was deployed to the Sudan to assist the Humanitarian Coordinator during the establishment of the UN mission.

- HEB worked in close collaboration with AO and RCB and in consultation with UNDP, to define OCHA's exit strategy in Angola, Sierra Leone, Tajikistan and Indonesia. In the case of Indonesia, the strategy was overhauled as a consequence of the tsunami.

- HEB staff did not take part in any IDP-specific training, but focused on strengthening working relationships with the IDP Unit. This included joint missions to Liberia, Nepal, and Sudan.

- One staff member participated at an advanced International Humanitarian Law (IHL) training at Harvard University. Two HEB staff participated in the Emergency Field Coordination Training (EFCT) and the Civil Military Coordination course, where IHL principles form a core part of the curriculum.

- 2004 was a year of transition in HEB as a number of long-standing staff moved on to other positions within and outside of the UN. Nevertheless, HEB was able to continue its functions by bringing in a number of staff with practical humanitarian field experience. HEB also succeeded in regularizing five staff members. Finally, staff participated in ten distinct trainings through the year.

Response Coordination Branch

Throughout 2004, the Response Coordination Branch played a leading role in mobilizing and coordinating international assistance for complex emergencies and natural disasters. It supported field offices in over 30 countries and coordinated the Consolidated Appeals Process (CAP). The Branch also was confronted with a series of major emergencies in 2004; noteworthy among them were the expanding crises in Darfur, Sudan, in West Africa and in the Democratic Republic of Congo as well as the coordination of relief operations after the earthquakes in Bam, Islamic Republic of Iran, and in Morocco, and the floods/hurricanes in Bangladesh and in the Caribbean.

Much attention was also focused on the merger of the Response Coordination Branch in Geneva and the Humanitarian Emergency Branch in New York into the Coordination and Response Division (CRD). The aim of the merger is to strengthen field support and integrated response to humanitarian emergencies. CRD will be established in early 2005 and will be led by a Director located in New York and a Deputy Director in Geneva. Primary responsibility for complex emergencies will be with CRD New York, while responsibility for natural disasters will rest in CRD Geneva.

Key Objectives in 2004

In 2004, RCB's key objectives were to: strengthen the response to complex emergencies and natural disasters; improve preparedness by establishing contingency plans with partner organizations; evaluate requirements for OCHA field offices, promote their proper funding and provide guidance and support in their management and operations; advocate on behalf of vulnerable populations affected by disasters and emergencies; and identify field situations in which OCHA presence may be warranted.

Outputs and Accomplishments

These objectives guided RCB's activities throughout 2004. In its emergency response functions, RCB took a lead role within OCHA in supporting the Emergency Relief Coordinator in his duties to coordinate the international response to complex emergencies and natural disasters. RCB also served

Response Coordination Branch
Requirements, Income and Expenditure Breakdown 2004

Requirements	4,545,138
EXPENDITURE	
Staff Costs	2,790,084
Consultant Fees and Travel	-
Travel	244,807
Operating Expenses	-
Contractual Services	-
Supplies, Material, Furniture and Equipment	-
Fellowships, Grants and Contributions	-
Programme Support Costs	283,363
Total Expenditure US$	**3,318,254**

Income for Core Activities is recorded in total under the Trust Fund for the Strengthening of OCHA.

as the principal channel to Resident/Humanitarian Coordinators and OCHA field offices in providing guidance and operational support.

Additionally, RCB acted as the primary location within OCHA for bringing field related issues, be it at the country or regional level, to the attention of the Inter-Agency Standing Committee and its Working Group (IASCWG). The Branch facilitated and participated in Task Forces of the IASCWG and led the Sub-Working Group on the Consolidated Appeals Process (CAP). A major task of RCB was the management of the CAP and the Financial Tracking System.

RCB also worked closely with the Emergency Service Branch (ESB) and the Internal Displacement Division (IDD) to mobilize and deploy support for field operations. Staff of the Branch were dispatched to lead or participate in relief coordination missions (including UNDAC) after hurricanes and floods in Bangladesh, the Caribbean and the Philippines, and the earthquake in Morocco. In the immediate aftermath of the earthquakes and tsunami in the Indian Ocean of 26 December RCB drew upon all resources, issuing three situation reports on 26 December, and daily reports until the end of the year. In addition, RCB deployed two professional personnel to the region ensuring UNDAC teams were fully staffed, while at headquarters RCB maintained close contact with UN agencies, and provided input to the IASC. Parallel to daily coordination and reporting, RCB began preliminary consultations on the Tsunami Flash Appeal.

One of the important tasks of RCB in 2004 was to review field coordination requirements in a timely manner in the light of developments in humanitarian crises. Within this framework, RCB played a vital role in an inter-agency assessment mission to Sudan and an inter-OCHA mission to Central African Republic. The Branch also provided surge capacity at the request of Humanitarian Coordinators and UN Country teams. Deployment occurred within short time at the request of the field. Functions included leading UNDAC teams in Darfur and Haïti, setting up a protection network in Darfur in collaboration with other agencies, leading inter-agency assessments and heading OCHA offices. Toward improving policy, recommendations made by Surge capacity in the course of deployment have now been implemented, especially in terms of advocacy for Darfur at the early stage. Even though results still need to be improved, the strong advocacy developed in Darfur allowed swift action to be taken. The crisis in Darfur has also led OCHA to set up a stand-by arrangement with other partners to provide protection officers on short notice. Seven rapid emergency deployments in crisis areas took place in Liberia, Haïti and Sudan, including two UNDAC missions.

The Branch also carefully monitored the progress of emerging crises and reacted by establishing an OCHA presence when required, for instance in Chad, Haïti and Nepal; conversely, it arranged the phasing down of the OCHA offices in Angola, Liberia, Tajikistan and Sierra Leone and the gradual handover of their functions to relevant international organizations and the government during the transition phase. It also consolidated the network of Regional Disaster Response Advisors. Workshops were convened on lessons learned, notably in Iran after the Bam earthquake, strengthened accountability on the impact of international response and preparedness to future disasters. The latter was also the topic of missions, notably one in Colombia.

The Branch also supported a contingency planning workshop in Yemen, a disaster-prone country where OCHA has no presence, and an assessment mission to Saudi Arabia to investigate the national disaster response mechanisms. A regional contingency planning meeting was chaired in Dakar as well.

Advocacy for vulnerable populations and IDPs was activated not only in missions and inter-agency fora

but also through the convening of several information meetings (on Sudan, West Africa, Central African Republic and other neglected crises and disasters) and the launching of Consolidated Appeals. As part of the Middle East initiative, RCB has been supporting the Emergency Relief Coordinator in meetings with Islamic NGOs, clerics and scholars in Iran. The Middle East initiative aims to cultivate relations with nontraditional partners as well as to understand the perception of humanitarian action in the Middle East.

RCB's chief played a key role, within the framework of the Merger Task Force, in the process leading to the finalization of the merger with HEB, including two subsequent meetings in Nairobi and Geneva.

RCB worked closely with the PDSB and the Executive and Administrative Offices in developing mechanisms for streamlining administrative support to OCHA offices in the field through a Field Support Section to be created in 2005.

Performance Evaluation

- Timeliness in coordination of international response to emergencies and disasters was improved, but a major effort still needs to be undertaken in this area through mechanisms such as a stronger surge capacity; for example, staff of the Branch left for the earthquake-prone area of Morocco and for the hurricane affected area in Haïti within 24 hours of the disaster, which compares favorably with response to disasters in 2003.

- Surge capacity has undertaken seven missions in three different countries in the course of the year. Deployment varied between 24 hours and three to four days. The main humanitarian concern remained the protection of civilians in internal armed conflicts when there is a lack of political will on the part of governments to fulfill their own legal duties regarding their own citizens. The number of missions over the years has been reduced since Surge capacity personnel was reduced to one SHO in 2004.

- The Branch has cooperated with the Regional Disaster Response Advisors in developing and/or updating disaster response preparedness plans in eleven disaster-prone countries, compatible with the amount of time and resources available within OCHA, as well as donor funding.

- Large advocacy strategies for neglected complex emergencies were developed, mainly through the CAP process and inter-agency initiatives/missions to countries such as DRC. These brought the plight of people in need, and effective programming, to the attention of the international community.

- Ten donor briefings and donor support group meetings, as well as sub-regional meetings between RCB and OCHA offices and UN country teams were held; these focused on the need for more timely funding, based on need.

- Sixty missions were undertaken to support new or on-going emergencies; this includes seven missions from Surge Capacity (including three UNDAC).

- Progress was made in staffing field offices fully and rapidly, but additional efforts will be needed.

- Geographical desks were trained in IDP and gender mainstreaming issues, though only in a perfunctory manner.

Consolidated Appeals Process Strengthening Project

The CAP Strengthening Project manages the CAP on a day-to-day basis. In 2004, the CAP Strengthening Project was part of the Response Coordination Branch, now merged with the Humanitarian Emergency Branch to form the Coordination and Response Division (CRD). The CAP Strengthening Project is now a part of CRD.

The CAP is a field-based coordination mechanism used by aid organizations to plan, coordinate, fund, implement and monitor their activities. As a planning and programming mechanism, it has contributed significantly to developing a more coherent and strategic approach to humanitarian action. The Consolidated Appeals Process provides a framework for aid agencies to analyse the context in which humanitarian action takes place, consider scenarios, assess needs, agree on priorities, set goals, draw up a Common Humanitarian Action Plan (CHAP) to address them, provide a framework for monitoring the strategy and then revise it if necessary. As a coordination mechanism, it has fostered closer co-operation between host governments, donors, aid agencies, and beneficiaries resulting in a more effective system-wide response to complex emergencies and natural disasters.

Key Objectives in 2004

2004 saw the CAP Strengthening Project focussing on several key objectives for the year. These objectives included implementing a comprehensive training programme for OCHA staff to facilitate the CAP process in the field, tracking aid flows in order to improve information on humanitarian aid on the Financial Tracking System (FTS) and supporting the donor-led CAP pilot in the Democratic Republic of Congo and in Burundi. These objectives were in addition to its continuing emphasis on the development and elaboration of the CAP as a strategic humanitarian tool and resource, and the management and launch of CAPs and mid-year reviews.

Outputs and Accomplishments

Throughout 2004, the CAP Strengthening Project undertook a series of activities toward achieving these objectives. A significant accomplishment, in line with its strengthened advocacy strategy, was that 2004 was the first year that the Secretary-General signed the "Humanitarian Appeal 2005" (the summary document of the appeals) and sent it to donor ministers, in addition to his engagement with the launch of the 2005 CAPs. The Emergency Relief Coordinator's involvement was also crucial in raising donors' awareness of humanitarian priorities in the countries covered by the Appeals.

In 2004, the section oversaw the preparation and launch of nine flash appeals for breaking emergencies or natural disasters, 22 Mid-year

Reviews for all 22 of the 2004 appeals, and 14 Consolidated Appeals for 2005. The global launch of the appeals was organised in New York and Berlin and a new website, www.humanitarian appeal.net, was also launched to present the documents.

The section also facilitated 14 inter-agency field workshops during 2004 on the preparation of 2005 Consolidated Appeals. These workshops sought to strengthen coordination and strategic planning, as well as promoting participation in the process.

As the focal point for the Good Humanitarian Donorship pilot CAPs in the Democratic Republic of Congo and Burundi, the section organized five workshops in DRC, four at the regional level and one at the national level. Throughout 2004, the section also provided steady support on the needs assessment framework.

Additionally, for the first time, general service staff in the section participated in field missions as trainers on specific technical aspects related to the CAP.

In order to improve the technical standards and quality of the 2005 CAPs, the section prepared the revised CAP technical guidelines, which were distributed on a CD-ROM to HQ and field offices. Video conference were also organized to train OCHA Desk Officers in Geneva and New York as well as OCHA Head of Offices in the field on the new guidelines. In addition, the section led the IASC Sub-working Group in the preparation of the policy on prioritisation and selection of projects for the CAP. As part of its training programme, OCHA organized a "training for trainers" workshop open to all aid agencies. This workshop fostered a common understanding of the CAP methodology.

In 2004, the FTS undertook a major overhaul as a preparation for the launch of a more user-friendly on-line presentation in 2005. The FTS database was also expanded to achieve a more comprehensive data storage that would enable users to access critical information on humanitarian funding. In addition to these improvements, FTS continued to process reports of contributions from aid organisations and donors on a daily basis.

Performance Evaluation

- The World Food Programme has aligned many of its programmes with the CAP cycle, and UNICEF and WHO are doing likewise in countries where there is a CAP.

- All Appeals and Mid-year reviews were prepared and published quickly and on time, according to the Section work plan.

- During the donors' retreat on the CAP and Coordination held in Montreux, donors provided positive feedback on the 2004 CAPs, highlighting in particular the CHAP's strengthened focus on humanitarian aspects and the improvements in needs analysis and prioritisation.

- The training workshops and guidance provided by the section were appreciated both by HCs and staff participating in field workshops. Post workshop evaluations showed that 78 percent of respondents cited that workshops were excellent or very good. In terms of guidance, the Section led the IASC Sub Working Group in its development of an inter-active CD ROM with CAP guidance and a template for the CAP document itself.

- Thanks to the collaboration of donors and humanitarian organisations, the Financial Tracking Service provides constantly updated data on aid flows inside and outside the CAP for all CAP countries. In 2004, FTS posted humanitarian contributions for 100 countries, from 400 donor governments and organisations, to 500 implementing organisations. FTS received an average of over 60,000 hits per month in the first half of 2004.

CAP Strengthening Project
Requirements, Income and Expenditure Breakdown 2004

Requirements	1,651,739
Income from Voluntary Contributions	1,713,990
EXPENDITURE	
Staff Costs	848,678
Consultant Fees and Travel	72,053
Travel	121,126
Operating Expenses	15,018
Contractual Services	44,036
Supplies, Material, Furniture and Equipment	10,382
Fellowships, Grants and Contributions	4,903
Programme Support Costs	145,106
Total Expenditure US$	**1,261,302**

Surge Capacity Project

The Surge Capacity Project enables OCHA to address sudden onset emergencies through the rapid deployment of experienced staff to assist UN country teams in complex emergencies or natural disasters. In 2004, one Senior Emergency Officer (SEO) worked under the direct supervision of the Chief of the Response Coordination Branch (while at headquarters) and under the Humanitarian Coordinator/DSRSG (while deployed in the field). Seven missions were undertaken in three different countries in the course of the year.

Throughout 2004, the main humanitarian concern remained the protection of civilians in internal armed conflicts when there is a lack of political will from governments to fulfill their own legal duties regarding their own citizens.

Key Objectives for 2004

The Surge Capacity Project's key objectives for 2004 were to ensure the rapid deployment of emergency staff to areas in crisis, to be prepared for emergency missions and to provide internal surge capacity within headquarters.

Outputs and Accomplishments

Seven rapid emergency deployments in crisis areas have taken place in Liberia, Haïti and Sudan, including two UNDAC missions. Deployment occurred within a short time at the request of the field. Surge functions included leading UNDAC teams in Darfur and Haïti, setting up a protection network in Darfur in collaboration with other agencies, leading inter-agency assessments and heading OCHA offices.

Innovative approaches in terms of protection of civilians were explored in Darfur where an inter-agency protection network was established. The coordination protection role was taken by OCHA with three protection officers positions staffed at the field level and one coordinator at the capital level in Khartoum. At this initial stage, the functions of the protection officers network were focused on advocacy and ensuring that the Humanitarian Coordinator was kept fully informed of the serious breaches of humanitarian law taking place in the field. A mechanism for the transmission of allegations of troop and militia misconduct was put in place, both at field and capital levels.

At headquarters, the SEO provided support to other sections within RCB, liaised closely with other branches within OCHA and maintained a close relationship with agencies such as OHCHR, UNHCR, UNICEF and WFP covering the same crises.

Granted that Surge Capacity was woefully understaffed, two specific measures have been undertaken, primarily based on the experience with Darfur. Firstly, the reform within CRD included the setting up of a Surge Capacity Unit constituted by six professionals in 2005. Secondly, at the request of the Emergency Relief Coordinator, a standby arrangement has been put in place by which a core group of highly trained protection officers will be made available to agencies for emergencies of the same magnitude as the one in Darfur. Training of this core group will be jointly undertaken by protection specialized agencies such as UNICEF, HCR and OHCHR.

Performance Evaluation

- When requests could be addressed, deployments occurred within 24 hours (UNDAC) or up to a week, pending on the emergency of the request and issuance of visas. However, the number of requests far exceeded the capacity of Surge.

- Recommendations made by Surge Capacity in the course of deployment were implemented, especially in terms of advocacy for Darfur at the early stage. Even though results still need to be improved, the strong advocacy developed in Darfur allowed swift action to be taken. Surge Capacity's quick deployment at a senior level improved the flow of information on critical issues such as protection and allowed the HCs and UN country team to take the necessary steps to address new situations and/or redefining contingency planning.

- While training for field and headquarters staff was envisioned for 2004, it was not fully provided. At field level, two sessions of training on International Humanitarian Law and implementation of the Guiding Principles on Internally Displaced persons took place for nine OCHA protection staff in Sudan. No such training took place at headquarters due to lack of availability of time. The Surge Capacity SEO has briefed the European Commission in Brussels on Darfur, on four occasions the IASC (Liberia, Haïti, South Sudan and Darfur) and was requested to brief the press corps at headquarters on three occasions. He also gave dozens of interviews to national and international networks.

Surge Capacity Project
Requirements, Income and Expenditure Breakdown 2004

Requirements	448,836
Income from Voluntary Contributions	884,361
EXPENDITURE	
Staff Costs	292,933
Consultant Fees and Travel	-
Travel	30,149
Operating Expenses	6,620
Contractual Services	-
Supplies, Material, Furniture and Equipment	-
Fellowships, Grants and Contributions	-
Programme Support Costs	42,861
Total Expenditure US$	**372,563**

Ed Parsons for OCHA/IRIN

Emergency Services Branch

The Emergency Services Branch (ESB) develops, mobilizes and coordinates the deployment of OCHA's international rapid response capacities to provide assistance to countries affected by natural disasters and other emergencies. ESB manages three major projects: the Field Coordination Support Section (FCSS) Project; the Military, Civil Defence and Logistics Support (MCDLS) Project; and the Environmental Emergencies Services (EES) Project, each with their distinctive mandates and tools for disaster response. ESB also oversees three units dealing with information management and technology.

The Field Coordination Support Section (FCSS) Project provides disaster assessment and response coordination through the deployment of UNDAC teams. FCSS is responsible for international standard-setting for urban search and rescue and for establishing on-site operation coordination centres, and for the deployment of staff and modules provided by the International Humanitarian Partnership. The Section also manages OCHA's Standby Partnerships to provide staffing support to field offices during emergencies. In addition, FCSS maintains the Virtual On-Site Operations Coordination Center (Virtual OSOCC) for real-time exchange of practical information related to emergency response.

The Military, Civil Defence and Logistics Section (MCDLS) Project is responsible for ensuring appropriate coordination between civilian and military actors in a crisis or disaster, and for the mobilization of international Military and Civil Defence Assets (MCDA). MCDLS also manages the OCHA stockpile of non-food and non-medical relief supplies that can be quickly dispatched to disaster-affected areas. The Central Register of Disaster Management Capacities is managed by MCDLS.

The Environmental Emergencies Services (EES) Project provides specialized assistance to countries facing environmental emergencies and natural disasters with significant environmental impact.

ESB also oversees three units in Geneva, which are functionally part of the Advocacy and External Relations Section (AERS), namely: ReliefWeb; the Integrated Regional Information Networks (IRIN); and the Information Technology Section.

Emergency Services Branch
Requirements, Income and Expenditure Breakdown 2004

Requirements	322,050
EXPENDITURE	
Staff Costs	459,428
Consultant Fees and Travel	-
Travel	-
Operating Expenses	-
Contractual Services	10,000
Supplies, Material, Furniture and Equipment	-
Fellowships, Grants and Contributions	20,000
Programme Support Costs	17,129
Total Expenditure US$	**506,557**

Key Objectives in 2004

Throughout 2004, ESB focussed on the following key objectives: strengthening the International Humanitarian Partnership; improving the provision of urgent environmental assistance; implementing the global World Summit on Sustainable Development (WSSD) Partnership on Environmental Emergencies; strengthening the UN Civil-Military Coordination (UN CMCoord) Concept with greater participation of developing countries and UN agencies through appropriate training and exercises, while increasing the humanitarian content of civil-military exercises with greater emphasis on humanitarian work; improving planning, monitoring and accountability in emergencies and periods of transition; and providing timely and quality information in support of humanitarian decision-making and response.

Outputs and Accomplishments

Toward meeting these objectives, ESB undertook a variety of activities throughout 2004.

The UNDAC system was expanded to include a greater involvement of developing countries through training courses in Asia and Africa, thereby adding new UNDAC team members from these regions. The speed of deployment of UNDAC teams to disaster- and emergency-affected countries continues to improve, with teams being mobilized in a matter of hours after a disaster strikes.

Response to environmental emergencies was also improved with rapid deployment of assistance to countries facing environmental emergencies and the integration of environmental experts in UNDAC

teams to carry out assessments of the environmental impact of disasters. Upon receipt of a request from the government of an affected country, environmental experts were immediately deployed for assessment missions. The Environmental Emergencies Partnership was expanded through the inclusion of four countries, five organizations and one private company.

Additionally, the International Humanitarian Partnership was strengthened through the conduction of a training course with 17 participants. IHP sponsored two OSOCC training courses and one military exercise, Triplex, in 2004. IHP support modules were deployed in 11 natural disasters and one complex emergency.

The Civil-Military Coordination system was reinforced through the implementation of the UN CMCoord training programme and involvement in military exercises. UN CMCoord training was provided through the provision of twelve courses. In addition, participation was afforded to seven large-scale military exercises, alongside pre-deployment training for international military forces. Significant work was achieved on the preparation of a CMCoord Concept Paper aimed at strengthening the UN CMCoord model through standardizing the process of employment and deployment of UN CMCoord Officers.

Ten countries affected by natural disasters or other emergencies were recipients of OCHA relief goods, airlifted from the United Nations Humanitarian Response Depot in Brindisi, Italy. The relief supplies provided shelter, water distribution, and other primary necessities to populations displaced by the crisis in Darfur, affected by floods in Haïti and the tsunami in Sri Lanka and the Maldives, among others.

Planning and accountability was enhanced through the establishment of a lessons learned database for issues regarding missions of UN CMCoord Officers, as well as three UNDAC response preparedness missions that were carried out during the year.

Information to support humanitarian response was disseminated through various channels, including the Virtual OSOCC, ReliefWeb, and the OCHA Central Register.

Performance Evaluation

- The year 2004 saw a strong emphasis on capacity building and integration of regional expertise and knowledge in the approach taken to deploying the UNDAC system to countries requesting international assistance following sudden onset disasters. To give but three examples, when Tropical Cyclone Ivy whipped through Vanuatu in March 2004, OCHA rapidly deployed a five person UNDAC team made up of fully trained UNDAC members from New Zealand, Fiji, Samoa, the Solomon Islands and Tonga. When Micronesia was drenched by Typhoon Sudal half the responding UNDAC team was composed of experts from the region, and when the flooding occurred in the Dominican Republic in May two thirds of the UNDAC team selected were regionally based, including OCHA's Regional Disaster Response Advisor for the Americas who led the team. In all, 81 UNDAC members from 29 countries and six organisations were mobilised in 2004 to ensure coordination of international assistance to the victims of natural disasters. Fifteen developing countries provided experts for UNDAC missions in 2004. The regional organisation in the Americas, CEPREDENAC, played an integral part in the response preparedness mission to evaluate the Guatemalan national disaster management plans in December, and the UNDAC system now counts ECOWAS (the Economic Community for West African States) amongst its membership, following participation of this organisation in the African UNDAC Induction Course of November 2004. The INSARAG community meets on a regular basis to fine tune search and rescue standards and methodology at the regional and global level. It was apparent in the aftermath of the Bam earthquake in Iran that the majority of USAR teams complied to INSARAG Guidelines.

- Through the standby arrangements with UNV and several government agencies concretised by revised Memoranda of Understanding in July 2003, OCHA was able last year temporarily to expand its offices in 12 countries with 32 personnel experienced in responding to humanitarian emergencies. Several of the experts selected from the rosters of Sida, NRC, DRC and DFID were sufficiently appreciated for OCHA to request their services on more than one occasion.

- The commitment of the International Humanitarian Partnership to OCHA was manifest in 2004. The consortium supported UNDAC missions to 12 countries affected by earthquakes, humanitarian emergencies, floods, hurricanes, tropical storms and tsunami and provided equipment and expertise for OSOCC training, UNDAC courses and the major humanitarian emergency training 'Exercise Triplex'. This partnership has been deemed so valuable as a source rapidly deployable and modular in-kind support to OCHA that a parallel consortium is being created in the Asia Pacific region, with membership of six countries including Australia, China, Japan, Korea, New Zealand and Singapore, thus considerably extending OCHA's pool of in-kind supporters.

- Seven environmental experts were rapidly deployed in response to environmental emergencies and natural disasters with severe environmental impacts. The EES Project conducted environmental assessments, including samplings and laboratory analysis. The Project produced and widely disseminated recommendations to address needs and gaps, in responding to requests for international assistance from countries affected by environmental emergencies, when domestic capacity was exceeded or specialized expertise was required. The EES Project also ensured that the environmental considerations were successfully integrated into OCHA's overall response to natural disasters, and that acute environmental issues were addressed in a timely and effective manner to support humanitarian response efforts.

- The UN Civil-Military Coordination (UN CMCoord) network of trained Officers, established through the UN CMCoord training programme provided by MCDU, continues to grow in strength and add significant value to the coordination of humanitarian activities where military forces are present. The deployment of CMCoord trained Officers to UN missions in Afghanistan, Haïti, Liberia, Jordan (Iraq) and Sudan led to effective coordination between humanitarian and military actors and enhanced the delivery of critical humanitarian assistance. Additional value was afforded in the use of MCDA to assist humanitarian actors with the delivery of humanitarian supplies and personnel. A number of military aircraft were secured by MCDU at the request of the World Food Programme (WFP) in Sudan to conduct food airdrops and in Iraq for the transportation of cargo and humanitarian workers. External sponsorship was received in December for a series of technical workshops to develop a CMCoord Field Handbook and this work is progressing. A UN CMCoord lessons-learned database was established to capture and assess specific operational issues from UN CMCoord missions.

Field Coordination and Support Services Project

FCSS manages the UNDAC system, with four regional UNDAC teams in Europe/Africa, Latin America/the Caribbean, and Asia/the Pacific, and the INSARAG network which has three regional groupings, in Africa-Europe, the Americas and Asia-Pacific. FCSS is also the Secretariat for the International Humanitarian Partnership (IHP) countries comprising Finland, Norway, Sweden, Denmark, the Netherlands and the United Kingdom, which provide technical support modules for humanitarian missions.

FCSS also manages the OCHA standby partnerships that provide the means to expand the pool of humanitarian experts available for short (3-6 month) assignments in OCHA field offices. Standby partnerships have been developed with Denmark, Sweden, the United Kingdom, Norway, Red R Engineers, Australia and UN Volunteers. The Virtual On-Site Operations Coordination Centre (Virtual OSOCC) was developed and is maintained by FCSS as an information-sharing tool for disaster responders. FCSS acts as the secretariat for the International Search and Rescue Advisory Group (INSARAG).

Key Objectives in 2004

During 2004, FCSS had following key objectives: expand the involvement of developing countries in the UNDAC system; ensure the availability of surge capacity for deployment in sudden onset emergencies; and fine-tune memoranda of understanding for OCHA surge capacity with present stand-by partners and pursue the establishment of formal agreements with other countries or organisations.

Outputs and Accomplishments

During 2004, FCSS mobilised 14 UNDAC missions in response to natural disasters to Iran, Morocco, Vanuatu, Micronesia, the Dominican Republic, Haïti, Bangladesh, the Caribbean region and the Philippines. In addition, one mission in response to the humanitarian emergency in Sudan and three missions to reinforce national disaster response plans were deployed to the Philippines, Mongolia and Guatemala.

With the Indian Ocean tsunami, FCSS deployed five UNDAC missions to Sri Lanka, Indonesia (Banda Aceh and Jakarta), Maldives, Thailand and the Seychelles. A total of 44 UNDAC members from 16 countries and four international organisations were deployed and the first UNDAC missions were deployed on 26 December 2004 itself.

The regional character of the UNDAC team was confirmed with the training of 103 new UNDAC members in Europe (Lausanne, Switzerland), Asia (Beijing, China) and Africa (Addis Ababa, Ethiopia), while current members' skills were brought up to date during the Refresher Courses held in Panama City, Panama; Kuopio, Finland; and Christchurch, New Zealand.

FCSS also expanded the involvement of developing countries in the UNDAC system by conducting UNDAC induction courses in China and Ethiopia, thereby adding 36 Asian UNDAC members and inducting nine new African countries into the UNDAC team. Partnerships with ECHO and UNJLC were consolidated and another was forged with the Economic Community of West African States (ECOWAS).

Altogether, 32 expert personnel provided by the FCSS-managed network of standby partners were assigned to OCHA offices in 12 different countries: Liberia, Sudan, Guinea, Côte d'Ivoire, Senegal, Uganda, Iran, Haïti, occupied Palestinian territory, Colombia, Somalia and the Russian Federation.

The surge capacity function was reviewed and became the OCHA Standby Partnership. It was well utilised in 2004 with 32 staff provided to OCHA field offices in 12 countries. It also proved a valuable resource for staffing OCHA's tsunami response in Indonesia, the Maldives and Sri Lanka.

A formal agreement was signed between OCHA and Registered Engineers for Disaster Relief Australia to establish a standby partnership that is now functioning, and similar agreements were pursued with other potential partners. The present standby partnership agreement was fine tuned in respect of the security standards required by OCHA from standby partner staff before taking up assignments with OCHA in the field.

The International Humanitarian Partnership supported UNDAC missions to 12 countries affected by earthquakes, humanitarian emergencies, floods, hurricanes, tropical storms and tsunami. The Partnership also sponsored OSOCC training in the United Kingdom and Norway and the major humanitarian exercise 'Triplex' held in Norway.

Performance Evaluation

- The FCSS maintained its record of deploying UNDAC teams within 12-24 hours of a Resident Coordinator's or the affected government's request. An arrangement concluded with the Swiss Government for a dedicated air service from Geneva on call for UNDAC deployments is likely to further hasten the speed of deployments.

- In 2004, 120 emergency managers from developing countries participated in UNDAC training and missions with as many again taking part in UNDAC/INSARAG events. Altogether, 32 developing countries, one Central American organisation for coordination of disaster prevention (CEPREDENAC) and one African regional organisation, the Economic Community of West African States (ECOWAS) were recipients of support through FCSS.

- Response preparedness methodology was developed in three response preparedness UNDAC missions carried out in 2004. These were to Manila, the Philippines (January 2004) where a principally Asian UNDAC team participated in an INSARAG-organised earthquake response exercise; to Mongolia (May 2004) in order to assist the government with an analysis of the national disaster response system, and to Guatemala (December 2004) for a disaster response preparedness exercise.

- As planned, the On-Site Operations Coordination Centre (OSOCC) concept was developed and disseminated through the UNDAC induction courses. Specialised OSOCC training courses were also carried out in the UK (February 2004) and Norway (December 2004).

- Wider adherence to INSARAG standardised parameters, as ratified by UN General Assembly Resolution 57/150 of 16 December 2002, was achieved through insistence on these parameters at the annual regional INSARAG group meetings for Europe/Africa, the Americas and Asia/Pacific, and through specific exercises such as the Asia Pacific regional USAR exercise in the Philippines in January, the USAR exercise EUDREX 2004 organised by the European Commission in Austria in October and the regional USAR exercise in Guatemala in December.

- Through the International Humanitarian Partnership and the Standby Partner network FCSS was able to field 43 short term experts to support the OCHA response to complex emergencies in Sudan, Liberia, Guinea, Côte d'Ivoire, occupied Palestinian territory,

Colombia and the north Caucasus as well as to OCHA field offices elsewhere which were temporarily in need of expansion.

- A network of in-kind resource providing countries in Asia and the Pacific, similar to the IHP, is at present being developed and several potential standby partners have approached FCSS with offers of providing gratis personnel for short-term assignments with OCHA in the field.

Field Coordination and Support Services Project
Requirements, Income and Expenditure Breakdown 2004

Requirements	1,511,441
Income from Voluntary Contributions	1,971,308
EXPENDITURE	
Staff Costs	938,077
Consultant Fees and Travel	92,203
Travel	221,428
Operating Expenses	38,557
Contractual Services	-
Supplies, Material, Furniture and Equipment	5,195
Fellowships, Grants and Contributions	-
Programme Support Costs	168,410
Total Expenditure US$	**1,463,870**

UNDAC Developing Countries Deployment and Training Project

OCHA recognizes the importance of increasing the participation of developing countries in the UNDAC system and to target UNDAC training to raise the number of disaster management experts from these countries.

Key Objective in 2004

UNDAC's key objective in 2004 was to continue to increase the level of participation of developing countries in the UNDAC teams.

Outputs and Accomplishments

In 2004, FCSS successfully managed to involve a larger number of developing countries in the UNDAC teams, with particular attention to the more disaster-prone countries and regions. FCSS deployed 29 UNDAC members from Developing Countries on 15 UNDAC missions in 2004. In addition FCSS supported the presence of 73 UNDAC members from 32 countries on UNDAC related training events during the year.

Performance Evaluation

- FCSS provided support to 73 participants from 32 developing countries in UNDAC training courses in 2004, including induction courses in China, Ethiopia and Panama.

- Participation of members from developing countries in UNDAC missions was enhanced, with the deployment of 29 members from 15 developing countries participating in 15 UNDAC missions during the year.

UNDAC Developing Countries
Requirements, Income and Expenditure Breakdown 2004

Requirements	657,942
Income from Voluntary Contributions	402,336
EXPENDITURE	
Staff Costs	2,525
Consultant Fees and Travel	268,526
Travel	111,020
Operating Expenses	43,999
Contractual Services	7,000
Supplies, Material, Furniture and Equipment	6,874
Fellowships, Grants and Contributions	55,500
Programme Support Costs	64,408
Total Expenditure US$	**559,852**

Military, Civil Defence and Logistics Support Project

The Military, Civil Defence and Logistics Section (MCDLS) comprises two Units: the Military and Civil Defence Unit (MCDU) and the Logistics Support Unit (LSU).

The mandate of the MCDU is to facilitate and coordinate access to and use of international Military and Civil Defence Assets (MCDA) in countries affected by humanitarian emergencies. It is responsible for the timely mobilization of MCDA and for liaison with governments, international organisations and the military and civil defence establishments deploying these assets. MCDU conducts UN Civil-Military Coordination (CMCoord) training courses for the international community and draws on its pool of graduates to act as UN CMCoord Officers in major humanitarian emergencies. It conducts pre-deployment training for international military forces and assists in the planning and coordination of UN Agency participation in major military exercises with significant humanitarian assistance scenarios. The Unit also manages the UN Central Register, a database of MCDA that can be made available to humanitarian actors in the event of a humanitarian emergency.

The LSU is responsible for managing the OCHA stockpile of basic non-food, non-medical relief items held at the UN Humanitarian Response Depot (UNHRD), located in Brindisi, Italy. As OCHA's focal point for suppliers, LSU provides logistical support to the field and headquarters, particularly in the area of transport. It contributes to inter-agency logistics discussions on, for example, the coding and tracking of relief goods, the standardisation of relief item specifications and the facilitation of customs procedures for humanitarian aid.

Key Objectives in 2004

In 2004, MCDLS's key objectives were to: further consolidate the UN Civil-Military Coordination system for rapid response in support of humanitarian field operations; increase support to pre-deployment training of international military forces and country-specific training for the humanitarian community; strengthen the UN CMCoord concept with greater participation of developing countries and UN agencies through appropriate training and exercises; and ensure that humanitarian actors can rely on the timely dispatch of relief supplies stocked in the UNHRD.

Outputs and Accomplishments

In 2004, MCDU conducted ten UN CMCoord training courses (an increase of three from the previous year) and two UN CMCoord Staff level courses. With strong support and participation from Member States and regional organisations, the Unit widened the application of the training package to further enhance regional coordination mechanisms. A total of 254 personnel were trained, representing both the humanitarian community (UN, Red Cross movement and NGOs) and military/civil defence organisations. Training courses were held in Austria, Finland, Dominican Republic, Philippines, Slovenia, South Africa, Sweden, Switzerland and Uzbekistan.

MCDU also participated in the planning and conduct of seven large-scale military led exercises involving the coordination of military and civil defence resources in humanitarian relief scenarios.

The MCDU facilitated, participated in and on occasion led pre-deployment training for individual members and organisations of the military community. Within the aegis of NATO/Euro Atlantic Partnership Council, pre-deployment training was provided for all of the NATO High Readiness Forces/Rapid Deployment Corps, all of the Headquarters International Security Assistance Force (HQ ISAF) roulements to Afghanistan and the new Chiefs of the Iraqi Armed Forces, Police and other senior Iraqi Government officials. Agreement was reached with EU Military Staff to provide similar pre-deployment training for European Union Military missions, on a case-by-case basis. In association with DPKO, pre-deployment training was also provided to elements of the Peacekeeping Forces connected with the UN mission to Côte d'Ivoire.

MCDU worked on eight requested MCDA mobilisations in 2004: six airlift requests in support of WFP humanitarian operations to Iraq and two on behalf of WFP and UNICEF for the transportation of relief supplies to Sudan. A number of UN-CMCoord trained officers were also deployed in the field, for example, Afghanistan, Iraq, Liberia, Haïti, Thailand, Sri Lanka, Indonesia.

The Unit promoted the continued use of the principles of the Oslo Guidelines (Use of MCDA in Disaster Relief) and MCDA Guidelines (Use of MCDA to support UN Humanitarian Activities in Complex Emergencies) through presentations at conferences, seminars, workshops and meetings. Work commenced and significantly advanced on a CMCoord Concept Paper aimed at strengthening the overall UN CMCoord model and standardising how CMCoord Officers should be mobilised, deployed and employed in humanitarian emergencies. External sponsorship of a practical UN CMCoord Field Handbook was received towards the end of the year and development work commenced immediately.

MCDU refined and established a lessons learned database for use in capturing issues from a variety of UN CMCoord missions. In an organized and accessible format it will be used on specific operational issues in an effort to enhance future operations.

The MCDU continued to maintain the Central Register as a database of non-commercial, governmental and other resources available for humanitarian use should the need arise. Extensive efforts were made, with great success, to maintain the currency of information in the database as well as to increase the number of participating organisations and expand the quantity of listings.

The Logistics Support Unit (LSU) planned and implemented a total of seventeen shipments of relief goods from the UNHRD to ten countries in Africa, Asia and the Caribbean, in response to both natural disasters and emergencies. Shipments grossed 274 tons with a value of over US$ 1.95 millions The Unit promptly and efficiently procured replenishment stocks through the employment of pre-established commercial contracts.

Performance Evaluation

- Through enhanced advocacy the MCDU successfully strengthened relationships with donors and increased funding of UN CMCoord activities in support of humanitarian field operations, most notably the UN CMCoord training programme. The year also saw a slight increase in the number of Member States offering MCDA for inclusion in the Central Register.

- Sponsorship of a series of technical workshops to develop the UN CMCoord Field Handbook was secured. With the requisite funding received in December this activity is now being taken forward.

- The UN CMCoord "lessons learned" database was further developed and established as a tool to enhance the Unit's ability in assessing CMCoord activities undertaken in support of humanitarian field operations.

- Through pre-established commercial solutions, adequate and suitable stock supplies of emergency non-food items were maintained in the UNHRD to respond to humanitarian emergencies.

- A total of 17 relief shipments were organized from the UNHRD, providing immediate assistance to 10 countries affected by natural disasters or emergencies.

Military, Civil Defence and Logistics Support Project Requirements, Income and Expenditure Breakdown 2004

Requirements	1,568,548
Income from Voluntary Contributions[1]	1,886,406
EXPENDITURE	
Staff Costs	1,158,426
Consultant Fees and Travel	29,036
Travel	107,512
Operating Expenses	11,194
Contractual Services	5,484
Supplies, Material, Furniture and Equipment	4,286
Fellowships, Grants and Contributions	-
Programme Support Costs	159,835
Total Expenditure US$	**1,475,773**

1 Includes allocations from the Field Coordination Reserve Fund for US$ 82,160

Environmental Emergencies Services Project

The Environmental Emergencies Services (EES) Project is a collaborative arrangement between OCHA and the United Nations Environment Programme (UNEP) that serves as the integrated United Nations emergency response mechanism to provide international assistance to countries facing environmental emergencies and natural disasters with significant environmental impacts.

The role of the EES Project is to rapidly mobilize and coordinate emergency assistance and response resources to countries affected by emergencies such as chemical and oil spills, floods, forest fires, hurricanes, earthquakes, complex emergencies and other crises with the potential for significant damage to the environment and human lives and welfare. The EES Project also supports response preparedness by, for example, helping countries to increase their environmental emergency response capacity.

Key Objectives in 2004

In 2004, the EES Project focused on the following key objectives: mobilizing and coordinating emergency assistance to countries facing environmental emergencies and natural disasters with significant environmental impacts; integrating environmental considerations into responses to natural disasters and complex emergencies; improving the capacity of developing to countries to prevent, prepare for and respond to environmental emergencies; and facilitating and supporting multi-stakeholder initiatives and projects under the framework of the Environmental Emergencies Partnership.

Outputs and Accomplishments

Throughout 2004, the EES Project ensured timely and coordinated response to requests for assistance. Assessment missions were deployed in connection with: a tropical storm disaster in the Seychelles and a request to provide guidance and recommendations to the local authorities to improve the national disaster plan; a partial collapse of the Shinkolobwe uranium mine in the Democratic Republic of the Congo and a multi-disciplinary assessment of the situation; and reported outbreaks of spastic paralysis that may be related to pesticide dumping in Pemba Island, Tanzania.

The EES Project integrated environmental considerations into response to natural disasters and complex emergencies by conducting rapid environmental assessments in IDP camps in Sudan (Darfur) and following hurricanes in the Dominican Republic, Grenada and Haïti, and floods in the Philippines. These assessments identified urgent environmental issues with relevance to response efforts, and, based on this, supported the humanitarian response effort with effective analysis, recommendations and follow up actions.

In response to the Indian Ocean tsunami, the EES project supported rapid environmental assessments to identify urgent environmental issues and recommended steps to address needs and gaps. The project brought this information to the attention of donors and the international community to support effective resource mobilization and reduce emergency risks. Experts supported by the EES Project also implemented practical projects to address urgent waste management issues. All activities were carried out in full collaboration with UNDAC teams.

The EES Project, in its capacity as Secretariat to the WSSD Environmental Emergencies Partnership also contributed, in collaboration with the German Global Fire Monitoring Center, to a training course on wildland fire management in South Africa. This provided SADC region participants with case examples of the EES Project's involvement in fire disasters and OCHA's emergency response tools and services. For the third consecutive year, the EES Project organized and delivered, jointly with the Swedish Rescue Services Agency, the 3rd NATO/Partnership for Peace course on international environmental disaster operations, in Sweden. The course, which focused on the management and operational response to environmental emergencies, mainly involved participants from Eastern and Central Asia.

The WSSD Environmental Emergencies Partnership supported and facilitated an agreement on common emergency assistance request forms between the EES Project, the UNECE Secretariat for the Convention on the Trans-boundary Effects of Industrial Accidents, and the European Commission Civil Protection Unit. It also issued periodic Partnership

Newsletters and developed an Internet site and a web-based discussion group to facilitate dialogue and information exchange among partners.

Performance Evaluation

- The EES Project ensured that official requests for assistance from countries facing environmental emergencies were addressed promptly and efficiently.

- The EES Project integrated the environmental component in the management of natural disasters through the participation of environmental experts in seven UNDAC missions. However, to further enhance this and systematically address environmental aspects of disasters, the participation of environmental experts in UNDAC missions should be increased, by calling up governments to include national environmental experts in the UNDAC roster.

- Capacity building exercises have been carried out in collaboration with partner organizations, which resulted in strengthening environmental

networks and in increasing countries' capacity to deal with environmental disasters.

- Four countries, five organizations and one private company have joined the Environmental Emergencies Partnership. In 2004, the Partnership successfully implemented joint initiatives to enhance environmental emergency management practices by improving linkages between prevention, preparedness, and response.

**Emergency Environmental Services Project
Requirements, Income and Expenditure Breakdown 2004**

Requirements	227,978
Income from Voluntary Contributions	150,000
EXPENDITURE	
Staff Costs	-
Consultant Fees and Travel	126,859
Travel	50,815
Operating Expenses	11,730
Contractual Services	-
Supplies, Material, Furniture and Equipment	1,356
Fellowships, Grants and Contributions	-
Programme Support Costs	24,798
Total Expenditure US$	**215,558**

Internal Displacement Division

Following the External Evaluation of OCHA's Internal Displacement Unit, the Emergency Relief Coordinator (ERC) restructured the Unit into the inter-agency Internal Displacement Division (IDD). The Division was requested to focus on enhancing collaborative action in a limited number of countries where the collaborative approach was deemed to be insufficiently effective, or where major gaps in the international response to internal displacement had been identified. In 2004, the attention of the Division was focussed primarily on Burundi, DRC, Liberia, Somalia, Sudan, Uganda, Nepal and Colombia.

Key Objectives in 2004

The Division's key objectives for 2004 were to: mainstream IDP issues within OCHA and the UN system at headquarters and the field-level; provide technical support to CTs with particular emphasis on protection and transition issues; work to strengthen the collaborative approach in the overall institutional response to internal displacement; increase coherency, accountability and predictability in consultation with the IASC-WG and the Senior IDP Network; implement capacity building and training programmes on IDPs within OCHA, the wider humanitarian community and other actors to promote the application of the Guiding Principles; and mobilise resources for IDU/IDD's activities and participate in the development of IDP strategies with the CAP process.

Outputs and Accomplishments

In July 2004, the restructured Division re-defined its priorities and immediate objectives in line with the findings of the External Evaluation and the outcome of consultations with donors. Criteria and indicators were developed to select a limited number of priority countries and, during the second half of the year, the main emphasis was less on system-wide improvements and more on ensuring more effective decision-making and strategy development on protection and assistance for IDPs in the selected countries.

The IASC Policy Package, developed in close consultation with the Senior Inter-Agency Network, was endorsed by the IASC-WG and the IASC Principals. It was disseminated to all agencies and HCs/RCs/Country Teams in countries facing an internal displacement crisis. The Policy Package provides Guidance to HCs/RCs and Country Teams on Implementing the Collaborative Response, which

Internal Displacement Division
Requirements, Income and Expenditure Breakdown 2004

Requirements	2,941,230
Income from Voluntary Contributions	2,357,674
EXPENDITURE	
Staff Costs	2,087,754
Consultant Fees and Travel	40,170
Travel	270,540
Operating Expenses	3,065
Contractual Services	1,619
Supplies, Material, Furniture and Equipment	9,085
Fellowships, Grants and Contributions	58,316
Programme Support Costs	317,301
Total Expenditure US$	**2,787,850**

includes a procedural roadmap that outlines the steps that should be taken to reach an inter-agency division of labour on IDPs. The IDD subsequently focused on supporting field-level implementation of the IASC Policy Package, in particular, the development and implementation of an IDP strategy and plan of action, including return and transition issues, and the establishment of appropriate protection mechanisms.

Focusing on the selected priority countries, the IDD, in consultation with the relevant HCs/RCs, provided concrete recommendations aimed at improving the response to IDP assistance and protection needs by Country Teams, IASC partners and OCHA, as well as host governments and donors.

The IDD provided specific technical advice on the integration of IDP issues into action plans and to the development of protection strategies and return frameworks in Burundi, Liberia, Uganda and Colombia. In Nepal, the Division, together with OCHA and the RC, reviewed the need for contingency planning and how to increase the involvement of key agencies with humanitarian programmes, including for IDPs. In Somalia, the IDD promoted the development of an action plan for the assessment and profiling of the IDP caseload in Somaliland. In DRC, support was provided to the assessment of protection issues, in particular the mapping of protection needs and activities in the East.

IDP issues continued to be mainstreamed into OCHA's field response through the presence of IDP/Protection Advisers in Côte d'Ivoire, DRC, Liberia and Uganda. Concerted efforts were made to increase the recruitment and deployment of protection officers by protection-mandated agencies and NGOs both in Uganda and Sudan/Darfur. The

IDD acted as catalyst to develop a wider protection standby capacity to strengthen the collaborative response in situations of internal displacement such as in northern Uganda and Darfur.

Positive linkages were established with OCHA's Protection of Civilians initiatives aimed at mainstreaming IDP protection issues in line with the IASC Policy Package. The Protection of Civilians Workshop held in Uganda will serve as model for further joint projects in 2005.

Cooperative relationships were reinforced, including with the newly appointed RSG on the Human Rights of IDPs and NRC's Global IDP Project through a revised Memorandum of Understanding. This collaborative framework is governed by the principles of complementarity, mutual support, and coordination of actions to maximise the impact of respective interventions and avoid duplication, especially in the area of advocacy and capacity building. The tripartite agreement also includes a clear division of labour for the promotion of the Guiding Principles and of their integration into national legislation.

Furthermore, the IDD received increased support from both the donor community and partner agencies. In particular, strong donor backing was secured for the new Division's priorities and the IASC Policy Package, and there was increased partner commitment to fund secondments (UNDP, UNHCR, WFP, UN-Habitat, OHCHR, NGO).

Performance Evaluation

- The IDP National Policy, developed with the support of the IDU, was finally endorsed by the Ugandan Government. The IDU provided technical advice for the development of the Joint Policy Framework for IDPs for northern and southern Sudan which was subsequently signed by both parties.

- In 2004, the IDD contributed to a return and reintegration action plan for Liberia and a protection framework as well as the integration of IDP issues into the CHAP for Uganda. In Burundi, support was provided to the IDP Survey whose findings were integrated into the CHAP. In Sudan, the IDU participated in the Joint Assessment Mission process for the return and reintegration of IDPs. Protection Working Groups were revitalized in Uganda and established in Côte d'Ivoire and Nepal with the support of the Division; an IDP Adviser was deployed to Côte d'Ivoire and a protection officer to DRC.

- The IDD co-facilitated the following workshops: a POC workshop in Uganda (40 participants from UN, government, civil society and NGOs); a protection training in DRC/Goma for OCHA, MONUC, protection-mandated agencies, with participation of Heads of Office in the sub-region (40 participants); a workshop on the future of the collaborative approach with stakeholders, hosted by Canada, with the participation of the ERC, RSG on IDPs, donor representatives and partner agencies (45 participants); a lessons learned workshop for field-based IDP Advisers (15 participants, including partners).

- Through the Senior Network on Internal Displacement, the IDD facilitated the development and dissemination of the IASC Policy Package which was subsequently endorsed by the IASC Principals with strong backing from the donor community. Advocacy tools were not produced in 2004 due to limited staff capacity. This will be a priority action area for 2005.

- IDD developed tools to promote the IASC Policy Package with HCs, including their leadership role in the IDP response, and OCHA Heads of Office (preparation of training of Heads of Office in 2005 and of a special session on internal displacement for the HC Retreat 2005); a proposal to develop a protection capacity was agreed upon by IASC Principals and is being worked out with partners.

- With the endorsement of the IASC Policy Package and the IASC Principals' commitment to its implementation in autumn 2004, the IDD concentrated efforts on securing agencies' commitment on the ground in the selected priority countries. However, efforts to achieve real increased coherency, accountability and predictability in the IDP response, in particular to overcome protection gaps, need to be pursued consistently in 2005, in order to mainstream the implementation of the procedural roadmap and make tangible progress.

- IDU/IDD's requirements were met thanks to renewed support from core donors; IDD field support activities were partly but not systematically included in the CAP; a proposal was submitted to OCHA Senior Management to include IDP Advisers as part of OCHA field structures, where required.

Policy Development and Studies Branch

OCHA's mission is to mobilize and coordinate effective and principled humanitarian action in partnership with national and international actors. The Policy Development and Studies Branch (PDSB) works to provide policy guidance and clarity on humanitarian issues and to develop policies and tools that improve the effectiveness and accountability of humanitarian action. In doing so, PDSB recognizes that policy support must be relevant and practical to best support OCHA's role within the humanitarian community.

During 2004, PDSB concentrated its efforts on three broad sets of humanitarian issues identified and outlined in OCHA's Strategic Plan for 2004. Firstly, there continues to be a need for improved planning, monitoring and accountability in most emergencies and transition contexts. Additionally, greater awareness of human rights, international humanitarian law, humanitarian principles and their application is also needed among humanitarian, development, and political actors. Crisis management decision making could also benefit from more systematic consideration of humanitarian analysis.

To carry out some of its work, PDSB implemented four focused projects in 2004 on Sanctions, the Protection of Civilians, Evaluations and Gender.

Key Objectives in 2004

In 2004 PDSB's objectives included working with Member States and humanitarian partners to further clarify policy agendas on the financing of humanitarian emergencies, civil-military relations, and humanitarian access, and supporting efforts to harmonize definitions of humanitarian assistance and develop common methodological approaches to assessing the needs of vulnerable populations. The Branch also planned to develop a user-friendly, field oriented package of transition guidance, initiate and manage a number of evaluations, reviews, and studies and complete and begin implementation of the Gender Plan of Action.

Outputs and Accomplishments

In 2004, PDSB made steady progress toward achieving its objectives while also continuing to provide a substantial range of day-to-day services for OCHA and various humanitarian partners— for instance, monitoring a range of issues that could potentially impact humanitarian assistance or benefit from a humanitarian perspective.

Policy Development and Studies Branch Requirements, Income and Expenditure Breakdown 2004	
Requirements	2,178,170
EXPENDITURE	
Staff Costs	1,224,540
Consultant Fees and Travel	136,020
Travel	195,427
Operating Expenses	11,250
Contractual Services	-
Supplies, Material, Furniture and Equipment	-
Fellowships, Grants and Contributions	10,000
Programme Support Costs	157,872
Total Expenditure US$	**1,735,109**

Income for Core Activities is recorded in total under the Trust Fund for the Strengthening of OCHA.

On the financing of humanitarian emergencies, PDSB presented a paper at the Ottawa meeting on Good Humanitarian Donorship that addressed the relationship between needs assessment and donor response. PDSB also drafted proposals for humanitarian reform that have been incorporated into the Secretary-General's report *In larger freedom*. Additionally, PDSB supported efforts to elaborate and establish consensus on humanitarian reform proposals of which reform of humanitarian financing forms a large element.

To improve civil-military collaboration, PDSB developed a reference paper on the subject that was endorsed by the IASC in June 2004. A number of organizations, including DPKO and the African Centre for the Constructive Resolution of Disputes, have since used the paper as training material for both humanitarian and military personnel. Strengthening civil military relationships is an especially important priority for PDSB in light of parallel efforts to develop clear policy for the design, planning and establishment of integrated missions.

To improve humanitarian access, PDSB developed an analytic matrix to identify and diagnose access problems. The results were used as a basis for three high-level meetings with Members States and regional organizations. The meetings led to agreement on complementary actions that produced improved access in Sudan and Uganda. Additional meetings are envisaged. Effective analysis, however, has been limited by the availability of information on access and other protection issues. In 2005, PDSB will attempt to systematize the gathering of access and protection-related information.

To harmonize definitions of humanitarian assistance and develop common methodological approaches to

assessing needs, PDSB supervised the two baseline studies undertaken in Burundi and the DRC under the Good Humanitarian Donorship initiative.

To help ensure a more effective UN response to the needs of countries making the difficult transition from conflict to peace, PDSB spent much of 2004 collaborating with the Office of the UN Development Group (DGO) on the design of user-friendly, field oriented planning tools for country teams working in post-conflict situations, including a common analytic framework for transition and a post-conflict needs assessment methodology. In 2005 these will be packaged with guidance on resource mobilization mechanisms and the handover of coordination functions.

To promote greater accountability and improve the effectiveness of humanitarian action, PDSB's Evaluation project managed seven evaluations, reviews, and studies in 2004. However, a planned study on the relative distribution of food and non-food funding, a planned peer-review of gender mainstreaming, a review of OCHA's early warning system and an evaluation of OCHA's coordination services in transitional contexts did not occur as originally envisioned.

On gender, PDSB prepared a policy and action plan to guide OCHA's efforts to mainstream a gender perspective throughout its coordination, policy, advocacy and information management functions. In 2005, this work will have to be harmonized with OCHA development of policies to prevent and respond to sexual exploitation and abuse.

Performance Evaluation

- Not more than 10 percent of OCHA's professional staff make use of OCHA's planning products each quarter. OCHA's yearly appeal, its Strategic Plan, and its Guide to Planning are the products most frequently used. Branch work plans are seldom used. OCHA has considerable work to do to better integrate planning into its daily work.

- Two OCHA offices—both in transition contexts —have reviewed the range of transitions products being produced in collaboration with UNDG and have provided useful inputs to each. A complete distribution and review is pending on completion of the package.

- While much organizing work on the humanitarian training occurred in 2004, the actual training was scheduled for early 2005, thus the number of Humanitarian Coordinators using new skills and knowledge acquired during training is not yet known.

- A substantial majority of the issue papers prepared for the IASC were received favorably, were found useful, and were endorsed as a basis for further action.

- A final policy on the scope of OCHA's role in natural disasters, and corresponding internal divisions of labor with ISDR, is pending the Kobe Conference in early 2005.

- No agreement was reached by SMG, ECHA and IASC on the relative distribution of food versus non-food aid as the planned study was not carried out.

- Following SMG endorsement of the broad outlines of an OCHA role in the field in coordination, information management and advocacy related to protection of civilians in armed conflict, five OCHA field offices incorporated protection into staff terms of reference in 2004. A more systematic inclusion of protection in terms of reference is expected in 2005 following the completion and distribution of guidelines on OCHA's protection role in the field.

- 75 Member States have incorporated POC elements into their national policies by ratifying key international treaties and/or by developing specific POC related policies or frameworks during 2004. A number of these countries currently face complex emergencies.

- In November 2004, PDSB presented background papers on and reported to the IASC on the progress of the Task Force on Collaborative Approaches to Humanitarian Security. The background papers and briefing will serve as the basis of a plan of action to be drafted in early 2005.

- In August 2004 OCHA's senior managers endorsed the OCHA Gender Plan of Action.

Protection of Civilians Project

OCHA has been mandated by the UN Security Council to develop a policy framework on the protection of civilians. By collaborating with humanitarian partner agencies and mainstreaming protection issues into the policies and decision-making process of Member States, OCHA will gradually foster the "culture of protection" called for by the Secretary-General. This project is also part of PDSB's efforts to foster strategic and operational coherence and to help OCHA and its partners achieve greater awareness of international humanitarian law and ensure that crisis decision-making is informed by humanitarian principles.

Key Objectives in 2004

In 2004 the project's key objectives were to develop a variety of tools on the protection of civilians for field staff, to continue to seek better integration of protection concepts into peace-building efforts and to engage with military forces and other partners working in emergencies to ensure their familiarity with the principles underlying the UN's humanitarian activities.

Outputs and Accomplishments

Much was achieved during 2004 in terms of both policy development and the production of tools to assist field staff in their efforts to ensure a coordinated and effective response to the evolving protection needs of civilians caught in armed conflict. The 10-point Platform presented by the USG to the Security Council in December 2003 provided an important framework from which Member States and the UN drew more defined and targeted protection policies. Combined with the Aide Memoire on the protection of civilians and both regional and country workshops, the 10-Point Platform contributed in 2004 to the development of country-level protection strategies, in Somalia, South Africa, Sudan and Uganda, and the incorporation of protection elements into national policies and legislation in Liberia, Mexico and Sierra Leone.

Throughout 2004, the POC project crafted a number of guidance papers and tools on the protection of civilians for global and country specific implementation by field staff. Three key documents were printed and distributed widely among both the international community and national actors. These consisted of i.) the updated Aide Memoire, ii.) the Glossary of Humanitarian Terms in relation to the protection of civilians in armed conflict and iii.) the Frequently Asked Questions on international humanitarian, human rights and refugee law in the context of armed conflict. The project also provided technical and logistical support to the annual treaty event of the UN, entitled "Focus 2004: Treaties on the Protection of Civilians". To enable wider and easier access of OCHA field staff to guidelines and tools, the key documents were compiled on a Protection of Civilians resource CD-Rom. A number of matrices were also developed on issues such GA, ECOSOC and SC resolutions. Country specific treaty matrices were developed for Uganda and Sudan, among others.

With the aim of strengthening the protection agenda in the field, the project also organized and hosted a regional workshop for Latin America, in Mexico, with over 69 representatives of government ministries, academic institutions, NGOs, international organizations and UN agencies from 13 countries in the region. A country workshop in Uganda, focusing on the protection situation in the north of the country, addressed political and military leaders among the 80 participants to ensure their familiarity with the principles underlying UN humanitarian activities in complex emergencies.

At headquarters, the project worked closely with the Department of Peacekeeping Operations and the Department of Political Affairs to integrate protection into peace-building and peacekeeping operations. This close working relationship fostered a regular protection review of the mandates of peacekeeping operations in conjunction with renewal of their mandates. The project initiated the development of an assessment tool for implementation of the protection mandate of peacekeeping operations, to be completed and field tested in 2005. A specific workshop was organized for UN HQ staff from various departments and agencies dealing with West Africa and DRC to sensitize them to the protection of civilians agenda. In Sudan, a training workshop was organized for OCHA and UNMISUD staff.

Performance Evaluation

- Of the three OCHA offices (Liberia, Sudan and Uganda) that received dedicated protection support from the project, including the development of targeted guidance and tools, all rated the support provided as useful. A number of other OCHA offices received specific guidance and support, in addition to the key policy documents and tools distributed to all OCHA offices.

- 13 desk officers from DPA, DPKO and OCHA, covering the targeted geographic area (West Africa) attended the UN staff sensitization workshop on protection of civilians in armed conflict. A total of 26 UN staff members participated, including staff of OHCHR, UNHCR and ICRC. Systematic follow up mechanisms to gauge retention of the presented protection agenda and tools are still under development.

- 75 Member States have incorporated POC elements into their national policies by ratifying key international treaties and/or by developing

specific POC related policies or frameworks during 2004.

- Nearly half of the op-eds by the USG that appeared in the international press in 2004 touched directly on issues related to protection of civilians in armed conflict. Protection concerns have also been raised in numerous media interviews throughout the year given by the USG.

Protection of Civilians Project
Requirements, Income and Expenditure Breakdown 2004

Requirements	537,612
Income from Voluntary Contributions	440,834
EXPENDITURE	
Staff Costs	168,253
Consultant Fees and Travel	28,593
Travel	99,429
Operating Expenses	5,000
Contractual Services	19,260
Supplies, Material, Furniture and Equipment	-
Fellowships, Grants and Contributions	-
Programme Support Costs	41,669
Total Expenditure US$	**362,204**

OCHA/IRIN

Evaluation and Studies Project

This project is currently in its last year of implementing a three-year evaluation framework that seeks to achieve greater accountability and improved effectiveness of humanitarian action. The unit's brief includes documenting lessons learned on humanitarian assistance; promoting institutional learning and knowledge sharing; achieving greater accountability in the use of resources; and focusing on the achievement of results and the use of results information. To achieve this, the unit initiates and manages a portfolio of evaluations, reviews and studies for OCHA and its humanitarian partners. In addition, the unit has been entrusted with helping to design and implement monitoring and evaluation (M&E) standards and systems.

Key Objectives in 2004

The project's key objectives in 2004 were to implement phase three of the three-year Evaluation and Studies plan, to initiate and manage a series of studies, reviews and evaluations, to provide advice on OCHA's results-oriented monitoring and reporting capacity and to further provide field-oriented monitoring, reporting and evaluation guidance for field offices and the CAP section. Due to new priorities added to the workplan throughout the year, the project did not have sufficient time to dedicate to the objective of providing advice on OCHA's results-oriented monitoring and reporting capacity.

Outputs and Accomplishments

The project achieved the set objectives regarding the implementation of an ambitious work plan but was less successful in strengthening OCHA's results-oriented monitoring and reporting capacity. In 2004 this project managed seven evaluations, reviews, and studies and planned and initiated another two reviews that have started implementation in early 2005. As noted in the report of PDSB activities, these included an external review of the 1999 IASC gender policy, a study on security of humanitarian staff, two baseline evaluations as part of the Good Humanitarian Donor Initiative (Burundi, DRC), an inter-agency real-time evaluation of the

humanitarian response to the Darfur crisis, a study on integrated missions and a review of OCHA's advocacy strategy. In addition, a review of humanitarian response capacity and an external evaluation of the ISDR secretariat were launched but are not yet completed.

The external review of the 1999 IASC gender policy gave critical feed-back on IASC member agencies' ability to mainstream gender and proposed a number of measures for making the role of the IASC gender task force more effective. The study on the security of humanitarian staff was triggered by the increasing number of deadly security incidents. While this study was well received and made a number of recommendations to the system as a whole it did not result in a concrete action plan. The inter-agency real-time evaluation of Darfur was the most challenging assignment in 2004, being the first of its kind. This real-time evaluation was commissioned by the Emergency Relief Coordinator in July of 2004 to address concerns about the timeliness and effectiveness of relief delivery to the population of Darfur, Sudan. The real-time evaluation was designed in three phases over a period of nine months – with the first visit taking place in September 2004. An inter-agency core learning group was constituted and several agencies contributed financially to the evaluation. The first visit built an appreciation for the difficulties faced by agencies on the ground and revealed that many of the key issues were relevant for the majority of the agencies, thus demonstrating the value of undertaking a system-wide evaluation. Additionally, two baseline evaluations were undertaken for the Good Humanitarian Donorship Initiative on behalf of donors. Both baseline exercises revealed that the GHDI needed more traction at country-level and that much of the baseline data needed for future performance evaluation was difficult to obtain. The review of OCHA's advocacy strategy provided useful guidance to OCHA for realigning its strategy and fed into an inter-branch task force to develop a revised strategy.

The project also engaged in and contributed to five evaluation activities led by partners (a donor's

evaluation on assistance to IDPs, a study on the UN's Disaster Risk Management Capacity, a DFID-led review of the Bangladesh Flash Appeal, an Ethiopia Country Team led evaluation of the UN's drought response and a WFP-managed review of the UN Joint Logistics Center).

However, a planned study on the relative distribution of food and non-food funding was cancelled due to lack of funding and time constraints and a planned peer-review of gender mainstreaming was converted into an external review with the participation of the IASC gender task force. A review of OCHA's early warning system was postponed as was an evaluation of OCHA's coordination services in a transitional context. The latter will be implemented in 2005 within the framework of a planned review of OCHA's exit strategies.

The unit only partially addressed its objective regarding improving results-oriented monitoring and reporting capacity. This was mostly due to the fact that most of the staff time was spent on planning, implementing and following up seven evaluations, reviews and studies as well as the involvement of staff in another five external activities. The workload for the Darfur real-time evaluation and the Humanitarian Response Review was also significantly higher than anticipated. This raises some capacity issues and will be addressed in the unit's review of the 3-year framework and the development of its next strategic framework. The Geneva-based M&E adviser did travel several times to Burundi to advise the OCHA field office regarding the establishment of a results-based M&E system for the Burundi CAP. This pilot engagement helped clarify the M&E needs of field offices but also demonstrated the difficulties of setting up joint and sound M&E systems. The M&E officer was also able to provide some technical inputs and advise in several field workshops. An evaluation framework was developed for CAP evaluations and will be piloted in 2005. The unit also participated in a number of UN initiatives to improve results-based monitoring and evaluation on a system-wide level and contributed to the development of evaluation standards for the UN system.

Performance Evaluation

- Six out of seven reports or 85 percent were well received and five of these (71%) were considered good quality reports. Disappointment was expressed regarding the lack of data for one study. One other study did not lead to concrete action as the recommendations were addressed to the system as a whole and not agency-specific.

- 75 percent of evaluations, reviews and studies were undertaken on an inter-agency or joint basis. Inter-agency initiatives increased from four joint initiatives last year (29%) to nine joint initiatives (75%) in 2004.

- No agreement was reached by SMG, ECHA and IASC on the relative distribution of food versus non-food aid as the planned study was not carried out.

- The performance record on the implementation of evaluation recommendations is mixed. The unit measures the implementation of recommendations dating back to 2002. To date about 41 percent of recommendations have been implemented and 39 percent of recommendations are still in the process of being implemented.

- In the future the project will need to increase its capacity to provide support to OCHA to improve its results-oriented monitoring and reporting capacity. The Burundi engagement demonstrated also that more field capacity will be required to implement improved monitoring systems.

Evaluation and Studies Project
Requirements, Income and Expenditure Breakdown 2004

Requirements	406,800
Income from Voluntary Contributions	640,000
EXPENDITURE	
Staff Costs	-
Consultant Fees and Travel	364,348
Travel	-
Operating Expenses	-
Contractual Services	-
Supplies, Material, Furniture and Equipment	-
Fellowships, Grants and Contributions	-
Programme Support Costs	47,365
Total Expenditure US$	**411,713**

Humanitarian Impact of Sanctions Project

PDSB has been at the forefront of efforts to ensure that UN sanctions do not negatively impact the living conditions of civilian populations in targeted states. Identifying the possible humanitarian consequences of sanctions early on can reduce confusion about the socio-economic conditions affecting people and their causes and can help mitigate any unintended consequences. At the core of this project is a sanctions assessment methodology, which seeks to make sanctions more effective by assessing humanitarian implications in advance of-, during- and following sanctions. PDSB believes this approach will make a significant contribution to the protection of civilians in sanctioned states, and will enhance the capacity of UN agencies and Security Council members alike to anticipate and prevent humanitarian consequences that may result from sanctions.

Key Objectives in 2004

The overall objective of the project was to move away from the previous ad hoc approach to assessing the impact of sanctions on living conditions and to develop a standardized methodology for assessing whether and how sanctions can cause harm.

Outputs and Accomplishments

The methodology developed under this project addresses two important challenges that present themselves when assessing the impact of sanctions on humanitarian conditions: (i) accurate evaluation of the current status of humanitarian conditions, and (ii) separation of the detrimental effects of sanctions on health and well-being from those due to other causes.

In 2004, the project culminated with testing of the assessment methodology developed in 2003, and the publication in November of two documents: a Sanctions Assessment Handbook and a user-friendly set of Field Guidelines.

The project—funded by the Governments of Canada and Switzerland—was undertaken in collaboration with humanitarian agencies within the UN system

and beyond. OCHA's project team also engaged in consultations with UN Security Council Member States as the methodology was being formulated and refined.

Performance Evaluation

During development of the methodology several field offices (Liberia, Angola and Myanmar), humanitarian partner agencies within the IASC as well as other UN Departments (DPA, DPKO) and sanction experts outside the UN system were asked to provide reviews and comments. Of these 90 percent of the responses indicated that the guidance was helpful and requested copies of the published Handbook and Field Guidelines for their use and for further distribution, e.g. to all Sanction Committees that assist the UN Security Council.

Humanitarian Impact Sanctions Project
Requirements, Income and Expenditure Breakdown 2004

Requirements[1]	-
Income from Voluntary Contributions	326,814
EXPENDITURE	
Staff Costs	148,092
Consultant Fees and Travel	30,067
Travel	21,674
Operating Expenses	-
Contractual Services	14,117
Supplies, Material, Furniture and Equipment	-
Fellowships, Grants and Contributions	-
Programme Support Costs	27,814
Total Expenditure US$	**241,764**

1. Project was fully funded for 2004

Gender Plan of Action Project

This project is part of PDSB's efforts to promote the humanitarian agenda. At the broadest level, the project will help OCHA to ensure that the differing vulnerabilities and capacities of women, men, girls and boys are understood and acted upon.

Specifically, it will enhance the quality of assessments, program planning and implementation, training, monitoring, evaluating and reporting at both headquarters and the field level. Additionally, it will fulfill OCHA's responsibilities toward ensuring that a gender perspective is fully integrated into humanitarian activities and policies, as recommended by ECOSOC.

Key Objective in 2004

The project's key objective was to support the finalization of the Policy and Plan of Action on gender mainstreaming.

Outputs and Accomplishments

In 2004 this project supported the finalization of OCHA's Policy and Plan of Action on gender mainstreaming as well as the development of a number of tools to guide OCHA and Humanitarian Coordinators with regard to gender mainstreaming. The project also provided the capacity to monitor, guide and support OCHA in the initial phases of the implementation of the policy and plan of action. Gender mainstreaming sensitization sessions were carried out for all of OCHA headquarters staff. Through this capacity OCHA also assumed co-chair responsibility for the IASC Task Force on Gender and Humanitarian Assistance.

Performance Evaluation

- Implementation of the gender mainstreaming policy and Plan of Action is in its initial phase. Much of the project's first year was consumed by start-up rather than implementation. The second year will bring strengthened capacity to the project and focus on effective implementation.

- All OCHA branches currently have a focal point for gender mainstreaming and have made efforts to include gender considerations in their work. A third of OCHA's field offices also have appointed gender focal points; however, field plan of actions have yet to be developed.

- A number of gender mainstreaming tools and guidelines were developed; these still need to be combined with capacity building activities. Two gender sensitization sessions were organized in Geneva and New York. Participants rated the sessions as very useful.

Advocacy and External Relations

Humanitarian advocacy is a core mandate of OCHA, and creating awareness of humanitarian issues among a wide range of stakeholders is a critical element in raising the necessary political and financial support for humanitarian action.

The two Advocacy and External Relations Sections (AERS) in New York and Geneva have served this function by assisting and supporting the Emergency Relief Coordinator and OCHA senior management in advocating effective and principled humanitarian action at the global and regional levels.

In 2004, AERS New York became the Advocacy and Public Information Section (APIS), divesting its external relations function. The 'new' section placed increased emphasis on advocacy for natural disasters, as well as on supporting OCHA regional and country offices to develop and implement humanitarian advocacy and public information strategies. APIS concentrated primarily on advocacy and public information functions, including campaigns and op-eds directed at raising the profile of various emergencies.

AERS Geneva continued to carry out external relations and thus continued to serve as the OCHA focal point for external affairs and public information in Europe.

Both sections continued to work for the inclusion of humanitarian concerns in UN decisions and communications, and ensured regular contact between OCHA and the media.

Key Objectives in 2004

In 2004, AERS/APIS focused on several key objectives for the year. These included promoting the advocacy priorities of the Emergency Relief Coordinator (ERC) through media and public communications, further establishing advocacy and public information as key functions of OCHA's field presence, highlighting forgotten emergencies, and revamping and re-launching OCHA Online to serve as the department's corporate web site.

Outputs and Accomplishments

Throughout 2004, APIS undertook a series of activities toward meeting these objectives. In New York, APIS produced the OCHA Tools and Services brochure. APIS also began pilot testing a field advocacy training manual and

Advocacy, External Relations and Information Management Requirements, Income and Expenditure Breakdown 2004

Requirements	4,758,913
EXPENDITURE	
Staff Costs	3,190,815
Consultant Fees and Travel	140,690
Travel	410,407
Operating Expenses	29,451
Contractual Services	5,000
Supplies, Material, Furniture and Equipment	160,033
Fellowships, Grants and Contributions	223,303
Programme Support Costs	464,840
Total Expenditure US$	**4,624,539**

Income for Core Activities is recorded in total under the Trust Fund for the Strengthening of OCHA.
Table consolidates expenses for Advocacy, External Relations and Information Management

public information handbook, both of which were conceived as tools for enhancing capacity in the field. The field advocacy manual is a step-by-step guide designed to help OCHA staff assist Humanitarian Coordinators and UN country teams in developing humanitarian strategies. The public information(PI) handbook provides hands-on training for PI and advocacy focal points on a range of issues, including how to conduct interviews, how to organize press conferences and handle the media, and how to write press releases and gather and process information for headquarters. It is designed to improve both information flow as well as media relations in the field. APIS also launched a major advocacy/public information training programme for different categories of staff. A regional advocacy workshop for heads of office and public information officers from OCHA offices in Africa was held in Kenya in July 2004. A second workshop for staff from offices outside of Africa was held in Indonesia in December 2004.

In April 2004, the redesigned OCHA Online was launched, migrating from ReliefWeb to its own server with a URL associated with the United Nations' website. The new website takes a thematic approach to the work of OCHA – humanitarian issues, OCHA tools and services, OCHA's coordination role, etc., while continuing to feature press releases and situation reports, the OCHA newsletter and statements by the ERC. More content was added with new sub-sites covering humanitarian advocacy campaigns, and an interactive map of OCHA's presence around the world. OCHA Online currently consolidates the various websites at

headquarters and in the field, including the websites on POC, ESB, the various country offices and HICs. It is also designed to provide the platform for the Intranet for OCHA staff that will be launched in 2005.

At the end of 2004, the ITS section of OCHA began a redesign of a new Content Management System (CMS) for the website to increase its dynamism, efficiency, and usability. The new CMS will add functionality to the website, facilitating the addition of newsfeeds and multi-media features.

AERS Geneva continued to maintain close cooperation with the institutions of the European Union, and other regional organizations such as NATO, the Organization for Security and Cooperation in Europe, and the Council of Europe. An agreement between OCHA and the European Commission was negotiated and concluded on field coordination in disaster response, in the framework of the Fribourg Process. Regular activities focused on the implementation of the Memorandum of Understanding signed with the Governments of Greece and Turkey, and the launch of a structured framework of cooperation with the Council of Europe and its Parliamentary Assembly.

In the framework of UN-EU cooperation, AERS also provided inputs to the Secretary-General, the Deputy-Secretary-General and the ERC for the meetings they held with their EU counterparts, worked with the UNOG Director-General in preparing for the annual High-level Tripartite consultations with the EU, OSCE and Council of Europe, as well as facilitated discussions on an agreement with the Office of the High Representative of the Council of the European Union.

AERS Geneva maintained regular consultations on humanitarian issues with the Group of 77 coordinators in Geneva, Rome and Paris. The section represented OCHA at major public events, organized briefings for permanent missions, governmental delegations, academics and other groups.

In public information, both APIS and AERS highlighted forgotten emergencies and natural disasters by issuing information to the media and the Office of the Spokesman of the Secretary-General. This was particularly effective in the context of the humanitarian crises in Liberia, Côte d'Ivoire, Haïti and Darfur, and the response to the Indian Ocean Tsunami disaster. APIS also continued its strategy to boost media coverage for missions by

the ERC, which translated into extensive coverage for missions to Darfur, Sudan and northern Uganda. The section expanded its outreach to new media markets with interviews broadcast on CNN, BBC, Arab media, and Latin American and other media, and also crafted numerous opinion pieces (op-eds) on humanitarian issues for the USG/ERC which were published in some of the world's leading newspapers, including The New York Times, International Herald Tribune, Al-Ahram, Asahi, Moscow Times, Washington Post and many others.

Cooperation with the NGO community was enhanced through regular exchange at meetings, both in Europe and North America. Cooperation with the business community was strengthened through the Business Humanitarian Forum and the Disaster Response Network (of the World Economic Forum).

Performance Assessment

- With a more proactive engagement in advocacy and media outreach – by the ERC as well as by APIS/AERS staff – coverage of humanitarian issues by, the media and within the UN system occurred on a daily or near daily basis.

- OCHA's advocacy work with NGOs, governments and civil society continued through weekly IASC meetings, monthly meetings with NGO fora such as Interaction, and weekly or monthly meetings with parliamentarians, donors, and other stakeholders.

- The new OCHA Online aims to communicate the priorities of the department to a wide audience. While it has improved in both content and representation through 2004, significant work remains to be done to make it a more dynamic and user-friendly site. Full proactive and sustained participation by all branches of OCHA is also required to enhance the site's usability. Although a steady flow of users accesses the site, with high profile emergencies the numbers increase substantially as observed during the first week of the tsunami when over 1500 emails were received.

- Senior management received astute advice on advocacy by AERS/APIS on a variety of difficult issues including Sudan, natural disasters, and Somalia, which gave scope for accurately highlighting the UN's position and achievements in these crises.

Information Management

The provision of timely and accurate information to humanitarian personnel is crucial for humanitarian preparedness and response, both for natural disasters and complex emergencies. OCHA's information management activities support humanitarian decision making and response by providing effective systems for the collection, analysis, dissemination and exchange of key information and data. These functions are jointly performed by the Information Analysis Section (including the Early Warning Unit, the ReliefWeb project and the Field Information Support Project) and the Information Technology Section of the Advocacy and Information Management Branch.

Information and Communications Technology

OCHA's Information Technology Section is responsible for providing Information and Communications Technology (ICT) support to the Office, both at headquarters and in the field. This includes the provision of technical infrastructure (including telecommunications facilities), the development and maintenance of information systems (including web services), user training and support. The section is also responsible for certain information products and the dissemination of services, such as the Field Guidelines and the Registry.

Key Objectives for 2004

In 2004, the Information Technology Section's key objectives were to: provide ICT infrastructure, including communication facilities, at headquarters and the field; provide electronic dissemination services, including registry, at HQ; provide technical maintenance of the public website "OCHA Online"; implement an OCHA Intranet; and maintain and issue web and CD-ROM version Field Guidelines.

Outputs and Accomplishments

In 2004, the ICT infrastructure, including web hosting services, was consolidated and expanded at headquarters, both in New York and Geneva. As part of the field information management strategy, work was initiated for a field connectivity strategy and a revised e-mail strategy. Additionally, ICT support staff in Geneva were regularized.

The IT Section provided technical support to OCHA Online, including establishing the technical framework for an OCHA Intranet. Web support was also provided to a number of field office and HIC web sites, including Eritrea, Indonesia, Liberia, Burundi, Côte d'Ivoire and Guinea.

The electronic registry application, used only New York during 2004, was also installed in Geneva, thus merging the two OCHA registries in New York and Geneva into one integrated registry. A field filing and archiving application was developed, and research was undertaken for the development of an OCHA-wide filing and archiving system. Other applications, most notably the Financial Tracking System, were significantly enhanced.

In the area of inter-agency coordination, the IT Section spearheaded the effort that led to the establishment of Inter-Agency Emergency Telecommunications as an inter-agency common service.

Performance Evaluation

- The ICT support to staff at headquarters New York continues to be of very high quality. In Geneva, equipment and services are of the same high quality – however, the help desk support needs to be improved. In the field, there is still plenty of room for improvement, with regard to equipment, connectivity and timely, ongoing support.

- OCHA's HQ based information systems functioned smoothly, with a minimum of disruption (downtime). The hosting of web services was consolidated. One enhancement that is still much needed is to provide easy access from the field to these systems and services.

- While the flow of electronic information within the Office and with its partners has not encountered any major hiccups, it can be made more efficient.

- A number of web-based collaboration tools were installed, including installation of eight web-based collaboration tools within 24 hours of each individual request.

Information Analysis

Located within the Information Analysis Section (IAS) are three important components of OCHA's capacity to collect, share and disseminate information: the Field Information Support (FIS) project, the Early Warning unit (EWU), and the ReliefWeb project.

The section was founded on the principle of building partnerships to ensure humanitarian information exchange and each component of the Information Analysis Section contributes a unique value-added service to the information it collects. EWU provides analytical information products for early warning, prevention and contingency planning. The ReliefWeb and FIS projects facilitate information exchange among humanitarian actors for coordination and response by leveraging the internet, Geographic Information Systems, databases and other tools, and strengthen information partnership networks among these actors. These constituent elements of the IAS also provide valuable information that helps to guide decision-making at senior UN and governmental levels. The following sections describe each of these components' objectives, outputs and achievements in full.

Early Warning and Contingency Planning

In March 2004, as part of the restructuring of OCHA, senior management decided to separate the Early Warning and Contingency Planning functions within OCHA, placing the latter in the Humanitarian Emergency Branch (HEB – now part of the Coordination and Response Division – CRD) in order to generate closer ties with the response side of the organization. The new Early Warning Unit prioritizes strengthening the link between early warning and early action, improving the quality of EW information and analysis and developing new partnerships. The unit produces quarterly global risk analysis, in-depth country reports and one page alerts in response to rapidly deteriorating situations. These products inform strategic decisions by OCHA's management with regard to advocacy, preparedness and response coordination as well inter-agency fora such as the Framework Team and the Inter-Agency Standing Committee (IASC).

Key Objectives for 2004

Key Early Warning objectives during 2004 were to: alert OCHA senior management to potential or emerging humanitarian crises through alerts and Early Warning/Early Action reports; provide early warning information and analysis to inform the ERC's proactive advocacy to Members States on emerging crises; serve as the focal point for OCHA's inputs to the IASC-SWG quarterly Early Warning/Early Action report and maintain OCHA's engagement with the Framework Team; and improve the quality of early warning products through improvement of the methodology for EW analysis and development new partnerships, including with IRIN, OCHA Regional Support Offices (RSOs) and regional organizations such as ECOWAS.

Outputs and Accomplishments

During the course of 2004, the Early Warning Unit activities included the following: production of seven Early Warning Alerts (on Burkina Faso, Equatorial Guinea, Haïti, Sri Lanka, Venezuela, Georgia), 22 Bi-weekly News Summaries, 14 in-depth Early Warning Country/Regional Analyses and seven updates of the Global Risk Matrix which included approximately 50 countries. In addition, the unit contributed to two Early Warning/Early Action reports for the IASC and one Trend and Projection Analysis on the North Caucasus. It also prepared a briefing by the Emergency Relief Coordinator to the Humanitarian Liaison Working Group on early warning for humanitarian emergencies, as mandated in GA Resolution 46/182, to alert them to the need for early preventive action.

The EWU participated in and provided early warning analysis to the monthly meetings of the UN Interdepartmental Framework for Coordination

on Early Warning and Preventive Action and was a member of the supervisory board during its evaluation. Eleven case studies were compiled on the application of preventive measures. They were produced in collaboration with a wide range of humanitarian practitioners engaged in conflict prevention and relate to Humanitarian Relief & Assistance, Military & Small Arms and Development and Governance.

Performance Evaluation

- The creation of a new unit dedicated to early warning has resulted in an improvement in the timeliness and analytical quality of early warning products.

- Through the development of closer partnerships with IRIN and OCHA's Regional Support Offices and regional organizations, the overall quality of

Early Warning Unit reports improved as acknowledged by clients, with the inclusion of regional perspectives.

- The first Early Warning Briefing of the ERC to the HLWG led to requests by Member States to convene at a smaller forum and by the end of the year the unit was making preparations for its next Early Warning briefing to the OCHA Donor Support Group.

- The target of ten case studies on the prevention of humanitarian crises was exceeded by one. All eleven case studies have been posted publicly on OCHA-Online and Reliefweb.

- The direct involvement of the ERC and the increasing joint actions by humanitarian agencies have led to greater recognition of early warning in reports in the SG's documents relating to armed conflict.

ReliefWeb Project

ReliefWeb is the world's leading on-line gateway to information (documents and maps) on humanitarian emergencies and disasters. An independent vehicle of information, designed specifically to assist the international humanitarian community in the effective delivery of emergency assistance, the ReliefWeb site provides timely, reliable and relevant information as events unfold, while emphasizing the coverage of "forgotten" emergencies. ReliefWeb teams in Kobe, New York and Geneva update the website around the clock and broker information from over 2,000 sources.

An extensive redesign process, based on user testing and analysis with the latest techniques in critical enquiry and mental modeling led to the launch of the new version of the site in 2004. The redesigned site architecture incorporates many new features which allow users to find specific information more easily and cut the time required to perform common tasks.

Key Objectives in 2004

ReliefWeb's primary objective last year was the launch of its redesigned website. Additional key objectives included the development of the Humanitarian

Information Network through workshops in Europe, Africa, and North America, improved map production capacity, including in the support of Situation Reports, and the increased use of syndicated content from ReliefWeb to other partner websites. Closer ties with the academic sector and strengthened relations with information partners were on-going objectives that were also addressed.

Outputs and Accomplishments

Throughout the year ReliefWeb, working in accordance with its objectives, undertook the following activities, detailed below with their achievements.

Early in 2004 the technical implementation phase of the ReliefWeb redesign started, and after extensive usability testing throughout the year, with focus groups in the last quarter, the new site was launched with new features highlighting complex emergencies, natural disasters and affected countries. It included a section on humanitarian policy and related issues and "communities of practice" section designed to inform and promote peer-to-peer networking and inform on "who's working where and on what".

Map quality and production increased while the number of maps posted remained stable, at about 750. Map-related partnerships were strengthened through the attendance of the Reliefweb staff at conferences (including the Global Disaster Information Network and Interaction) and missions to UN partner offices. Map support was provided to OCHA desks and field offices, particularly during the tsunami crisis where maps and graphics were prepared for USG press conferences and also shared globally. ReliefWeb also produced the maps for the OCHA in 2005 report.

Another of the activities was to build on existing editorial guidelines and turn them into a set of policy documents to be published on the redesigned site to better inform users on the basis of decisions about what content appears on the site. The first phase was accomplished by the end of December and continued in 2005.

In October ReliefWeb brought together the entire team from its three duty stations – New York, Geneva and Kobe – to work for three days on major information management issues for the project.

ReliefWeb organized three meetings during 2004 for the Geneva Humanitarian IT Network to support development of the humanitarian information management community. Meetings were also held with UN Member States and donors to brief them on project activities. Due to low staffing levels in ReliefWeb and a heavy workload related to the redesign process, ReliefWeb rescheduled workshops in Africa and the Americas to 2005.

In 2004, ReliefWeb was actively involved in the development of the GLobal IDEntifier (GLIDE) number initiative and the Global Disaster Alert System (GDAS), which will rely heavily on the use of syndicated content from ReliefWeb. Other partner organizations, including NGOs and OCHA field websites, connected to ReliefWeb through web feeds and hyperlinks.

The unit has continued to work on developing closer ties with the academic sector, holding meetings with representatives of several academic institutions such as members of the Harvard Program on Humanitarian Policy and Conflict Research. This has resulted in an increase in the number of policy documents published on the site. ReliefWeb also consulted key users in order to validate the keyword list of the Policy & Issues section.

Lastly, ReliefWeb continued efforts to strengthen its relations with information partners in order to improve the quality and timeliness of information on emergency response. In all three teams considerable outreach took place throughout the year with, among others, the Inter-Agency Standing Committee, Interaction monthly meeting, the InterAgency Knowledge Sharing forum, WFP's Vulnerability Assessment Mapping (VAM) project and the Environmental Systems Research Institute user conference. ReliefWeb also provides standard briefings to OCHA staff before their deployment to the field.

ReliefWeb was also proactive in coordinating quality information and producing maps throughout the tsunami emergency phase. During the first two months of the disaster, ReliefWeb provided weekly "who's working where" matrices for all affected countries, based on the documents received. These matrices showed the organizations working in each country and their sectors of activities and provided users with a quick overview thereby helping to combat information overload.

Performance Evaluation

- ReliefWeb successfully implemented the redesigned website; the number of hits increased by 30 percent over 2003, with an average of one million hits per day during 2004. During the tsunami 2005 response phase hits rose to three million per day at its peak.

- In 2004, more than 200 maps were produced by ReliefWeb which is a 35 percent increase over 2003.

- ReliefWeb tracked widespread use of its syndicated material. RW will continue to promote the use of syndicated material in 2005 and seek ways to measure its impact.

- The quality and timeliness of information provided on emergency response showed improvement. Particularly during the tsunami disaster, ReliefWeb posted documents within two to three hours and produced and published maps the same day. Over 3,200 documents and more than 75 maps were posted during the first three weeks of the crisis from over 300 different sources and the site was widely acknowledged as the most reliable information provider on the internet, with many websites creating direct links such as Google, BBC and CNN.

ReliefWeb Requirements, Income and Expenditure Breakdown 2004	New York & Geneva	Kobe	TOTAL
Requirements	1,584,355	445,572	2,029,927
Income from Voluntary Contributions	1,453,833	350,000	1,803,833
EXPENDITURE			
Staff Costs	929,958	244,766	1,174,724
Consultant Fees and Travel	45,275	16,900	62,175
Travel	55,069	32,220	87,289
Operating Expenses	2,394	21,866	24,260
Contractual Services	235,944	39,097	275,041
Supplies, Material, Furniture and Equipment	126	20,215	20,341
Fellowships, Grants and Contributions	-	3,700	3,700
Programme Support Costs	164,940	49,239	214,179
Total Expenditure US$	**1,433,706**	**428,003**	**1,861,709**

Field Information Support Project

The Field Information Support (FIS) project aims to strengthen and facilitate the use of data and information in humanitarian operations. Established in June 2000, it is based in New York and consists of a small team with a variety of information management and field operations skills.

Key Objectives in 2004

During 2004, FIS focused on the following key objectives: improve the deployment and implementation methodologies for HICs; develop a cadre of trained staff to strengthen OCHA's ability to deploy new HICs; strengthen the capacity to provide geo-spatial data and background information on countries and areas of concern; strengthen relations with humanitarian partners through the Geographic Information Support Team (GIST), the IASC and stand-by partners; and expand the geographic repository and establish it on-line.

Outputs and Accomplishments

In 2004, Field Information Support worked towards these objectives by strengthening the use of information and data in humanitarian operations. This was achieved through the continued development of the Humanitarian Information Centres (HIC), the development and implementation of a Field Information Management Strategy for OCHA, and the deepening of partnerships through the Geographic Information Support Team (GIST).

Throughout 2004, FIS continued to improve the deployment and implementation methodologies for HICs. A DFID evaluation of the HIC concept in the first half of 2004 demonstrated that the HIC is a valuable tool for coordinating emergency field information. In November 2004, the Inter-Agency Standing Committee (IASC) endorsed the HIC as a UN Humanitarian Common Service, with OCHA as its steward. As custodian of the HIC, FIS implemented a number of activities to improve the deployment and implementation methodologies for HICs. This included a complete revision of the HIC Toolbox, enhancement of pre-positioned deployable equipment, two HIC trainings and further development of the Geographic Information Support Team as a mechanism for sharing information. These activities contributed to enhanced preparedness as well as the deployment of HIC Darfur and ongoing support to HIC Liberia. In the first weeks of 2005, in response to the tsunami, FIS deployed four staff to Aceh and Sri Lanka to develop and manage HICs.

To address the ongoing weakness of its information management (IM) structures, OCHA's senior management endorsed a strategy in March 2004 to increase the capacity of field offices to perform IM tasks and to improve standardization and support from headquarters. In order to implement this strategy a sub-project, Field Information

Management (FIM) was created within FIS. In 2004, FIM worked with partners and the field to build capacity in five priority OCHA field offices through the creation or designation of Information Management Units (IMU) as an integral component of the office. These field offices were assisted through the provision of expert personnel, systems and ICT equipment in order to improve the capacity of humanitarian actors for decision making and analysis through strengthened collection, processing, and dissemination of information.

OCHA's capacity to provide geo-spatial data and background information on countries and areas of concern was strengthened through the acquisition of new data sets and increased collaboration with partners. Throughout the year, FIS continued to strengthen relations with humanitarian partners through the Geographic Information Support Team (GIST), the IASC and stand-by partners, as well as outreach activities to corporate partners such as ESRI and DeLorme in order to facilitate data sharing within OCHA and with partners. A good example of this was the provision of mapping software and products to HIC Darfur by ESRI and DeLorme, as well as increased data sharing through the Information Technology Outreach Services (ITOS) of the University of Georgia.

Performance Evaluation

- In response to a request by the Humanitarian Coordinator for Sudan in May, OCHA successfully deployed the HIC Darfur in June 2004. The HIC Darfur has supported improved strategic and operational decision making in Darfur through the development of a common information sharing platform. The HIC might have been deployed earlier than June if the United Nations Country Team had been better informed of the added value of a HIC in supporting a coordinated response. In addition to supporting the deployment of the HIC Darfur, FIS continued to provide ongoing support to the HIC Liberia.

- Two HIC trainings were completed (25-30 March and 25-31 October). A total of 37 participants were trained and prepared to deploy for work in a HIC. Having trained personnel available as a result of the HIC training has improved our capacity to rapidly deploy a HIC. Fourteen of the participants have already deployed or are in the process of being deployed for OCHA IM projects in Haïti, Liberia,

Burundi, Sudan, Sierra Leone, Bangkok and for the HICs in Darfur, Sumatra and Sri Lanka.

- A standardised OCHA field office information management strategy was successfully designed and partially implemented in five field offices. There were some constraints on implementation of the strategy due to the late arrival of donor funding and staff turnover.

- In 2004, FIS at the Secretariat of the Geographic Information Support Team (GIST) continued to work with GIST members to support humanitarian global data management and integration needs. During 2004 the GIST identified that it would need to review membership protocols for membership in order to ensure all new members promoted the use of geographic data standards and geographical information systems (GIS) in support of humanitarian relief operations. Therefore it was decided to not actively seek additional members until these protocols had been revised.

Field Information Support Project
**Requirements, Income and Expenditure Breakdown 2004**

Requirements	812,026
Income from Voluntary Contributions	700,000
EXPENDITURE	
Staff Costs	405,519
Consultant Fees and Travel	30,394
Travel	67,811
Operating Expenses	-
Contractual Services	-
Supplies, Material, Furniture and Equipment	15,998
Fellowships, Grants and Contributions	-
Programme Support Costs	67,564
Total Expenditure US$	**587,286**

Field Information Management Project
Requirements, Income and Expenditure Breakdown 2004

Requirements	2,521,580
Income from Voluntary Contributions	1,799,621
EXPENDITURE	
Staff Costs	499,312
Consultant Fees and Travel	217,825
Travel	115,549
Operating Expenses	14,820
Contractual Services	23,880
Supplies, Material, Furniture and Equipment	158,922
Fellowships, Grants and Contributions	-
Programme Support Costs	133,940
Total Expenditure US$	**1,164,248**

PART III

OCHA COORDINATION ACTIVITIES IN THE FIELD
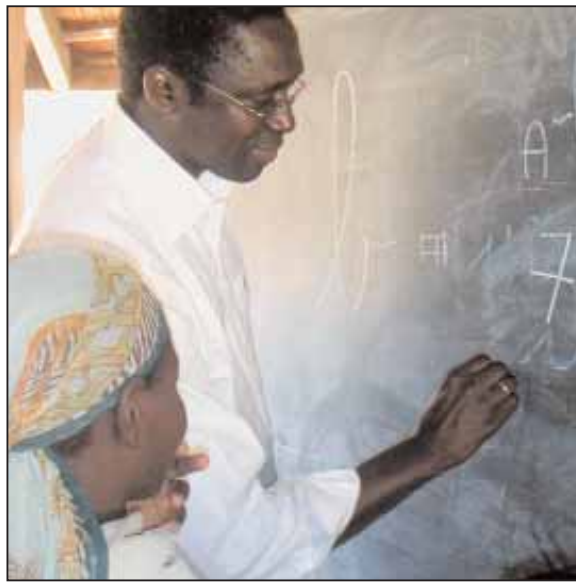
OCHA/IRIN

OCHA's field presence provides humanitarian coordination support to the UN system and the wider humanitarian community. At the end of 2004, OCHA had a presence in 27 countries, as well as three Regional Offices (Dakar, Johannesburg and Nairobi) and five Regional Disaster Response Advisors (Kobe, Johannesburg, Nairobi, Panama, and Suva). The Regional Disaster Response Advisor in Bangkok, foreseen for 2004, was in the process of being recruited. In the wake of the South Asian tsunami, this action was accelerated and a Regional Office was established in Bangkok.

2004 was an extremely active year for OCHA's offices in the field as they responded to varied challenges. OCHA field offices in such countries as Sudan, DRC and Côte d'Ivoire coordinated large-scale relief efforts, conducted humanitarian access negotiations with governments and multiple armed groups, and engaged in extensive advocacy efforts to promote adherence to humanitarian principles and enhance the protection of civilians.

There was an overall increase in OCHA's field budget of 46 percent as a result of new or deteriorating emergencies, with 63 percent of this budget increase spent in Africa. However, the South Asian tsunami is resulting in a massive increase in spending on field coordination during 2005, as outlined at the end of this section.

Worsening crises and requests from humanitarian partners led to new offices being opened in Haïti, Chad and Nepal, and to the strengthening of OCHA's presence in the Republic of Congo and the Central African Republic. At the same time, several OCHA offices experienced significant expansion during 2004, often at the forefront of a stronger presence by humanitarian partners. OCHA Sudan grew from nine to 26 international staff members to meet the needs in Darfur and in southern Sudan. In Uganda, the Gulu office was strengthened, and

new offices were opened in Kitgum, Lira and Soroti. As a result OCHA is now providing enhanced district-level coordination in the areas most affected by the Lord's Resistance Army insurgency. In eastern DRC, OCHA pioneered the concept of "antennas" – emergency field coordination units which exist for a maximum of six months to respond to acute localized emergencies. During 2004, antennas were active in Walikale and Lubero, and provided a flexible coordination mechanism to respond to short-term population displacement or return challenges.

At the same time, the consolidation of peace in a number of other countries allowed OCHA to transfer coordination responsibilities to transitional and developmental actors. In Angola, OCHA handed over coordination responsibilities to the Transitional Coordination Unit (TCU), although it will continue to support the TCU with three staff members through 2005. The creation of the TCU was a product of extensive inter-agency consultations, and should prove to be a useful model for the future. In Sierra Leone, OCHA completed its handover of field responsibilities to UNDP, and in Liberia, OCHA's coordination functions were absorbed into UNMIL, the peacekeeping mission. OCHA also closed its offices in Georgia and Tajikistan. During 2005, OCHA will undertake a lessons learned review to develop best practices for handovers and closures.

The earthquake and tsunami that hit many countries around the Indian Ocean on 26 December 2004 led to a massive increase in OCHA's presence in Asia. Within five days, 31 UNDAC team members had been deployed to Indonesia, the Maldives, Sri Lanka and Thailand. By early 2005, the OCHA office in Indonesia had been dramatically expanded from four to 28 international staff, and two new sub-offices had been opened in Aceh, in addition to the existing office in Banda Aceh. OCHA offices were also opened in the Maldives and Sri Lanka.

Integrated Regional Information Networks

Key Objectives in 2004

In 2004, IRIN's key objectives were to: consolidate existing products, intensify staff training and build on regional networks; augment existing radio services and expand the project to include nine new countries; strengthen the provision of information for humanitarian decision-making and response; improve information flow to victims of conflict; include national journalists in training; and form additional partnerships with NGOs and community groups.

Outputs and Accomplishments

2004 has been a year of consolidation and growth as IRIN worked to meet these objectives. IRIN has developed the capacities of its information officers and freelance network with on-the-job training and two regional training workshops held in Central Asia and West Africa, complementing earlier trainings in East, Southern and West Africa the previous year. Through its freelance network, IRIN has been able to continue reporting on events in countries deemed too insecure for UN staff, notably in Iraq and Côte D'Ivoire.

IRIN is an independent humanitarian news and information source covering sub-Saharan Africa, parts of Asia and Iraq. It was established in 1995 to provide accurate and timely information on events and issues of concern to humanitarian workers and decision makers in donor and host governments. At the same time, the project attempts to ensure that local populations can also access credible information to help them make informed decisions about their future and well being.

IRIN provides this information through its text and radio services. In 2004, it enhanced advocacy efforts through the strengthening of its analytical capacity, the creation of a new video documentary unit and the provision of materials – photos, films and reports – to humanitarian agencies that can be used to highlight key concerns, such as emerging or neglected crises.

Funding from the United Nation's Trust Fund for Human Security has enabled IRIN to consolidate and extend its radio project. With a focus on content production, training and support to local radio stations, IRIN now serves millions of listeners in Afghanistan, Angola, Burundi, Côte D'Ivoire, Liberia, Somalia, Sudan and Tanzania. A new Francophone service for PlusNews, the HIV/AIDS service, has been established in West Africa.

The analytical unit was strengthened, leading to the production of numerous web specials and reports

intended to raise awareness and issues of concern to humanitarian workers and decision-makers, such as sexual violence during conflict, the locust infestation in West Africa and the evolving crisis in Darfur.

In addition, following a successful pilot project in 2003, IRIN developed a full video documentary production capacity with six films produced in 2004, mirroring the issues and crises highlighted in IRIN's web specials. These films were distributed to international and national media and used as advocacy tools by numerous human rights and humanitarian organisations.

In late 2004, OCHA senior management requested IRIN to develop a full Middle East service to enhance information on humanitarian concerns in the region. By the end of the year, IRIN had established a network of stringers in several countries, including Yemen, Syria and Jordan. Additionally, Nepal was added to the countries covered by the Asia service, following increased concern about its stability.

Performance Evaluation

- This year saw a quartile increase in the number of email subscribers and visitors to the IRIN website since last year. Based on the 2004 readership survey results, over one million people are estimated to regularly receive IRIN reports in English, French, Dari or Swahili directly or through local and international web sites and newspapers; in addition, IRIN radio content is broadcast in Dari, Portuguese, French, English, Somali, Kirundi and Juba Arabic to reach the affected communities.

- 98 percent of respondents to the readership survey cited IRIN as objective and 85 percent found the quality of reporting to be good or excellent.

- Twelve stringers and information officers attended the Central Asian workshop, while nine stringers and officers attended the workshop in West Africa. On the job training has helped to develop a reliable and dedicated network of stringers in all regions covered.

- Current reporting, web specials and film output reflect the efforts made to involve humanitarian partners in the information gathering process.

- The prompt support of donors meant that there was no cash flow problem at the start of the year, however the falling US dollar affected operations and led to cuts in some services.

IRIN
Requirements, Income and Expenditure Breakdown 2004

Requirements	4,902,593
Income from Voluntary Contributions	5,222,487
EXPENDITURE	
Staff Costs	2,613,654
Consultant Fees and Travel	573,734
Travel	252,507
Operating Expenses	730,074
Contractual Services	65,192
Supplies, Material, Furniture and Equipment	226,749
Fellowships, Grants and Contributions	-
Programme Support Costs	580,016
Total Expenditure US$	**5,041,926**

OCHA/IRIN

AFRICA

Angola

Three years after the end of the 27-year conflict in Angola, the humanitarian situation has stabilised to such an extent that humanitarian assistance dropped 40 percent, mainly in food aid, during the year. The focus has shifted from life-saving assistance to longer-term development and transitional programmes. However, in 2004 residual humanitarian needs remained and high levels of vulnerability were prevalent among Angola's population. An absolute lack of basic social services prevailed in rural and remote areas, hindering the reintegration of returnees, demobilised combatants, and former IDPs. Lack of access, particularly during the rainy season, was a major factor in increasing vulnerability and limiting support for reintegration.

Despite the decline in human rights abuses serious concerns remain regarding incidents of political discrimination, land-related conflicts, criminal impunity, and uneven access to justice along with a very low rate of citizens with proper identification documents. The potential threat of increased transmission of HIV/AIDS due to increased freedom of movement and the high pace of post-conflict refugee returns is also a concern. Mine action remains a priority and a long process in Angola as well.

After more than a decade of coordinating humanitarian assistance in one of the most complex emergencies in Africa, OCHA successfully completed

its mandate through a progressive phase out and restructuring into a Transitional Coordination Unit (TCU). Structures were adapted to the transitional context, with an increased focus on stabilising populations and creating conditions for development while also ensuring that urgent humanitarian needs are met.

Key Objectives in 2004

With OCHA's phase out and restructuring into a TCU its key objectives in 2004 were to: develop and implement capacity building programmes for its national counterpart, the Unidad Tecnica de Coordinação da Asistencia Humanitaria (UTCAH) and advocate for approval of the legal framework; help stabilise the living conditions in the 20 remaining critical locations; advocate with the government for emergency repairs of secondary and tertiary roads and small bridges in identified locations; and improve basic social services in return areas.

Outputs and Accomplishments

The Transitional Coordination Unit continued to implement its capacity building programme with its national counterpart, UTCAH and progressively handed over functions to the government. A sustained dialogue with the government resulted in the extension of the mandate for two years and in the empowerment of provincial representatives to ensure better coordination at the provincial level.

Despite the TCU's streamlined presence, its awareness-raising efforts contributed to securing donor funds and NGO assistance for emergency road repairs and humanitarian demining of several bridges in return areas in the Moxico and Zaire provinces. As a result of this activity, the necessary funding to extend a bridge repair and construction programme to improve access to rural and remote areas (26 bridges) was secured. Those activities were funded and implemented thanks to a two-fold approach combining emergency needs and more structural or livelihood-related requirements.

To support the transition, a database for NGO registration and monitoring of activities was developed and the equipment and software for

credentialing NGOs was transferred. Training in information management and reporting was conducted, further enhancing UTCAH's monitoring and coordinating capacity. Additionally, a workshop for all provincial coordinators was held and further capacity building at the provincial level was planned pending the decision on UTCAH's mandate. As a result of these activities, UTCAH is now fully skilled and operational at central level.

A strong advocacy campaign was also launched to help put an end to reported human rights abuses and the inhumane treatment of tens of thousands of foreigners expelled from Angola under a nationwide government anti-illegal immigrants operation called "Operação Brilhante". As a result of the campaign, subsequent waves of expulsions took place in a more orderly and legal bound fashion although the operation was not completely halted.

The implementation rate of the Provincial Transition Plans (PTPs) for recovery projects in prioritised return areas varied according to regions: from 30 to 70 percent for international NGOs to two percent for the government. Given the lack of basic social services and in the absence of a Consolidated Appeal Process for Angola in 2005, the TCU led the preparation of a strategy paper titled the "Humanitarian Framework" . This paper defines planning guidelines for prioritising interventions, mobilising resources for humanitarian activities and advocating for the implementation of minimum standards for resettlement.

Performance Evaluation

- Although high levels of vulnerability remain in rural and remote areas, particularly during the rainy season, all remaining emergency pockets in the country were stabilized.

- In terms of the legal framework, UTCAH's mandate was extended for two more years until the end of 2006. Broadening the mandate will require continued advocacy.

- Achieved functioning transitional coordination and existing coordination platforms were adjusted to reflect the specificities of the transition period. A joint coordination meeting of the UN Technical Team and the NGOs was created and Protection and Public Information working groups were

successfully revived. In addition, numerous ad hoc groups and meetings were formed and organized when needed.

- As planned, all coordination responsibilities of the Humanitarian Coordination Group were handed over to the government and United Nations Agencies. UTCAH now chairs sectorial technical groups such as the Food Security Group. Other competencies were transferred to the UN system: the Protection Group is chaired by the UN Human Rights Office and responsibility for security in the provinces was overseen by UNSECOORD.

Angola
Requirements, Income and Expenditure Breakdown 2004

Requirements	4,190,517
Income from Voluntary Contributions	3,743,480
EXPENDITURE	
Staff Costs	2,696,606
Consultant Fees and Travel	16,114
Travel	87,865
Operating Expenses	280,574
Contractual Services	98,522
Supplies, Material, Furniture and Equipment	32,500
Fellowships, Grants and Contributions	556,968
Programme Support Costs	436,763
Total Expenditure US$	**4,205,912**

Burundi

The humanitarian situation in Burundi has changed substantially as a result of the gradual stabilization in security conditions in almost all the country. Consequently, OCHA's work in 2004 focused on improving humanitarian actions in accordance with the population's changing needs.

The main developments were twofold. First, there was sustained access to most parts of the country, including areas that had remained inaccessible for almost a decade. Second, population movement within and across Burundian provinces increased, with significant returns of both IDPs and returnees. The province of Bujumbura rural, however, was affected by waves of armed conflict, which led to recurrent displacement during most of 2004. Nonetheless, almost 90 percent of the province remained accessible to humanitarian actions.

Changes in access have allowed a more detailed understanding of current needs in Burundi. Life saving needs have reduced considerably and are mostly present in pockets of emergency countrywide. Today, disease outbreaks or epidemics, deteriorated and fragile food security and nutritional conditions constitute the most common and recurrent emergency cycles/pockets. Immediate needs for physical life-saving protection continue in Bujumbura rural where the armed conflict continues.

To address the changes in 2004, OCHA expanded its presence and scope of action. In addition to the office in Bujumbura and the sub-office in Ruyigi province,

a second sub-office was opened in the southern province of Makamba, to meet the needs of IDPs and returning refugees.

Key Objectives in 2004

During 2004, the key objectives were to: improve monitoring and impact evaluation and establish linkages between emergency and rehabilitation programmes; ensure the provision of time-critical information for relief, logistics, funding and contingency planning; advocate for the observance of International Humanitarian Law (IHL); and promote, assist, and lead negotiations to obtain access to vulnerable populations and all affected areas.

Outputs and Accomplishments

The main achievement during the reporting period was the improvement of CHAP/CAP and Joint Contingency Plan processes through systematic review of humanitarian priorities and expanded participation of UN agencies, NGOs and donors throughout the year. The practical application of the IASC Needs Assessment Matrix led to more rigorous identification of priority vulnerable groups, key interventions and basic indicators to monitor the impact of humanitarian interventions, especially in the areas of food security and access to basic services. The Good Humanitarian Donorship pilot in Burundi also contributed to a more dynamic framework of information exchange among donors in the country.

In March 2004, OCHA initiated an information management project to enhance information compilation and analysis. A series of information products were prepared, including general and thematic maps by province. In addition, OCHA established a technical working group on information management with the participation of the National Geographic Institute of Burundi (IGEBU), the Geography Department of the University of Bujumbura and several international partners. Information is available through the OCHA/ Burundi website.

At the provincial level, limited capacities of local authorities, the lack of clearly-defined national strategies and poor utilization of provincial contingency plans remain important bottlenecks for furthering coordination and for an effective working dialogue between the humanitarian community and

provincial coordination structures responsible for transition/development programmes. Much work remains to be done in some provinces where focal point coordination mechanisms continue focusing on vertical "emergency interventions" and little dialogue exists between humanitarian and development partners. Collaboration between OCHA and the UN Inter-agency Cell for Reinsertion (CIR) also helped strengthen coordination, monitoring and planning in support to local authorities and partners.

A comprehensive study on IDPs led by OCHA also created opportunities for closer collaboration with government partners, who participated in the nationwide survey.

Strengthening of cross-border activities was an additional priority in 2004. In addition to regular joint assessments and evaluations with humanitarian partners and relevant government bodies, OCHA facilitated cross border inter-agency missions to Tanzania and eastern DRC. These missions focused on the progress of the refugee repatriation operation and provided better understanding of population movements within and across Burundian borders. These initiatives were strengthened by the establishment of the inter-agency "core working group" (OCHA, UNHCR, WFP, UNICEF and WHO) which regularly reviewed contingency plans as the situation evolved.

Performance Evaluation

The time elapsing between declaration of emergency and beginning of response has varied according to the nature of the emergency. A June 2004 food security early warning alert allowed FAO and WFP to review their programme scope accordingly, which proved useful when new fighting erupted in Kabezi commune and more than 25,000 displaced were assisted with food and non-food items within 10 days. Access to potable water was secured within four days.

- Provincial contingency plans have been drawn up in five provinces (Makamba, Ruyigi, Bujumbura City & Rurale and Gitega) with the support of OCHA.

- OCHA issued regular weekly situation reports and analysis papers to inform and provide early warning on humanitarian issues to various targeted audiences.

- The average number of recorded visits per month on the OCHA Burundi web site doubled last year, reaching 30,000 visits per month, mainly due to an improved website design and enhanced content.

- Significant progress was achieved in establishing a functioning monitoring system, with the collection of baseline data covering health, nutrition, agriculture and food security. Based on the IASC needs assessment framework and matrix, baseline data will serve as key monitoring tools during the CHAP/CAP 2005 mid-year review.

- OCHA and partners visited all IDP sites in Burundi, a total of 145,000 people (April 2004). An estimated 90 percent of temporarily displaced persons in Bujumbura – rural, remained easily accessible to humanitarian actors during 2004.

- The improvement of security conditions provided access to 95 percent of the country.

- The presence of humanitarian actors, and later of military observers and human rights observers (ONUB), in each commune of Bujumbura rural helped monitor violations including killings, rapes, arbitrary arrests, illegal detentions, looting, taxations and forced displacement. OCHA kept regular contact with military authorities, including FAB and FDD and provincial administration, used widely to advocate for protection, particularly for IDP populations.

- OCHA contributed to advocacy work leading to a specific medical protocol for the care of victims of sexual violence promulgated by the Ministry of Health in October.

Burundi
Requirements, Income and Expenditure Breakdown 2004

Requirements	1,886,862
Income from Voluntary Contributions	2,115,061
EXPENDITURE	
Staff Costs	780,387
Consultant Fees and Travel	30,866
Travel	97,196
Operating Expenses	217,877
Contractual Services	4,489
Supplies, Material, Furniture and Equipment	320,315
Fellowships, Grants and Contributions	122,750
Programme Support Costs	204,604
Total Expenditure US$	**1,778,484**

Côte D'Ivoire

Despite a series of peace mediation initiatives and the deployment of a UN peacekeeping mission, the political and security situation of Côte d'Ivoire steadily deteriorated in 2004. No progress was made on the disarmament of combatants and the reunification of the country. In the latter part of 2004, the peace process was brought to a complete halt with the government's violation of an 18-month long cease-fire. The humanitarian situation continued to be negatively affected by the growing political instability, insecurity and continuous violation of human rights. Populations in the 'Forces Nouvelles' controlled north suffered from the lack of access to basic services, particularly in the sectors of education and health With regard to a child's right to education, the government did not hold exams to validate the school year for 64,000 children in the Forces Nouvelles-controlled areas.

Access to areas affected by the crisis was restricted due to prevailing insecurity, the establishment of roadblocks, and the presence of armed militias, particularly in the western region of Côte d'Ivoire. The conditions remained unfavourable for the return of approximately 600,000 internally displaced persons (IDPs), leading to increased vulnerability and continued pressure on already impoverished host communities. The presence of over 70,000 Liberian refugees also demanded particular attention and assistance. Protection issues remained a serious concern, particularly as the the lack of the

administration of justice in the areas under Forces Nouvelles and in the west fostered a climate of of impunity.

Key Objectives in 2004

Faced with these existing situations, the Office's key objectives in 2004 were to: coordinate efforts of humanitarian partners and the government to revitalise basic social services and strengthen sector-specific coordination mechanisms through enhanced information management systems; develop a standardised methodology and tools for use by partners; develop, discuss and agree upon a countrywide protection strategy for IDPs and other vulnerable categories of civilians; and provide sound analytical material and oral briefings on the impact of political and social phenomena on humanitarian action.

Outputs and Accomplishments

Given the persistence of the humanitarian crisis in 2004, with the needs and problems varying from zone to zone, OCHA reinforced its presence to cover five principle zones in the country, with sub-offices in Korhogo, Bouake, Guiglo, Yamoussoukro and a head office in Abidjan. The opening of two new sub-offices in Korhogo and Guiglo facilitated an effective humanitarian response to the crisis in these critical areas through enhanced collection of information on prevailing vulnerabilities. However, funding shortfalls resulted in delays regarding the recruitment of staff, which had an impact on the coordination in the field. The lack of funds also led to reductions in the procurement of essential equipment and vehicles, which constrained OCHA's activities.

However, under the stewardship of OCHA, the Inter-agency Humanitarian Coordination Committee (IAHCC), with its decision-making profile, was central in the development of key policies including guidelines on the association of military and humanitarian activities. The IAHCC also had an important role in high-level advocacy on behalf of vulnerable populations. Some of the main issues dealt with included the problems of access for humanitarian actors in certain western parts of the country, the redeployment of health and education staff, and the restoration of electricity and water supplies to the north.

With its increased field presence, OCHA had the capacity and resources to provide its humanitarian partners with accurate information on humanitarian developments and to establish coordination mechanisms for an appropriate response in all of the principle areas affected by the crisis. OCHA organised and coordinated four inter-agency multi-sector assessment missions covering the northern regions of the country, which were essential in identifying key humanitarian needs. The participation of donors in several of the missions facilitated an immediate response.

OCHA also established regular meetings with key donors in order improve the exchange of information on pertinent humanitarian issues and to ensure a better response to the humanitarian appeal. The Office focused on mobilizing the collective resources of all humanitarian partners in Côte d'Ivoire to respond to critical needs and protection concerns of the affected populations in a coherent, efficient, and cost-effective way.

To provide more visibility and knowledge of humanitarian principles and the protection of civilian populations in armed conflict, OCHA and other humanitarian agencies adopted a common inter-agency communication strategy. Within this framework, OCHA has been responsible for a number of activities and services including daily monitoring of the media, the production of 50 radio programmes (national and local) highlighting humanitarian activities, publication of situation reports, issuance of bulletins and the preparation of press releases.

To assist information management, OCHA reinforced its information centre, which manages a database collating all information on humanitarian issues and produces maps detailing population movements (IDPs and refugees) and humanitarian activities. Many of the products have been made available through an OCHA website for Côte d'Ivoire launched in 2004.

Performance Evaluation

- The deterioration of the security situation in Côte d'Ivoire led to an increase in the number of protection cases in 2004. However, progress was made in the identification of protection cases and OCHA took part in the elaboration of strategies for the protection of particularly vulnerable groups, including IDPs and child soldiers.

- So far, efforts by the Office to improve the respect accorded to the rights of civilians as described above have not yet yielded any results.

- Improvement was made in the quality and utility of information management tools as OCHA expanded the tools available to humanitarian partners and the public in 2004. A database was created to track humanitarian actors and activities and consolidate the statistics provided from various reports. The data was used to create a series of detailed maps on, for example, population movements. OCHA's reinforced presence in the field improved the quality, accuracy, and timeliness of information provided by the Office. Apart from the monthly situation reports and the daily monitoring of the media, the OCHA sub-offices produced flash bulletins on the humanitarian situation in their zones. These bulletins were also used to disseminate the Guiding Principles on Internal Displacement.

- OCHA's coordination activities and strengthened information management led to improved response planning and the development of clear policies for humanitarian interventions. The Code of Conduct for humanitarian intervention was updated, an inter-agency contingency plan for Côte d'Ivoire was elaborated, and the strategy for the protection of IDPs was revised. OCHA and the IAHCC have closely monitored the implementation and application of these documents.

Côte D'Ivoire
Requirements, Income and Expenditure Breakdown 2004

Requirements	2,440,000
Income from Voluntary Contributions[1]	2,008,246
EXPENDITURE	
Staff Costs	1,260,202
Consultant Fees and Travel	10,100
Travel	111,096
Operating Expenses	273,639
Contractual Services	54,450
Supplies, Material, Furniture and Equipment	221,705
Fellowships, Grants and Contributions	10,000
Programme Support Costs	252,355
Total Expenditure US$	2,193,547

1. Includes allocations from Field Coordination Reserve Fund for US$ 774,673

Central African Republic
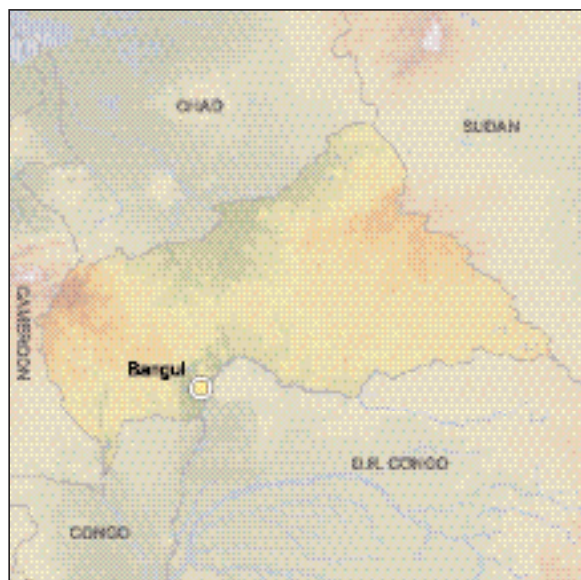
Throughout 2004, on-going insecurity and the deterioration of the socio-economic environment led to the disintegration of basic social services such as health and education and to an alarming decline in social indicators in the Central African Republic (CAR).

The combined burdens of insecurity, poor health conditions and economic vulnerability have severely affected the population. The resurgence of several preventable diseases, reduced nutritional health status, a failing educational system and limited access to drinking water are all defining characteristics of a highly vulnerable society. Additionally, parts of the country are still in a state of lawlessness with widespread banditry, armed groups along roadways, wide circulation of arms, kidnappings, street children, urban prostitution and an HIV/AIDS prevalence estimated at 15 percent.

The situation has been further aggravated by the difficulties for humanitarian actors to intervene in a very limited humanitarian space with very limited resources, and by the linking of assistance by financial institutions and donors to a return to security, good governance and the organization of fair, transparent and democratic elections.

Unfortunately, CAR remains a neglected emergency, with only 38 percent funding for the CAP 2004 (US$ 7.7 million). Widespread insecurity throughout the country in 2004 limited access of humanitarian actors to most vulnerable populations, impeded

humanitarian assessments and hindered the implementation of humanitarian programmes. The presence of international organizations, in particular of international NGOs (only five NGOs operate in the country), remains insufficient to address the crisis in CAR. OCHA has supported relief efforts in CAR through the deployment of a Humanitarian Advisor and the facilitation of a series of missions, including that of the Special Envoy of the USG.

Key Objectives in 2004

OCHA key objectives on arrival in CAR were to: support the UN Resident Coordinator and UNCT in coordinating and strengthening the response to the prevailing humanitarian crisis; call the attention of the donor community to the crisis (including through the mid-term CAP review and the preparation of CAP 2005); prepare an inter-agency contingency plan ensuring regular flow of information between humanitarian actors; and prepare for the transition from humanitarian assistance to post conflict and development programmes.

Outputs and Accomplishments

Following the mission of the Special Envoy of the USG, OCHA deployed a Humanitarian Affairs Officer to support the revision of the CAP mid-term review and to implement the Special Envoy's recommendations.

OCHA advocated for stronger involvement of national and international partners to address the humanitarian crisis in CAR. OCHA also endeavored to strengthen humanitarian coordination mechanisms between relevant actors by supporting sectoral working groups and promoting exchange of information. The Office participated in humanitarian assessment missions and led the process of drafting the CAP 2005 and, in cooperation with the RC, initiated contingency planning.

Performance Evaluation

Since the CAR was not included in OCHA's 2004 budget request, there were no indicators listed against which performance evaluation would be measured. Therefore, a summary of constraints and performance assessment follows below:

OCHA endeavored to increase awareness of relevant actors of the on-going humanitarian crisis in CAR, including within the UN family. The process of the CAP 2004 mid-term review and the timely launch of the CAP 2005 were part of this advocacy strategy. Unfortunately, repeated calls for adequate funding for CAR remained largely unanswered by the donor community. The prevailing uncertainty regarding the political stability of the country, as well numerous other endemic factors (widespread insecurity, lack of infrastructure, lack of access to vulnerable populations, lack of international presence in CAR, other humanitarian crises in the region, i.e. Sudan, DRC, etc.) made it extremely difficult to focus the attention of the international community on CAR. CAR remains, at the end of 2004, one of the most neglected emergencies in Africa.

However, activities undertaken in 2004 are an invaluable contribution to future humanitarian interventions in CAR. Humanitarian assessment missions, CAP related activities, the launch of the contingency planning process at the end of 2004 and increased interaction between humanitarian actors have underlined the fact that CAR is experiencing a serious and neglected humanitarian crisis which directly affects an estimated 1.1 million people (about 1/3 of the population).

Central African Republic
**Requirements, Income and Expenditure Breakdown 2004**

Requirements	287,119
Income from Voluntary Contributions[1]	590,053
EXPENDITURE	
Staff Costs	-
Consultant Fees and Travel	-
Travel	55,250
Operating Expenses	15,400
Contractual Services	-
Supplies, Material, Furniture and Equipment	4,200
Fellowships, Grants and Contributions	1,825
Programme Support Costs	9,968
Total Expenditure US$	**86,643**

1. Includes allocations from Field Coordination Reserve Fund for US$ 210,000

OCHA/IRIN

Chad
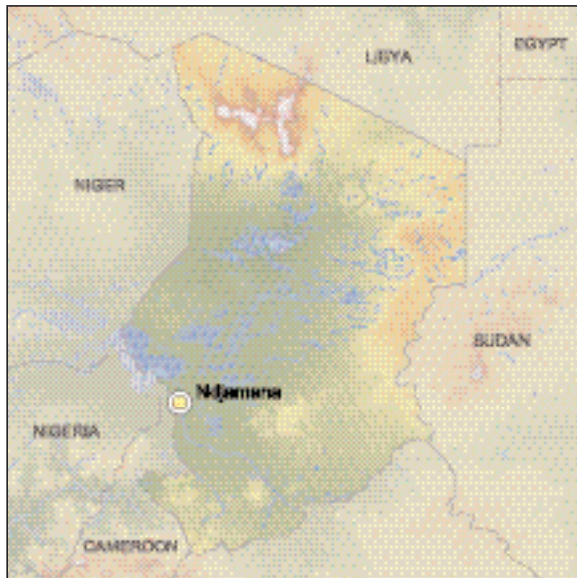
During 2004, hundreds of thousands of refugees fled into Chad to escape fighting in Sudan's Darfur region. Chad's harsh climate, poor resource endowment, and lack of basic infrastructure were further compounded by drought conditions and a locust invasion. This increased water and food shortages. Along with rising tension over limited grazing and arable land, cereal production decreased and food prices increased throughout the year.

This mounting tension provoked conflict between the refugee and local communities. The refugee influx also exacerbated an already unstable political and security environment, exemplified by an attempted coup against the President and Government of Chad in 2004. In addition, there were cross-border militia attacks on refugees, the proliferation of small weapons and increased banditry.

In response, OCHA established a presence in N'djamena as of September 2004 to assist the UN Resident Coordinator with the coordination of the humanitarian response in favour of refugees and the equally destitute host communities. Through the Consolidated Appeals Process (CAP), OCHA helped to mobilize the collective resources of the humanitarian partners to respond to the critical needs of the refugees and host communities in a more coherent, efficient and cost-effective way.

Key Objectives in 2004

OCHA's key objectives on arrival in Chad were to support the UN Resident Coordinator in his humanitarian coordination responsibilities by ensuring a regular flow of information between humanitarian actors, prepare a response preparedness plan, and mobilize resources through the CAP.

Outputs and Accomplishments

In close cooperation with the UNHCR, OCHA helped to develop and strengthen the present humanitarian coordination structure. It facilitated the emergence of the Support Secretariat Group and the Sector Technical Groups (STG) in N'djamena, and participated in the sector-specific meetings chaired by UNHCR in Abéché.

Due to the interconnections between the Chadian and the Darfur crises, OCHA facilitated information-sharing on the situation in Sudan among humanitarian actors, donors, and government counterparts in Chad. It also gathered information for a database of humanitarian actors and activities in the country.

The Office participated in a joint multi-agency needs assessment mission to eastern Chad, in favour of vulnerable host communities, that culminated in the CAP 2005 Appeal document, launched in late 2004. It also contributed to the response preparedness plan which addresses the possibility of an additional influx of refugees and the deterioration of the political environment in 2005.

Performance Evaluation

Since the OCHA office in Chad did not open until September 2004 and was not envisioned in the *OCHA in 2004* report there were no indicators listed against which its performance evaluation could be measured. Therefore, a summary of constraints and accomplishments follows below.

OCHA faced logistical and communications obstacles in reaching refugees and vulnerable populations over 600 kilometres of difficult border terrain. Communications between N'djamena and Abéché were equally difficult. The absence of baseline data rendered a reliable and credible

assessment of the magnitude of the needs of the host population a fraught endeavour.

Nevertheless, achievements included the establishment of several new coordination mechanisms at the central and field level in the form of a Support Secretariat Group and Sector Technical Groups. The CAP received 78.2 percent of the funding required (US$ 129.4 million out of US$ 166 million). The Office also undertook sustained advocacy for host communities through the CAP, which encompassed numerous projects in favour of the destitute host population. Additionally, the response preparedness plan was revised and the humanitarian database was started.

Chad
Requirements, Income and Expenditure Breakdown 2004

Requirements	195,857
Income from Voluntary Contributions	104,000
EXPENDITURE	
Staff Costs	94,882
Consultant Fees and Travel	-
Travel	8,400
Operating Expenses	17,583
Contractual Services	400
Supplies, Material, Furniture and Equipment	20,350
Fellowships, Grants and Contributions	12,000
Programme Support Costs	19,970
Total Expenditure US$	**173,585**

OCHA/IRIN
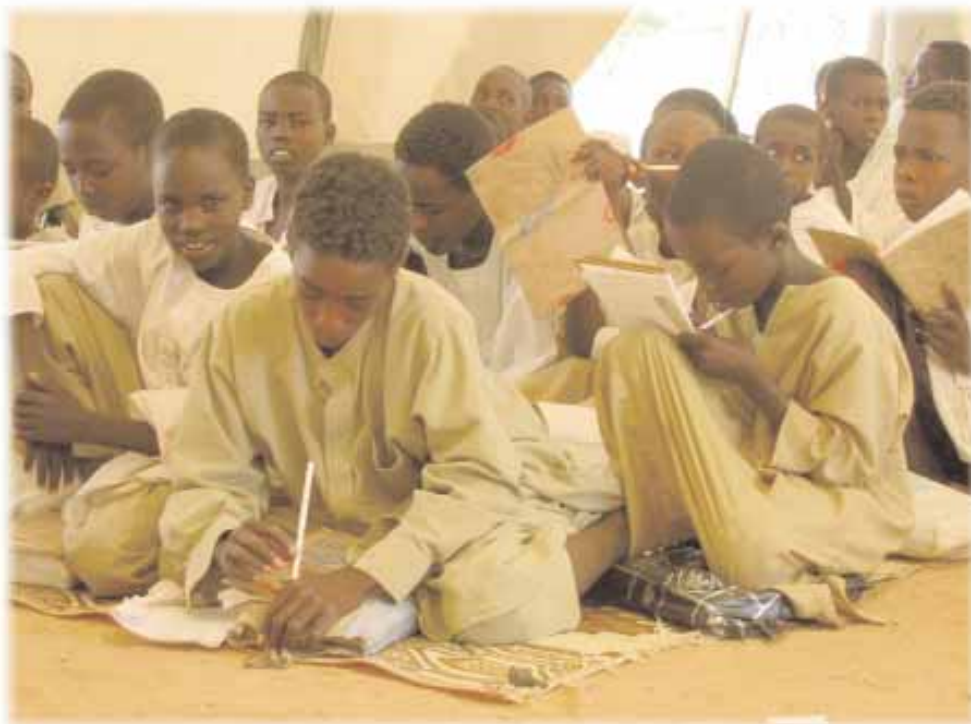
Democratic Republic of the Congo

Early in 2004 there were signs of improvement in the humanitarian situation in parts of the Democratic Republic of Congo (DRC) as increased access allowed the deployment of humanitarian organisations into several newly accessible areas. This had a positive impact on malnutrition rates and facilitated the return home of an estimated 725,000 displaced persons.

However, these early positive trends were reversed by a series of crises, foremost among which was renewed fighting in the eastern regions. Altogether, an estimated 2.4 million people were internally displaced in DRC at the end of 2004.

OCHA has been present in DRC since 1998. There are currently 11 OCHA offices across the country supplemented by Emergency Field Coordination Units in two crisis zones. OCHA's goals in 2004 were to widen humanitarian space in the DRC to facilitate the coordination of a flexible, timely and efficient humanitarian response to acute needs, with a focus on the vulnerable populations living in newly accessible areas.

OCHA facilitates a common strategic response to vast humanitarian needs. Sexual violence and other human rights abuses such as summary executions, forced labour, and the use of child soldiers continued to be widespread throughout 2004. An estimated four million people have been killed by causes related to the conflict since August 1998: cholera and malaria are endemic and malnutrition rates are high, especially in the east. The public sector is crippled and the political situation increasingly unstable. To complicate matters, the lack of roads and bridges continues to hinder needs assessments and the delivery of assistance to the most vulnerable.

OCHA's prioritites for 2004 were based on the assumption that the DRC's stability would continue, allowing for a relative improvement in the humanitarian situation. However, the new crises in the east meant that the office's priorities had to be re-focused on immediate emergencies with less emphasis on transition and post-emergency areas.

Key Objectives in 2004

In view of the new crises in the DRC, OCHA's key objectives were to: facilitate a decentralized coordination of humanitarian aid while sustaining community efforts; promote the presence of humanitarian organizations in the most affected areas; improve support to humanitarian actors on the ground and to vulnerable populations; develop and strengthen rapid humanitarian response mechanisms; and encourage the involvement of the state in humanitarian work.

Outputs and Accomplishments

The evolving situation in the DRC led to a revision of the Principles for Humanitarian Action. First drafted in 1998, these Principles were updated to take into account the changed humanitarian context, including the expanded mandate of MONUC. The revision included an emphasis on the responsibility of local and national authorities to provide, in the first instance, humanitarian assistance for the civilian population, as well as their responsibility in assuring the security of humanitarian actors in the field.

The humanitarian community reorganised and regrouped in response to increased violence in June and its repercussions. Inter-agency consultations on the best way to continue assisting the most vulnerable in optimal conditions led to the development of a Common Humanitarian Framework. Local and national contingency plans were updated.

Coordination was decentralised through the creation of OCHA Emergency Field Coordination Units (EFCU) and the establishment of a focal point network in areas where OCHA does not have a sub-office. Such flexibility was crucial for addressing coordination needs as and when they arise given changing situations on the ground. The first EFCU was created at Walikale, facilitating the daily work of the humanitarian community while attracting new actors to the zone. The EFCU facilitated interaction with local authorities, acted as a liaison with agencies in Goma, and advocated for access and protection of civilians. OCHA facilitated and followed-up on inter-agency assessment missions throughout emergency

zones and newly accessible areas of the DRC. A commission focusing on population movements was created in each province where OCHA has an office.

OCHA also assisted inter-agency coordination through the creation of local Inter-Agency Standing Committees (IASC) in each of the provinces. The inclusion of an NGO representative in the Humanitarian Advocacy Group (HAG) ensured a more inclusive and credible process. OCHA provided regular humanitarian situation reports, keeping the community up-to-date on the evolving situation and response. A Humanitarian Guide on CD-Rom was produced and distributed.

Strong advocacy efforts by OCHA in 2004 helped to raise awareness regarding the protection of civilians, security of humanitarian personnel and their assets, and the humanitarian mandate. These efforts facilitated access to insecure zones and increased space for the delivery of assistance and implementation of humanitarian programs. OCHA's efforts led to the signing of "actes d'engagement" by leaders of armed groups, whereby the groups committed to respecting humanitarian principles and facilitating access and independent humanitarian action.

OCHA refined the terms of reference for and established the Emergency Humanitarian Intervention (EHI) fund. EHI funds were complemented by the Rapid Response Fund (RRF), providing OCHA the capacity to respond immediately to emergency situations across the east of the country. Surge capacity was provided to fill gaps in recruitment. A database of available pre-positioned emergency stocks was developed during contingency planning sessions. OCHA was also able to establish an Information Management Unit in 2004 to provide both improved internal information processing and support to partners.

To foster the transition from relief to development assistance in post-conflict areas, OCHA handed over its offices in Mbandaka and Gemena to UNDP during the first half of the year. Efforts to bridge the gap between relief and development assistance were rendered difficult due to rising levels of insecurity coupled with a lack of donor interest in funding transitional initiatives. Transition areas will continue to be the priority for OCHA in 2005.

Performance Evaluation

- Interaction with humanitarian actors at all levels increased during 2004, and was formalized via the IASC field-level mechanism. In-depth consultations were held to revise contingency plans and develop the Common Humanitarian Framework prior to the Bukavu crisis.

- Despite some progress in early 2004 and the opening of new areas, humanitarian space declined over the year due to insecurity, including direct attacks on humanitarian workers. OCHA will continue advocacy efforts to increase humanitarian space in 2005.

- A weekly monitoring report was disseminated to the wider humanitarian community. Analytical articles and advocacy stories were published throughout the year. Presentations and maps illustrating access and population displacement have also been disseminated.

- The increase in the overall number of vulnerable people with access to humanitarian aid was due more to the greater number of people in need, with an estimated 2.4 million IDPs, than to improved access. Donors continued to respond to needs-based criteria among conflict-affected populations rather than to a baseline of vulnerability. A comprehensive needs assessment and advocacy for adherence to Good Humanitarian Donorship principles will be conducted in 2005.

- Regular interaction with local authorities continued, but the emergency situation limited contact, as many local authorities were forced to flee the affected areas. Thus, interaction did not increase.

- Despite a limited increase in the presence of recovery and development actors in post-emergency areas early in the year, OCHA chose to prioritize activities to respond to new emergencies in the east, limiting progress over the remainder of the year.

DRC
Requirements, Income and Expenditure Breakdown 2004

Requirements	6,627,210
Income from Voluntary Contributions[1]	5,707,372
EXPENDITURE	
Staff Costs	2,947,295
Consultant Fees and Travel	167,178
Travel	550,545
Operating Expenses	787,928
Contractual Services	177,545
Supplies, Material, Furniture and Equipment	1,070,781
Fellowships, Grants and Contributions	848
Programme Support Costs	741,275
Total Expenditure US$	**6,443,395**

1. Includes allocations from Field Coordination Reserve Fund for US$ 20,000

Eritrea

The longstanding humanitarian crisis in Eritrea continued to deteriorate in 2004 due to the collective effects of the stalemate in the implementation of the border demarcation, worsening drought conditions, deterioration of the economy and the lack of resources to implement post-conflict recovery programmes. Lack of progress in resolving the border dispute continued to impede the permanent return or resettlement of Internally Displaced Persons (IDPs) and refugees. As a result, thousands of IDPs and refugees remained in makeshift camps or with host communities. Delays in the demarcation have slowed demobilization, creating a marked shortage of skilled labor across all sectors of the economy and diverting much needed financial resources from addressing humanitarian, recovery and development needs.

Due to drought conditions and the lack of resources, Eritrea continues to remain chronically food insecure. The humanitarian situation remains precarious as reflected in a mortality rate of 1.5 per 10,000 per day. In 2004, the livelihoods of over two thirds of the population were threatened by hunger, extreme poverty, and poor access to clean water. This was exacerbated by the government's limited ability to purchase food commercially to reduce the impact of the situation.

Key Objectives in 2004

In 2004, OCHA's key objectives were to: ensure effective advocacy on behalf of the drought-affected population, refugees, and IDPs; strengthen humanitarian coordination mechanisms; facilitate the regular flow of information and data of humanitarian interest, including mapping the humanitarian situation; and support the strengthening of the capacity of local partners to develop geographic data standards and baseline geographic data sets.

Outputs and Accomplishments

OCHA advocated for humanitarian assistance and collaborated with other UN partners, NGOs and government bodies to target vulnerable groups, ensuring the provision of food aid, supplementary feeding, and basic social services to those most in need. These activities enabled humanitarian actors to reverse the situation at the verge of a looming humanitarian crisis and enhanced the reintegration of over 30,000 IDPs and the return of about 15,000 refugees from Sudan. OCHA also initiated and facilitated the establishment of a consultative forum in 2004 consisting of UN agencies, government representatives and the donor community, which discussed and addressed issues pertinent to the humanitarian situation. The consultative forum held three meetings during the course of the year.

The performance of Sectoral Working Groups (SWGs) and coordination forums were enhanced through regular meetings and briefings and by engaging government authorities. These forums also led to the flow of humanitarian information and baseline data to and from humanitarian actors, thereby reducing the duplication of interventions and raising awareness of the prevailing humanitarian situation among all stakeholders.

In response to the government's weak coordination capacity at the central, regional and local levels, OCHA helped to ensure the efficient and coordinated delivery of humanitarian assistance and the integration of information and monitoring systems amongst government institutions, UN agencies, and NGOs. Among other things, OCHA through its central office, two field support offices and the

Information Coordination Centre (ICC) worked to support the coordination of humanitarian activities, strengthened the capacity of local partners in humanitarian response management, advocated for basic social services for the vulnerable populations, and mobilized resources through the Consolidated Appeal Process.

OCHA maintained close informal consultations with NGOs to develop a common approach to the humanitarian situation. Individual and joint field missions to affected areas of the country were also conducted. Through regular field missions and engaging vulnerable groups, OCHA built confidence amongst beneficiaries and humanitarian partners.

Through its "Who Does What Where" (WWW) database, OCHA compiled the humanitarian activities of UN agencies and NGOs, which was well received among the humanitarian partners. OCHA also developed its mapping service to its fullest capacity and provided different kinds and scales of humanitarian maps to partners, researchers, and the media.

To improve funding, OCHA facilitated high-level missions to donor capitals. Although OCHA worked to mobilize resources through the CAP, the inadequate donor response to the appeal hindered agencies from executing much needed interventions in a timely manner. As a result, the lack of adequate and timely funding for essential activities and services reflected, among other things, in high malnutrition rates.

Performance Evaluation

- Efforts to mobilize increased resources for the CAP failed. The overall donor response to the CAP 2004 was about 60 percent of the total requirement of US$ 125 million. This was a decrease from 77 percent received in the previous year. One of the contributing factors may be the distribution of funding to more recent crises.

- The coordination capacity of the government was enhanced with the provision of software and hardware technology, logistical support and training. OCHA strengthened the government's capacity by providing GIS and database training

to six staff members of Gash Barka and Debub Administration, established zonal databases in the respective zones and equipped the offices with computers and plotters.

- Increased awareness on humanitarian issues was also achieved through the publication of periodic updates, humanitarian maps, and press releases.

- OCHA's provision of humanitarian maps was well appreciated by all stakeholders.

- The skill level of OCHA national staff was raised by their participation in various training events. However, inadequate resources led to the suspension of planned local partner capacity building.

Eritrea
Requirements, Income and Expenditure Breakdown 2004

Requirements	1,008,064
Income from Voluntary Contributions[1]	702,534
EXPENDITURE	
Staff Costs	647,346
Consultant Fees and Travel	4,040
Travel	98,780
Operating Expenses	103,331
Contractual Services	6,700
Supplies, Material, Furniture and Equipment	52,205
Fellowships, Grants and Contributions	8,000
Programme Support Costs	119,652
Total Expenditure US$	**1,040,054**

1. Includes allocations from Field Coordination Reserve Fund for US$ 370,000

Ethiopia

Although the humanitarian situation improved slightly in 2004, drought recovery remained the primary focus of concern in Ethiopia. Slightly less than eight million rural Ethiopians continued to be severely affected by the prevailing drought conditions, which were further compounded by pockets of conflict and insecurity that in turn led to increases in IDP populations in parts of the country. Long standing structural problems remain at the core of the humanitarian situation facing the country. Lack of access to health services, potable water and sanitation accompanied by high rates of malnutrition among children under-five remained widespread and entrenched by the destitution that accompanies severe food insecurity.

In response to this situation, the government along with donors and other partners created the Productive Safety-Net Program, which aims to provide food or cash assistance for participation in public works activities for up to 5.1 million chronically food insecure people. Other activities to improve food security included the voluntary resettlement of 350,000 of the most severely food insecure people. Additionally, the acceptance by the Ethiopian Government in November 2004 'in principle' of the border demarcation made by the Ethiopian-Eritrean Border Commission is considered as a positive sign towards breaking the deadlock on this issue, which persisted throughout 2004, and could lead to improvements in humanitarian conditions.

OCHA's role in 2004 was to advocate for and facilitate action to address the humanitarian needs of the most

vulnerable populations while providing effective and accountable humanitarian coordination. In June 2004, OCHA established a regional office in the Somali region in order to provide better coordination of the response to the drought emergency and to assist in building the capacity of the regional authorities to better manage information gathering and coordination activities. Improved conditions in the Southern Nations, Nationalities and Peoples' Region enabled OCHA to phase out its activities in Awasa earlier in the year. In addition, OCHA field officers consistently made visits to areas of the country where humanitarian conditions were reported to require assistance and provided information to relevant humanitarian actors to ensure an effective response. OCHA is also working with UNDP to ensure the smooth transition to longer term assistance with a view to ensuring sustainability by the government in the medium term.

Key Objectives in 2004

Over the course of 2004, OCHA's key objectives were to: gather and disseminate relevant and up-to-date information about the humanitarian crisis; strengthen coordination for response to any humanitarian needs resulting from the future implementation of the border demarcation; ensure a swift response to fast onset emergencies; link emergency activities to transitional and developmental initiatives; establish regional and sub-regional coordination structures; and establish a nationally owned and sustainable Humanitarian Information Centre (HIC).

Outputs and Accomplishments

Toward meeting these objectives, OCHA in cooperation with other UN agencies and donors coordinated the collection and dissemination of relevant and up-to-date information about the humanitarian situation in many of the government's resettlement sites and provided essential monitoring and advocacy. The looming humanitarian crisis in some resettlement sites was averted as a consequence of actions taken in response to this work by government and UN operational agencies. A stakeholder analysis was completed and used to adapt publications to the needs of key stakeholders. Strategic field assessments and analysis were provided to all actors through formal reports and via improved publications for the humanitarian community.

The continuing stalemate on the border demarcation issue meant that pre-planning activities were postponed. The agreement 'in principle' by the

Government of Ethiopia to accept the Ethiopia-Eritrea Border Commission decision on the border demarcation late in 2004 was the major event of the year and provides some hope that this issue may achieve a resolution in 2005. This prompted the re-activation of UN coordination working groups at the end of the year.

Swift responses to fast onset emergencies were ensured by timely and accurate provision of field information and analysis to key humanitarian actors. Increased presence in the regions facilitated information gathering and improved linkages between levels of government resulting in more rapid and effective responses to humanitarian needs as they arose, particularly in hot spot areas in Somali Regional State, but also in regard to internally displaced persons in West Hararghe zone. Improved contacts with NGOs through the bimonthly UN-NGO forum at the federal level, and the production of the national and regional "Who Does, What, Where" (WWW) database of NGO activities facilitated both the collection and development of predictable, comprehensive and collaborative responses to crises as they occurred.

Linkages between emergency activities and transitional and developmental initiatives were achieved through the successful management and dissemination of the joint Evaluation of the Response to the 2002-2003 Emergency in Ethiopia. Subsequent actions arising from the Evaluation and on which work is continuing include augmenting the government's capacity for emergency response; improving the capabilities of the early warning system; and establishing regional and sub-regional coordination structures.

OCHA also participated extensively in the development of the transitional Productive Safety Net programme, ensuring that emergency issues were taken into account in the design of the programme. The Office also cooperated with the government to establish a nationally owned and sustainable Humanitarian Information Centre, which provides information and maps on humanitarian needs countrywide.

Performance Evaluation

- Collaboration with United Nations agencies improved via regular meetings to exchange information and decide on humanitarian priorities and through completing joint field assessments on humanitarian issues. Effective collaboration with donors was achieved through joint assessments and action on resettlement and through the successful completion of the Evaluation of the Response to the 2002-2003 Emergency in Ethiopia. NGOs regularly provided field and assessment reports to OCHA for dissemination and advocacy. Tension with government increased somewhat during the year due to OCHA's proactive advocacy role in raising the profile of critical humanitarian situations. Despite increased tensions, humanitarian action by the government was achieved in response to effective advocacy.

- Media representatives contacted OCHA on a regular basis to obtain information and interviews on humanitarian issues. Media coverage of humanitarian issues increased during the year, citing OCHA as a major source of information. Humanitarian action was achieved in resettlement sites as a result of OCHA-facilitated assessment work and advocacy. OCHA activities on early warning resulted in early action, although room for improvement exists in achieving action on a consistent and timely basis.

- Regional offices in Southern Nations Nationalities and Peoples' Region and in Somali Regional State respectively improved capacity to manage coordination and reporting activities. Some OCHA assistance in Somali Regional State may have replaced rather than developed capacity and care will be needed to ensure activities are sustainable when OCHA departs. Greater efforts in other regions will be needed to achieve results against this criterion in 2005. The performance of the Humanitarian Information Centre has been well regarded by partners, although the sustainability of the Centre when OCHA assistance ceases remains a concern.

Ethiopia
Requirements, Income and Expenditure Breakdown 2004

Requirements	1,928,862
Income from Voluntary Contributions[1]	1,624,751
EXPENDITURE	
Staff Costs	866,381
Consultant Fees and Travel	178,134
Travel	151,982
Operating Expenses	226,998
Contractual Services	4,171
Supplies, Material, Furniture and Equipment	176,820
Fellowships, Grants and Contributions	38,000
Programme Support Costs	213,523
Total Expenditure US$	**1,856,009**

1. Includes allocations from Field Coordination Reserve Fund for US$ 530,000

Guinea

The humanitarian situation in Guinea continued to deteriorate in 2004 from a combination of political and socio-economic factors and the accumulated effect of nearly 14 years of armed conflict in the Mano River Union countries and Côte d'Ivoire.

Guinea has hosted nearly one million refugees for over ten years, and more recently some Guinean Internally Displaced Persons (IDPs) and returnees from Côte d'Ivoire. Humanitarian challenges have included the repatriation and local integration of Liberian and Ivorian refugees and the increasing vulnerability of Guineans to social and economic conditions resulting in rising mortality, morbidity and malnutrition rates. Difficulties in accessing basic social services and the lack of rehabilitation programmes have prevented the smooth re-integration of IDPs and further distressed Guinea's most vulnerable populations. Porous borders continued to facilitate the illicit traffic in light weapons, armed banditry, and human rights violations in the border areas of Guinea Forestière.

Increasing poverty, high inflation, and the breakdown of social infrastructure and services made Guinea's social indicators similar to those of countries emerging from a prolonged war. Additionally, most donors ceased budgetary support and the IMF froze all formal programmes with Guinea in mid-2004. However, sustained efforts by the Humanitarian Coordinator and the UN Country Team led to a resumption of dialogue between the government and some of its key development partners during the latter part of 2004.

Key Objectives in 2004

The Office's key objectives during 2004 included: establishing inter-agency coordination structures at the national and local levels; providing institutional and technical support to the National Committee on Humanitarian Affairs and other fora; assisting national NGOs to become more active players in implementing the national humanitarian and coordination strategy; and supporting the transition to development.

Outputs and Accomplishments

OCHA monitored the emerging humanitarian crisis in Guinea and facilitated the coordination of assistance to refugees, IDPs and returnees through a main office in Conakry and a sub-office in Nzérékoré. The Office monitored and reported on protection issues to international partners and donors, especially in Guinea Forestière, through data collection, briefings and coordination meetings, and fielded missions and vulnerability analyses, in cooperation with other partners for the better identification of humanitarian gaps and priorities.

OCHA also established the proper functioning of inter-agency coordination structures at the national and local levels to ensure support and collaboration among humanitarian partners, enhance their awareness of humanitarian needs, and strengthen information sharing. Increased meeting participation and collaboration as a result of OCHA's advocacy and coordination efforts were a sign of improvement in information sharing. Sector working groups were re-established at all levels, under the leadership of line ministries and with the participation of NGOs and UN agencies in order to monitor, evaluate and report on humanitarian issues. This enhanced coordination resulted in the creation of the IASC mechanism and helped to raise international awareness of the need for timely international relief and early recovery assistance. However, the actual response to needs was limited as donor support for essential projects was weak due to political factors. OCHA also elaborated an inter-agency public information strategy, which is currently being implemented, to further improve information sharing among all partners.

Institutional and technical support was provided by OCHA to the National Committee on Humanitarian Affairs at the national and local levels. The office also provided technical support to some national NGOs,

which helped facilitate their participation in the 2005 CAP. The development of an action plan for the CAP 2004 Mid-Year Review improved the coordination of the response to relief, recovery and rehabilitation. Although many of the action plan activities were not funded, the mechanism helped to raise awareness and strengthen the government's capacity to prioritize needs in order to better manage and coordinate emergencies. The plan clearly elaborated the concrete needs, the appropriate response, and the timeframe needed to facilitate the transition from relief to recovery. Furthermore, the plan enabled transparency and limited duplication as it detailed projects planned by humanitarian actors working in Guinea.

Transition to development was impeded by the deteriorating socio-economic, political and humanitarian situation in the country. OCHA, however, promoted a continuous dialogue between humanitarian actors, development agencies, donors and government institutions to encourage burden-sharing initiatives as well as results-oriented, inter-agency coordination to link emergency relief with recovery and rehabilitation in Conakry, Guinea Forestière and Haute Guinea. Through the creation of an IASC mechanism, OCHA facilitated meetings with relief, recovery and rehabilitation partners every month. During the meeting, humanitarian partners were made aware not only of problems in various sectors but also of the need for project expansion and the necessity for reinforced human resources capacity in order to improve response to other equally affected areas. The meetings served as an important venue to exchange information and raise awareness of problems but the use of the information was limited by funding constraints. In addition, OCHA contributed to the discussion and elaboration of a draft humanitarian strategy to stabilize Guinea Forestière. In particular, OCHA identified humanitarian and early recovery needs and provided data from regular field visits to facilitate the drafting of the strategy.

Performance Evaluation

- The establishment of the IASC mechanism led to increased coordination and collaboration on protection, assistance, and emergency relief issues by representatives from 11 agencies. To facilitate increased coordination as well as strategic planning

and improved assistance, OCHA helped re-establish six sectoral working groups at the local, regional and national level, starting in July 2004. As a result of the work and functioning of the protection working group, the government positively transformed the manner in which protection problems were viewed and addressed.

- OCHA updated the contingency response plan in cooperation with all major humanitarian partners to enhance preparedness, early warning and response capacity. Lack of financial and human resources impeded the development of effective monitoring systems, constraining planned vulnerability analysis and contributing to a lack of consolidated and verifiable vulnerability data.

- Governance issues and the lack of macroeconomic management led to reduced funding by the donor community and the subsequent further deterioration of the socio-economic and humanitarian situation. It made impossible the adoption of a comprehensive framework for transition to development by the government, donors, NGOs and the UN. The appointment of a new prime Minister in December 2004 and the renewed interest of the IMF in the country brought, however, new hopes for positive developments in 2005. OCHA contributed to the formulation of a draft strategy, developed by the UNCT in collaboration with other humanitarian partners, in order to stabilise Guinea Forestière.

Guinea
Requirements, Income and Expenditure Breakdown 2004

Requirements	859,689
Income from Voluntary Contributions[1]	803,952
EXPENDITURE	
Staff Costs	292,486
Consultant Fees and Travel	4,540
Travel	66,398
Operating Expenses	143,705
Contractual Services	6,664
Supplies, Material, Furniture and Equipment	124,627
Fellowships, Grants and Contributions	6,312
Programme Support Costs	83,815
Total Expenditure US$	728,547

1. Includes allocations from Field Coordination Reserve Fund for US$ 410,607

Liberia

Liberia made significant progress towards peace in 2004. The year witnessed the deployment of United Nations peacekeeping troops throughout the country, the completion of the disarmament and demobilization programme and the commencement of the restoration of state authority. The improved security environment allowed humanitarian agencies to stabilize the acute emergency in Monrovia following the June 2003 escalation of fighting. At the beginning of the year, agencies were able to complete the relocation of tens of thousands of IDPs who sought refuge at the National Stadium and other temporary shelters in the Greater Monrovia area, and successfully brought under control the spread of communicable diseases such as cholera. Access to vulnerable populations dramatically improved from about 30 percent in late 2003 to about 70 percent during the course of the year. By the end of 2004, emergency assistance had been extended to all of the country's 15 counties, including Lofa county which had been off limits for about four years. An IDP resettlement programme was launched, as well as the voluntary repatriation of refugees. Generous donor contributions allowed for the expansion of the OCHA presence from two international officers in mid 2003 to 15 by mid 2004, including the full deployment of the Humanitarian Information Centre (HIC) team.

Despite the cessation of hostilities, the transfer of authority to a transitional government and the move towards recovery, major humanitarian challenges in Liberia continued. With an estimated 1.3 million vulnerable and destitute people in Monrovia and parts of the countryside, humanitarian assistance served as an indispensable contribution to the consolidation of peace. Protection issues for vulnerable groups like women, children, refugees and IDPs remained a central concern as widespread violations continued to be reported.

The paucity and tardiness of financial resources permitted only a phased, rather than comprehensive deployment of humanitarian staff and resources to the interior. By July 2004, however, the situation improved significantly with the increased deployment of UNMIL civilian personnel, and a decision was taken by the SRSG to integrate OCHA into the Humanitarian Coordination Section (HCS) of UNMIL under the leadership of the Deputy Special Representative of the Secretary-General who also serves as Humanitarian and Resident Coordinator. The inadequate coordination between the establishment of a 'humanitarian' apparatus within UNMIL and the phasing in of OCHA initially generated uncertainty, apprehension and confusion among OCHA's partners and donors. The principal apprehension was the blurring of the distinction between the military and the humanitarian dimensions. Although this integrated approach faced numerous challenges, by December 2004, OCHA completed the transitioning of its coordination functions along with assets and some personnel to the office of the DSRSG and Humanitarian Coordinator for Liberia.

Key Objectives in 2004

In 2004, OCHA's key objectives were to: strengthen the HIC to ensure a reliable assessment of the needs of vulnerable populations; mobilise local actors to ensure respect for international norms; articulate the inter-relationships between security considerations; secure access for humanitarian operations and funding; and provide support to partners in laying the foundations for post-conflict recovery programs. By mid-year, OCHA began transitioning its coordination functions to the office of the DSRSG and the Humanitarian Coordinator, when it became integrated into UNMIL in order to allow for a single command structure to directly manage resources and streamline the activities of the UN.

Outputs and Accomplishments

The Liberia HIC was a key information resource, which provided coordination tools such as the "Who Does What Where" (WWW) database and maps. In addition to developing data collection and management tools for IDP camp managers, the HIC facilitated the 2004 IDP Survey and worked closely with the Joint Planning Team on tools to support IDP return planning. Similarly, the HIC provided data management and mapping support for the nationwide survey of roads and bridges. A joint initiative with UNMIL resulted in the development of the County Recovery Information System to track progress in areas such as physical infrastructure

rehabilitation and the restoration of civil authority. The HIC products, which benefit principally from the data obtained by OCHA's regional coordinators, proved invaluable to the SRSG and the DSRSG-HC in their advocacy and resource mobilization efforts worldwide.

OCHA supported the establishment of various mechanisms to ensure the progressive consolidation of stronger and sustainable national institutions and civil society organizations. OCHA-established Humanitarian Action Committees continued to work on the process of policy making. OCHA also played a pivotal role in establishing and servicing the Protection Core Group which served as a policy forum for addressing a range of protection issues. In addition, OCHA's regular monitoring of and reporting on field conditions countrywide, complemented by data from its various partners through regular coordination meetings, enabled its advocacy staff and specialists to ensure better adherence of all actors to international human rights norms in their treatment of vulnerable persons.

Given the challenge posed by intermittent security and the lack of resources, OCHA was required to perform a critical role in ensuring that UN, NGO, and other partners responded in a coherent and complementary manner in the delivery of humanitarian assistance. Various efforts, including the Consolidated Appeal Process (CAP), the Results-Focused Transition Framework (RFTF) Humanitarian Appeal and a donor conference in Washington, DC, were conducted in order to ensure that the humanitarian challenges in Liberia received requisite international attention.

In order to cover the most pressing humanitarian emergency needs, while at the same time laying the foundation for more sustainable recovery, OCHA established the Emergency Recovery Fund (ERF) in 2004. The Fund served as a rapid, flexible response mechanism to meet short-term acute emergency needs, support life-saving interventions of vulnerable communities as well as to provide durable solutions for affected communities. The ERF supported 24 humanitarian emergency projects, benefiting about 912,000 people in the sectors of primary health, water and sanitation, agricultural rehabilitation, non-food items/shelter, and protection.

Performance Evaluation

- The HIC continued to serve as an information exchange platform in addition to developing data standards and providing a range of informational products and services, including GIS and database development. It introduced very innovative measures that widened the sources for the collection, analysis, storage and dissemination of data and installed a dynamic system that produces real-time information for planning humanitarian response.

- While it is difficult to measure whether OCHA's activities reduced the rate of human rights violations, the combination of advocacy initiatives – engagement of diverse levels and strata of Liberian civil society, media information and communications strategies – has managed to introduce probity and accountability at all levels in the society in the respect for human rights.

- By the latter half of 2004, improvements were noted in the effective and safe deployment of humanitarian actors countrywide. Staff established 'codes of conduct' which, with very rare exceptions, are scrupulously respected by all interlocutors. Improvements also resulted from the Humanitarian Coordinator's efforts to advocate for the adoption of 16 treaty actions on the protection of civilians, which were subsequently adopted by the chairman of the National Transitional Government of Liberia (NTGL).

- Through ongoing advocacy and media activities, OCHA ensured sustained attention to the humanitarian situation in Liberia and worked to garner resources for these activities through the CAP (48.6 percent covered).

Liberia
Requirements, Income and Expenditure Breakdown 2004

Requirements	4,428,024
Income from Voluntary Contributions[1]	1,688,432
EXPENDITURE	
Staff Costs	1,773,637
Consultant Fees and Travel	79,341
Travel	158,833
Operating Expenses	566,137
Contractual Services	7,252
Supplies, Material, Furniture and Equipment	513,100
Fellowships, Grants and Contributions	1,492
Programme Support Costs	402,779
Total Expenditure US$	**3,502,571**

1. Includes allocations from Field Coordination Reserve Fund for US$ 300,000

Liberia - Monrovia HIC
Requirements, Income and Expenditure Breakdown 2004

Requirements	757,302
Income from Voluntary Contributions	843,334
EXPENDITURE	
Staff Costs	536,077
Consultant Fees and Travel	-
Travel	11,349
Operating Expenses	28,243
Contractual Services	7,500
Supplies, Material, Furniture and Equipment	77,085
Fellowships, Grants and Contributions	-
Programme Support Costs	85,833
Total Expenditure US$	**746,087**

Mozambique

Mozambique is a country exposed to an enormous variety of disasters. In the past few years, the following recurring disasters have been recorded: droughts, floods, cyclones, crop diseases, pests, and forest fires. If recent past emergencies, especially the 2000 and 2001 floods, were caused by record rains, normal years such as 2004 are characterized by frequent displacements of populations living along the turbulent Zambezi river, due to local cases of overflow.

While the overall harvest improved during 2003, parts of central Mozambique faced another year of food shortages as a result of erratic weather during the 2003-2004 crop season. In some areas, this represented up to four successive years of crop failures. The crisis has been exacerbated by extremely high levels of poverty (with about 70 percent of the population living below the poverty line) and a 13 percent prevalence rate of HIV/AIDS.

OCHA established the position of the Emergency Liaison Officer in 2002 to support the Resident Coordinator and the UN Disaster Management Team in the design of a UN Emergency Preparedness and Response Plan. In 2004, OCHA continued to provide support to the Government of Mozambique, the Resident Coordinator, and the UN Country Team in planning and preparing for the potential humanitarian consequences of natural disasters. However, the magnitude of the humanitarian crisis in the Southern Africa region triggered the establishment of the Regional Inter-Agency Coordination Support

Office in Johannesburg, while maintaining an OCHA presence in Mozambique until July 2004 to ensure a coordinated inter-agency response.

Key Objectives in 2004

OCHA's key objectives in 2004 were to: work with the Regional Office for Southern Africa to ensure an effective field level coordination of humanitarian efforts; help to fine-tune the Mozambique contingency plan and support disaster management activities; ensure the provision of information and support to the United Nations Disaster Management Team by preparing the Humanitarian Situation Monitor for Mozambique and expanding coverage of 'Who Does What Where' (WWW) database; and intensify interaction with the Southern Africa Humanitarian Information Management System (SAHIMS).

Outputs and Accomplishments

During 2004, the UN inter-agency contingency plan for natural disasters was successfully prepared with the help of OCHA. The contingency plan aims to support the Government of Mozambique's own contingency plan to address and minimise the suffering of people in case of floods, cyclones, and drought. Given the high prevalence of HIV/AIDS in Mozambique, the guidelines for HIV/AIDS in emergency settings were used to refine the plan. With the involvement of UNFPA, gender considerations were also mainstreamed across all areas of action developed in the plan. The plan was tested in February 2005 when localised floods occurred in Zambezia region.

The Humanitarian Situation Monitor (HSM) was issued by the office on a monthly basis, enhancing awareness on the humanitarian situation. The HSM reported activities implemented by UN agencies, NGOs, and the Government of Mozambique in response to humanitarian needs triggered by the drought and became an important tool for sharing information with the humanitarian community about on-going activities and advocating for unmet needs.

The Office also expanded the WWW database and monthly publications were issued to improve the monitoring of humanitarian efforts. Besides mapping humanitarian activities, the WWW database began reporting on recovery and rehabilitation activities implemented by sector and organisation (UN, INGO/NGO). It therefore became a tool

to better coordinate actions, avoiding gaps and duplication. OCHA also supported the National Road Network, upon its request, to develop maps on the status of the road network in Mozambique.

OCHA phased out in July 2004 and the UN Emergency Unit was taken over by the Resident Coordinator's Office to support the vulnerability reduction strategy for Mozambique, launched by UNDP in September/October 2004. The hand-over of OCHA's functions to the RCO promoted a smooth transition and ensured that the work done so far will be carried on by the UNCT.

Performance Evaluation

• Planning of humanitarian action was improved through support to Mozambique's Natural Disaster Management Institute in setting up contingency plans. The WWW database allowed more efficient monitoring of humanitarian efforts and resulted in a more transparent reporting and accountability process.

• The Humanitarian Situation Monitor was produced on a monthly basis throughout 2004, and disseminated and published on the UN system's website. As an initial result, this continued flow of information has already become a methodological tool for early warning and preparedness prior to the rainy season.

• The WWW database was updated regularly, and briefings held on the latest information every two months. The database can be accessed on www.unsystemmoz.org.

• Despite efforts to increase mobilisation of resources, the CAP received limited funding. The strategy elaborated by the UN to address the humanitarian consequences of the drought in a holistic way received only 26 percent of the appealing amount. The position of the Government of Mozambique was that the country did not need humanitarian assistance, but welcomed support. Due to this ambiguity, most financial assistance was given through bilateral support.

Mozambique
Requirements, Income and Expenditure Breakdown 2004

Requirements	242,719
Income from Voluntary Contributions[1]	30,000
EXPENDITURE	
Staff Costs	72,672
Consultant Fees and Travel	43,632
Travel	15,173
Operating Expenses	14,221
Contractual Services	1,167
Supplies, Material, Furniture and Equipment	12,109
Fellowships, Grants and Contributions	1,125
Programme Support Costs	20,813
Total Expenditure US$	**180,912**

1. Includes allocations from Field Coordination Reserve Fund for US$ 30,000

OCHA/IRIN

Regional Support Office for Southern Africa

The OCHA Regional Office for Southern Africa was established in September 2002. Its primary function is to support Resident Coordinators in ensuring a coordinated disaster response in their countries. A key component in this function is ensuring partners' access to relevant humanitarian information. To this end, the Southern African Humanitarian Information Management System (SAHIMS) was established as a project-based unit operating within the Office.

The Regional Office (RO) also supports regional inter-agency cooperation in response to the "triple threat" of HIV/AIDS, food insecurity and weakening capacity for governance. It has done so by providing secretarial support to the Special Envoy for Humanitarian Needs in southern Africa and the Regional Inter-Agency Coordination Support Office (RIACSO), and participating in policy debates regarding the UN response to the triple threat.

In early 2004, some 6.5 million people were in need of lifesaving assistance, and millions more were considered highly vulnerable, mostly due to the devastating effects of HIV/AIDS, combined with poverty and food insecurity. While the Regional Consolidated Appeal was concluded in June of 2004, overall levels of chronic vulnerability continued to increase. The need to address the underlying causes of the crisis in the region – including HIV/AIDS – remains. The fact that the region is regularly affected by disasters such as droughts, cyclones, floods and epidemics also demands the vigilance of the humanitarian community.

Key Objectives in 2004

The objectives of the RO were to: provide leadership on all coordination issues and provide training on coordination tasks and functions; facilitate contingency planning in countries at risk of imminent natural disaster; through SAHIMS, improve systems for regional data-sharing of information necessary to humanitarian decision-making; support the Regional Coordination Forum (RIACSO); strengthen partnerships and policy responses to natural disasters; facilitate inter-agency involvement with the Southern Africa Development Community (SADC) and the Vulnerability Assessment Committees to promote an improved response to the needs of the most vulnerable.

Outputs and Accomplishments

Improvement in planning, monitoring and accountability of humanitarian action were primarily achieved through regular contact with focal points within the Resident Coordinators' Office, as well as through the facilitation of meetings between UN Agencies and NGOs under the umbrella of RIACSO. During the first half of the year, substantial efforts were made to support the coordination of the Regional Appeal. This included the facilitation of CAP training workshops in five countries, and the organisation of two regional stakeholders meetings, on the preparation of the Mid-Term Review in January 2004 and on the preliminary findings of seasonal vulnerability assessments in June. Information on the status of the humanitarian response was provided through the RIACSO bulletins. Regular situation reports were also produced on the flooding in Namibia and Zambia and the cyclones in Madagascar, which resulted in the mobilisation of resources to respond to the consequent humanitarian needs.

Contingency planning training was provided in the Comoros and Madagascar, as well as field coordination training for government officials in Malawi. Support was also provided to the Malawi and Zimbabwe Country Teams to revise contingency plans. Concomitantly with these activities, a comprehensive training package for disaster preparedness and response was developed. In the aftermath of Cyclone Gafilo, the RO deployed a team to Madagascar to assist the Office of the Resident Coordinator in supporting the response of the Government and its international partners. This assistance included the formulation of a flash appeal for Madagascar for US$ 8.7 million.

Strengthening partnerships in the field of natural disasters and environmental emergencies has primarily been achieved through daily contacts with RC offices in the region. Missions in Malawi, Comoros, Madagascar, Mozambique, Swaziland and Zambia provided an opportunity to discuss disaster management capabilities with the UN Country Teams and national authorities and to identify concrete steps towards their improvement. SAHIMS supported the establishment of two national platforms in Swaziland and Zambia for sharing of

information and experiences regarding humanitarian needs and disaster risk management. Both platforms are accessible through www.sahims.net, which became fully operational in 2004. SAHIMS also provided information management training in Mozambique in view of supporting the development of a similar platform, and conducted a mission to Madagascar to assess the capacity of national authorities to manage information for disaster response.

The RO provided support to the SADC Regional Vulnerability Assessment Committee (RVAC) to organise a region-wide consultation on strengthening vulnerability analysis. This process aimed to strengthen the institutional framework for vulnerability analysis and to shape a regional agreement on a unified approach to analysing vulnerability. Towards the end of 2004, OCHA facilitated a consultancy to take the process further, which should result in a five-year assistance framework that will lead to the expansion and full institutionalisation of the VAC system within SADC and ensure that assessment and monitoring activities produce credible information that is comparable within the region.

Performance Evaluation

- Donor response to the Regional Consolidated Appeal reached only 53 percent or US$ 329 million. This somewhat disappointing response reflects the particular nature of the crisis which requires a more holistic and longer term approach to programming and resource mobilisation. The response to the Appeal also reflects the changing resourcing of activities by donors across the region. Significant new resources have been made available within the region through mechanisms such as the Global Fund to Fights AIDS, Tuberculosis and Malaria as well as President Bush's Emergency Plan for AIDS Relief in Sub-Sahara Africa and the Caribbean (PEPFAR).

- Impact analysis of donor responses to the crisis in the region was not improved. The structural nature of many of the surface humanitarian needs presented across the region makes impact analysis of donor responses challenging. Moreover, the absence of a CAP mechanism for mobilising resources for residual emergency needs will make it harder to monitor impact of donor responses to the crisis in the region.

- The RO and SAHIMS provided quantified and qualified mapping of acute vulnerability. The Office's activities in the field of vulnerability focused on facilitating a region-wide consultation process on strengthening vulnerability analysis in the region. The production of quantified and qualified mapping of acute vulnerability was developed although the technical aspect of this work will not be fully realised until the process of institutionalisation is complete.

- Approximately 100 different organisations are providing inputs to SAHIMS on a monthly basis. During 2004, an average of 5,000 users visited the sahims.net website on a daily basis. This statistic grew steadily during the year, with sahims.net recording a daily average of 8,000 hits in December. More than 70 personnel from government departments and UN agencies in Lesotho, Mozambique, Swaziland and Zambia were trained in emergency and humanitarian information management.

- All Resident Coordinator Offices in the region subscribed to disaster management capacity support exercises. During the reporting period, seven RC Offices requested support from the RO to facilitate contingency planning in their respective countries. This includes two countries where support was provided to establish new contingency planning processes (Comoros and Madagascar) and three countries where support was provided to update and revise previous contingency plans (Malawi, Zambia and Zimbabwe). Discussions to kick-start contingency planning processes during 2005 were held with two additional countries (Lesotho and Namibia).

RSO - Southern Africa
Requirements, Income and Expenditure Breakdown 2004

Requirements	662,928
Income from Voluntary Contributions	727,029
EXPENDITURE	
Staff Costs	460,752
Consultant Fees and Travel	882
Travel	36,500
Operating Expenses	52,443
Contractual Services	11,948
Supplies, Material, Furniture and Equipment	14,874
Fellowships, Grants and Contributions	-
Programme Support Costs	75,062
Total Expenditure US$	**652,461**

Southern Africa Humanitarian Information Management System (SAHIMS)
Requirements, Income and Expenditure Breakdown 2004

Requirements	787,682
Income from Voluntary Contributions[1]	484,000
EXPENDITURE	
Staff Costs	281,770
Consultant Fees and Travel	15,137
Travel	31,949
Operating Expenses	81,805
Contractual Services	5,505
Supplies, Material, Furniture and Equipment	36,500
Fellowships, Grants and Contributions	32,500
Programme Support Costs	63,072
Total Expenditure US$	**548,238**

1. Includes allocations from Field Coordination Reserve Fund for US$ 360,000

Regional Support Office for Central and Eastern Africa

The overall humanitarian situation in the Central and East Africa (CEA) region in 2004 remained precarious, with the main crises being Somalia, Darfur, eastern DRC, Uganda and Burundi. Progress in the various peace processes in the region remained tentative, punctuated by widespread violence in Darfur, limited skirmishes in Burundi and continuing strife in eastern DRC. Subsequently, while some refugees and IDPs started to return to their country or locality of origins (notably in Burundi), many more fled insecurity and violence (as in DRC, Uganda or Darfur-Sudan). As a result, the number of affected populations increased from 10.7 million at the beginning of 2003 to 12 million at end of 2004, putting additional strain on the already limited humanitarian resources (both in terms of staffing and funding). OCHA's structures in the field were strengthened in the critical areas of Darfur and Uganda notably, and a stronger focus on protection (with the recruitment of Protection Officers) was required given the increase in violence against civilians.

Key Objectives in 2004

The initial priorities in 2004 remained unchanged during the year as they corresponded to the challenges in the region as detailed above. The RSO-CEA's primary objectives were to: provide support to OCHA country offices and staff development; to enhance regional emergency response capacity, ensure regional disaster preparedness and early warning; and

to advocate on the five issues agreed upon by regional partners in the CAP, i.e. IDPs, children's rights, sexual violence, HIV/AIDS and humanitarian principles. In addition to these initial priorities, the RSO-CEA increased its support to the UN Special Representative of the Secretary-General (SRSG) for the Great Lakes Region as the elaboration of the Declaration of Heads of State for Peace, Security, Stability and Development in the Great Lakes Region gained momentum.

Outputs and Accomplishments

During 2004, the RSO-CEA provided 26 backstopping and technical support missions to OCHA country offices in and outside the CEA region amounting to a total of 105 weeks of staff time in one year. Backstopping missions were bridging vacancies or responding to overloads of work during emergencies. Technical support was provided on issues pertaining to CAP, administration and finances, advocacy, contingency plans, disaster response and demobilization/reintegration. The RSO-CEA also organized five training workshops (on Field Information Management, CAP Training of Trainers and CAP Editing, Public Information and Advocacy, and SPHERE Standards in Disaster Response), and two consultations on the performances of the RSO-CEA office and the implementation of the Field Information Management strategy.

With a view to inform regional partners on crises in the region, to reach a common understanding and to agree upon strategies and plans of action, the RSO-CEA organized and chaired 12 Steering Committee Meetings on countries and/or issues of concern, 23 Information Sharing Meetings either on the Great Lakes region or the Horn of Africa, and released five comprehensive reports on the Affected Populations. The RSO-CEA also led a multi-donor mission to northern Uganda with a group of eight donor representatives from Nairobi. In addition, the RSO-CEA developed and strengthened its regional Information Management and Analysis Unit (IMAU) and initiated the development of a regional WWW database while maintaining a contact and another one on affected groups in the region.

With regard to preparedness and response strategies, and resource mobilization, the review of the 2004 Great Lakes CAP and the development of the 2005 Great Lakes CAP were satisfactorily completed with

the active participation of UN agencies, NGOs, Red Cross and donors. The RSO-CEA also supported the elaboration of Inter-Agency appeals in six countries through workshop facilitation and technical support and assisted the OCHA Geneva CAP Unit in compiling the 2004 Mid-Year reviews. In collaboration with regional partners, the RSO-CEA developed two regional contingency plans (one for the Great Lakes region and one for the Horn of Africa), both reviewed every six months. These reviews translated into exhaustive reports that were later used by regional partners and UN country teams for further activities on contingency plans. The RSO-CEA helped Rwanda and Burundi to develop their own country contingency plans. The Office also researched and prepared a report on the food security situation in the Central and Africa region and actively monitored and assisted the Djibouti and the Kenya UNCTs during the floods that affected these two countries.

The Office also undertook a number of advocacy activities to highlight the suffering of the people of the region, gather donor support to respond to ongoing crisis, and trigger political support towards peaceful settlement of the crises. The RSO-CEA collaborated with OCHA-IRIN in the development of specific "tools" for advocacy, notably the short films that IRIN produced. More specifically, the RSO-CEA undertook advocacy activities in favor of northern Uganda, Darfur and the Sudan, Eritrea and HIV-AIDS. The RSO-CEA could not, however, do as much advocacy work as needed due to the postponement of the recruitment of a Public Information and Public Relations officer because of lack of financial resources.

Lastly, the RSO-CEA worked very closely with the SRSG on the preparation for the International Conference on the Great Lakes Region (IC/GLR). As lead agency for the "Humanitarian and Social Issues" cluster included in the IC/GLR, the Office facilitated all the working sessions on this cluster during the regional preparatory process. The RSO-CEA also drafted all related sections of the Declaration, which was signed by the Heads of State of the 11 core countries in Dar-es-Salaam on 19 November 2004. This last activity represented, however, an extra workload on the RSO-CEA without any additional staff to fulfill this responsibility.

Performance Evaluation

- Almost 60 percent of country offices, other UN and international organizations and donor partners at the regional level expressed their satisfaction with the relevance and quality of existing activities, services and products of the RSO-CEA in a survey undertaken in late 2004.

- Almost 2/3 of country offices expressed appreciation regarding backstopping and technical support provided by the office. Offices found regional Contingency Planning meetings of high quality, and valued the Office's support in resource mobilization.

- The regional Great Lakes CAP and the launch were positively rated by over 2/3 of respondents.

- The RSO-CEA, in collaboration with IRIN and country offices, managed to raise the awareness of the international community on Uganda, Darfur and sexual violence.

RSO - CEA
Requirements, Income and Expenditure Breakdown 2004

Requirements	1,715,349
Income from Voluntary Contributions	520,624
EXPENDITURE	
Staff Costs	984,971
Consultant Fees and Travel	88,944
Travel	80,800
Operating Expenses	131,305
Contractual Services	15,400
Supplies, Material, Furniture and Equipment	27,400
Fellowships, Grants and Contributions	18,000
Programme Support Costs	175,087
Total Expenditure US$	**1,521,907**

Regional Support Office for West Africa

In 2004, parts of the West African sub-region were afflicted by the consequences of continuing armed crises and natural disasters. This further aggravated a social and economic environment plagued by endemic poverty and weak governance. The proliferation of small arms, the presence of child soldiers, and the rise in the incidence of HIV/AIDS and other epidemics further worsened the living conditions of already poor communities.

Some progress was made in furthering security and peace in Sierra Leone and Liberia. But the attempted military coup in Mauritania in August, the military coup in Guinea Bissau in October, and the resumption of hostilities in Côte d'Ivoire in November illustrated the fragility of parts of the sub-region. Mali and Niger also witnessed street violence and Togo continued to undergo a difficult political transition. Ongoing, protracted crises and the presence of displaced populations risked further weakening the fragile economic and social conditions of neighbouring countries.

Given the intertwined nature of conflicts in West Africa and the porous national boundaries, the failure to re-integrate ex-combatants, particularly those in the Guinea Forestière, constitutes a present threat to the peace and stability of the sub-region. Thousands of poor, disillusioned ex-fighters are at risk of being lured back into conflict due to lack of employment opportunities and abject social conditions.

High unemployment also places youth in danger of engaging in neighbouring wars.

West Africa was further devastated by a desert locust invasion in June 2004. The infestation was considered the worst plague in the past 15 years, affecting 10 countries and threatening sub-regional food security. The combined impact of the locust infestation and reduced rainfall, adversely affected an estimated 9.3 million people.

Key Objectives for 2004

OCHA's primary objectives during the past year were to manage the re-establishment of the regional office, to act as humanitarian adviser to the SRSG for West Africa, to support the UN and other humanitarian partners in implementing the Regional Strategy for West Africa, and to contribute to a coherent multidisciplinary UN approach in West Africa.

Outputs and Accomplishments

Following the completion of the transfer of the RSO from Côte d'Ivoire in late 2003, the Office was able to launch key activities upon the deployment of its Head and Deputy Head of Office in early 2004. It steadily increased its support functions to other UN organisations, the donor community, and regional NGOs present in Dakar, bolstering the regional coordination of humanitarian assistance and partnership. In particular, the OCHA RSO coordinated the humanitarian response to the desert locust invasion in the West African sub-region until an FAO emergency team was deployed to facilitate the technical and logistical coordination of the crisis. In view of the increasing fragility of the West Africa region as reflected in coup attempts in Mauritania, bursts of street violence in Mali and Niger or the difficult political transition process in Togo, the RSO supported countries without an OCHA presence by deploying surge capacity support for enhanced preparedness and strengthened coordination. In Guinea Bissau, the OCHA RSO deployed a full time senior humanitarian officer to assist the UN mission in its humanitarian response preparedness.

The Office advised the SRSG for West Africa on issues relating to humanitarian security and ensured the inclusion of humanitarian concerns in sub-regional activities spearheaded by his Office, such as the West Africa-based SRSG quarterly meetings and

the UN Force Commander meetings. The Head of Office was present at several high-level sub-regional UN meetings chaired by the SRSG and received a recommendation from the Security Council, during the June-July 2004 visit to West Africa, to undertake a joint Office of the SRSG and OCHA approach to promoting integrated border strategies in the Mano River Union countries.

The RSO developed a regional protection strategy pursuant to the recommendations of the Joint Humanitarian Review Mission, which was undertaken last year to review the humanitarian challenges in the sub-region and to develop a common approach for effective and coherent humanitarian action. To this end, OCHA recruited national and international protection officers and established a working group to respond to the region's major crisis of protection through advancing the protection strategy.

To advance effective humanitarian preparedness and response, the Office initiated and established an Information Management Unit to develop humanitarian information systems and databases. The RSO also supported the preparation and development of contingency plans for the UN Country Teams in Mali, Burkina Faso, Niger, and Mauritania. The Office established the Regional Inter-Agency Standing Committee Working Group for West Africa (RIASCWG) to strengthen humanitarian advocacy and streamline the strategic interventions needed to deal with the many conflicts in the region. The RSO also participated in discussions on the development of common approaches to the DDR process and the aspects of humanitarian space.

Performance Evaluation

- The OCHA RSO re-established itself as a humanitarian hub for West Africa in Dakar and thereby, fostered the development of common analyses and a joint plan for humanitarian action in the West African sub-region through the Consolidated Appeal Process (CAP) and other standing and ad-hoc consultative mechanisms.

- To ensure effective collaboration in the region, the RSO sought to implement routine interaction with the UN political and peacekeeping missions as well as other partners to ensure the incorporation of key humanitarian concerns when considering

political decision-making and military action/ response but this was not initiated by the end of the year.

- Close consultations on early warning and policy matters took place with ECOWAS, the UN Office for West Africa, and other institutions, such as the International Crisis Group. To further advance the humanitarian agenda, more emphasis will be placed on strengthening the functioning of the regional Inter-Agency Standing Committee for West Africa, while engaging West Africa-specific policy dialogue on humanitarian issues.

RSO - West Africa
Requirements, Income and Expenditure Breakdown 2004

Requirements	1,165,722
Income from Voluntary Contributions	1,497,905
EXPENDITURE	
Staff Costs	473,591
Consultant Fees and Travel	14,709
Travel	90,583
Operating Expenses	156,840
Contractual Services	727
Supplies, Material, Furniture and Equipment	229,856
Fellowships, Grants and Contributions	36,000
Programme Support Costs	130,300
Total Expenditure US$	**1,132,606**

Sierra Leone

Sierra Leone continued to make significant progress in its transition from recovery to development throughout 2004. The government assumed responsibility for primary security within its borders. Substantial rehabilitation took place at the community level and significant gains were achieved against the National Recovery Benchmarks, with clear improvements in the sectors of education, health, and agriculture. Local elections in May 2004 established district councils, which decentralized governance to the local level and marked a significant step in the transition process. However, despite these achievements, the poor socio-economic situation and the lack of improvement in living conditions caused tension among the majority of the population. The spiralling prices of basic commodities, youth unemployment, and the lack of adequate water supply systems, sanitation, and primary health care workers in the provinces remained considerable impediments to recovery.

Humanitarian efforts in 2004 primarily focused on meeting the reintegration needs of resettling displaced Sierra Leonean populations and the continuing relief needs of Liberian refugees in the country. In the first part of the year, repatriation of Sierra Leonean refugees culminated in the return of 271,000 refugees by the end of the repatriation programme in June. Given the improving situation in Liberia, spontaneous return of Liberian refugees

began in mid-2004 with facilitated repatriation of Liberian refugees to Liberia commencing in October 2004. Recovery efforts also continued to focus on rebuilding communities and building both human and economic capacity to enable the government and civil society to assume responsibility for the development of the country.

Key Objectives in 2004

OCHA's primary objectives in 2004 were to develop a transition strategy and implementation plan for each field and satellite office, merge field operations, transfer the Sierra Leone Information Service (SLIS) to UNDP, produce information and data on relief and recovery intervention in Sierra Leone and support national authorities and organisations to take over OCHA's core coordination responsibilities.

Outputs and Accomplishments

Throughout 2004, OCHA placed particular emphasis on preparing the transition of its services to government, UN and NGO partners to ensure consistent and sustained recovery and to allow for the eventual closure of OCHA's offices in Sierra Leone. In accordance with OCHA's transition strategy, the process began in January 2004 with the transfer of the Sierra Leone Information Service (SLIS) to the government's newly established Development Assistance Coordination Office (DACO), which is supported by UNDP. OCHA continued to provide technical support to the SLIS and worked in close collaboration with UNDP and DACO through a joint management board. With OCHA's support, the SLIS continued to develop a range of products, including maps, data packs, and the Sierra Leone encyclopedia, to facilitate the work of the humanitarian and development community.

An essential element of OCHA's transition was the development of the UN Transition Support Team (TST), which was in part designed to take over many of OCHA's core coordinating responsibilities in order to ensure effective implementation of recovery interventions and support the process of transition to longer term development. OCHA worked closely with the UN Country Team and DACO to establish the Teams by providing both technical and resource support. Throughout the first half of 2004, OCHA

staff continued to support the national and local sector-specific coordination structures to advance both recovery and the delivery of relief assistance. To facilitate the expansion of the TST and in line with OCHA's phase-out plan, assets and facilities of all OCHA's field offices in Kono, Kenema, Makeni and Kailahun were gradually handed over to the TST. All OCHA functions at the field level were fully transferred to the TST in July 2004.

OCHA worked with all UN, NGO, and national partners to transition other key services. The principal information functions of the Humanitarian Information Centre were taken over by DACO and some services were transferred to the Sierra Leone Association for NGOs. The coordination of the prevention of sexual exploitation and abuse was taken over by a joint partnership of UNICEF and OXFAM, who provided secretariat support to the inter-agency committee.

The OCHA head office in Freetown transferred its core assets to DACO in September 2004, which assumed many of the national coordination responsibilities. To ensure coordination of response to residual humanitarian needs, a small humanitarian unit headed by an OCHA Humanitarian Advisor was established in the office of the UN Humanitarian/ Resident Coordinator at UNDP, which retained the responsibility for early warning and the contingency planning process.

Performance Evaluation

- Up until June 2004 OCHA continued to support the national recovery process and worked closely with the UNCT to develop sectoral planning and support the preparation of the Poverty Reduction Strategy. In addition to this OCHA also supported District Recovery Committees to prepare plans for the transition to the nascent District Councils elected in May 2004.

- The coordination of the prevention of sexual exploitation and abuse was transferred to UNICEF and OXFAM. A new work plan for the inter-agency working group was developed to advance the training programme among international agencies and state security bodies. During the course of the year, bi-monthly training initiatives were developed and implemented.

- The SLIS was successfully transferred to DACO; OCHA continued to work in close partnership with DACO, supporting its capacity and working on different information products.

- The Humanitarian Information Centre (HIC) continued to operate until September 2004 under the stewardship of a national staff officer. After consultations with stakeholders, core information functions were assumed by DACO's information centre; other HIC functions were transferred to the Sierra Leone Association for NGOs (SLANGO) with the OCHA Senior Humanitarian Advisor retaining some services. All OCHA records were archived and shared with UNDP, the National Commission for Social Action, DACO and the national university.

Sierra Leone
Requirements, Income and Expenditure Breakdown 2004

Requirements	1,034,780
Income from Voluntary Contributions[1]	456,514
EXPENDITURE	
Staff Costs	560,888
Consultant Fees and Travel	6,683
Travel	100,479
Operating Expenses	150,564
Contractual Services	6,277
Supplies, Material, Furniture and Equipment	62,181
Fellowships, Grants and Contributions	5,440
Programme Support Costs	116,027
Total Expenditure US$	**1,008,539**

1. Includes allocations from Field Coordination Reserve Fund for US$ 351,514

Somalia

Thirteen years after the collapse of the central government, the end of 2004 saw the Intergovernmental Authority on Development (IGAD)-led national peace and reconciliation process accomplish concrete steps with the establishment of a Transitional Federal Parliament, the election of a Transitional President and nomination of a Transitional Federal Government (TFG). Although the TFG had not yet relocated into Somalia by the end of the year, the ability of the TFG to extend its authority on the ground is expected to impact positively on security, create pockets of stability and eventually expand humanitarian space, particularly in the inaccessible parts of central and southern Somalia. The situation in Somaliland and Puntland remained calm and relatively stable, despite the continuing dispute over the contested regions of Sool and Sanaag.

However, the humanitarian situation in 2004 continued to be characterized by intermittent humanitarian access, persistent drought conditions, inter-and intra clan violence, and environmental degradation. The cumulative effects of four consecutive years of drought in the Sool and Sanaag regions, which extended into central and southern

Somalia during the course of the year, remained a major concern. Ongoing clan disputes made populations vulnerable to new displacements and human rights violations. Against this backdrop, the effects of the South Asian tsunami exacerbated existing vulnerabilities and debilitated livelihoods of populations along the north-eastern coast of Puntland.

Key Objectives in 2004

The Office's primary objectives were to strengthen coordination with the aim of fostering more common and integrated approaches to assessment and response, help build a protective environment conducive to the respect for human rights, enhance access to basic services and support initiatives to increase the capacity of civil society and governance structures to meet their responsibilities towards vulnerable communities.

Outputs and Accomplishments*

Throughout 2004, OCHA worked to sustain the livelihoods of local communities, provide access to basic services, and enhance the protection and respect for human rights of Somalis. OCHA's continuous efforts to strengthen coordination inside Somalia resulted in the deployment of three national staff officers to Gedo, Puntland, and Somaliland and an international staff member to Somaliland, in addition to the four national staff officers already deployed throughout the country. This increased capacity enabled the Office to respond to the humanitarian crises caused by repeated shocks ranging from drought and floods to other severe weather conditions.

OCHA sought to improve humanitarian access to vulnerable communities through discussions with the TFG and the facilitation of local reconciliation efforts in Galgadug, South Mudug. Negotiations with members of the Rahanweyn Resistance Army (RRA) resulted in a written agreement by the three RRA leaders to reconcile and improve security in Baidoa and the surrounding areas. These efforts improved

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* The regions covered by OCHA staff in South and central Somalia cannot be located on the map as a stable presence. While the area of coverage remains the same the location of staff changes depending on the prevailing security situation. These regions are: Gedo; Middle/Lower Juba, Lower Shabelle; Hiran, Middle Shabelle, Galgadud; and Bay/Bakool.

the environment for humanitarian access, allowed for the resumption of humanitarian activities and contributed to the promotion of longer-term peace and security.

Through the Humanitarian Response Group, created by OCHA in 2003, OCHA coordinated several assessment missions pursuant to which coordinated responses were developed which ensured the promotion of sustainable livelihoods of vulnerable Somali populations. By strengthening the field presence inside Somalia, OCHA improved its ability to gather and disseminate information, and advocate in favour of affected communities.

OCHA also played a major role in the development of a strategic action plan on protection and human rights. In collaboration with the Norwegian Refugee Council, OCHA organised two training workshops on the Guiding Principles on Internal Displacement in Somaliland and Puntland, which brought together UN agencies, local authorities, national and international NGOs, and IDPs. IDP working groups were subsequently established in Somaliland and Puntland, chaired by UNDP with support from OCHA.

In an effort to support programmes that address causes of vulnerability, OCHA participated in the formulation of the UNDP's "Framework Programme on Sustainable Livelihoods and Drought Mitigation in Drought Affected Regions of Somaliland and Puntland." This framework seeks to ensure that while humanitarian needs are met, a smooth transition is made between humanitarian response, recovery and development. Through field and Nairobi coordination fora, OCHA advocated for livelihood-based responses to break the crisis cycle.

Additionally, OCHA established a Humanitarian Response Fund (HRF) in 2004 to ensure rapid response to immediate needs arising from the prolonged drought conditions in northern Somalia and other parts of the country. Over three million US$ for the Fund was secured during the year and 10 emergency projects, all from partner NGOs, were funded. The HRF improved the timeliness and appropriateness of humanitarian response through the provision of a flexible resource that could be drawn on quickly.

Performance Evaluation

- OCHA's role in ensuring an interface and collaboration with the Somali Aid Coordination Body (SACB) in Nairobi and local authorities in the field enhanced coordination. Members of the Country Team Protection Working Group, including UNOCHA, UNICEF, UNHCR, UNDP, UNESCO and UNIFEM, adopted the protection framework in 2004, which details programming principles for the protection of the most vulnerable groups in Somalia.

- OCHA advocated for the adoption and adherence to the Guiding Principles on Internal Displacement by the authorities. Specifically, the NRC workshops, facilitated by OCHA, engaged the Puntland and Somaliland authorities on their responsibilities vis-à-vis the Guiding Principles. Elsewhere in Somalia, this proved more difficult due to a lack of recognized authorities and counterparts.

- Access negotiations did not yield the expected results, particularly in the central and southern regions, where the security situation remained extremely fragile and volatile. However, some lessons have been learned, including: the need to support grassroots reconciliation efforts even when results are modest; the need to engage the TFG institutions on their responsibilities vis-à-vis access and local reconciliation efforts; the need for operational agencies to move in as soon as access is secured; and the need for donors to provide operational agencies with timely funding so they can act quickly.

Somalia
Requirements, Income and Expenditure Breakdown 2004

Requirements	1,691,491
Income from Voluntary Contributions	1,152,963
EXPENDITURE	
Staff Costs	556,834
Consultant Fees and Travel	64,490
Travel	164,018
Operating Expenses	199,521
Contractual Services	3,804
Supplies, Material, Furniture and Equipment	191,119
Fellowships, Grants and Contributions	50,000
Programme Support Costs	159,872
Total Expenditure US$	**1,389,658**

Sudan

The escalating crisis in Darfur, which had a devastating impact on the civilian population, drove much of the international focus on Sudan throughout 2004. Despite the signing of a ceasefire agreement between the parties in April, and of humanitarian and security protocols in November, large-scale human rights abuses and harassment of the civilian population continued, leading to the internal displacement of more than 1.8 million people. At the same time, IDPs from northern Sudan spontaneously began returning to severely impoverished host communities in the south, where the presence of the UN and humanitarian partners was limited. Difficult logistical conditions, continued armed clashes, and very poor funding levels for south Sudan constrained humanitarian operations.

Efforts also continued to expand OCHA's coverage and response to the rest of the country, including setting up new field offices in areas of concern in the east and the south, and along return routes. In view of a potential peace agreement and consequent IDP returns, OCHA made major adjustments to its operational priorities and, towards the end of 2004, six field offices in the Government of Sudan (GoS) controlled areas and four field offices in Sudan People's Liberation Movement (SPLM) controlled areas were established to facilitate the return and reintegration of IDPs and to coordinate humanitarian assistance.

Key Objectives in 2004

As a result of the rapidly changing humanitarian situation in Sudan, the objectives listed in *OCHA in 2004* were modified during the course of the year in order to respond more effectively to newly emerging crises, especially in Darfur. These objectives were to: facilitate coordination, identify gaps and help ensure full coverage of needs in the six life-saving sectors in Darfur; improve the quality of assistance through strengthened sector coordination and the creation of a camp coordination system; advocate on behalf of vulnerable populations affected by conflict and promote greater access to populations in need; support the dissemination of humanitarian information and prepare related reports, including the monthly Humanitarian Needs Profile on Darfur; and support the development of a protection strategy for vulnerable groups.

Outputs and Accomplishments

In early 2004, OCHA started expanding its presence in all three Darfur states and provided essential support to NGOs and UN agencies as they started to build up their own presence, in many cases actively facilitating their deployment and hosting agencies until they established themselves. As the response capacity increased, OCHA staff in Darfur led assessments, identified sectoral and geographical gaps, ensured the targeted deployment of additional resources from humanitarian partners, and devised mechanisms to increase the quality of assistance. OCHA consolidated the daily information flow from the three Darfur states to Khartoum, and was the leading humanitarian counterpart for a range of local authorities. In the second half of 2004, OCHA also became the main interlocutor between the wider humanitarian community and the African Union mission in Darfur (AMIS). Advocacy on protection and access issues were at the forefront of OCHA's efforts in Darfur throughout 2004. This included negotiations with local authorities and rebel groups on the ground, the establishment of clear guidelines and procedures, and advocacy activities at the Khartoum level. OCHA also deployed protection officers to Khartoum and all field offices in Darfur, established protection working groups, and developed databases analyzing trends.

In relation to returns to South Sudan, OCHA facilitated meetings between the GoS Humanitarian Aid Commission (HAC) and the SPLM's South Sudan Relief and Rehabilitation Commission (SRRC), which resulted in a framework agreement on the return of IDPs. The agreement addresses the basic rights of IDPs, highlights key protection issues and paved the way for a joint UN strategy. In order to enhance coordination of offices in the field, an Area Coordination Network was established, covering the north and south. Joint Operation Centers with SPLM and GoS authorities were set up, allowing capacity building with counterparts to begin despite a lack of resources. Sectoral working groups on protection and information management were established, enhancing north-south coordination.

Performance Evaluation

- OCHA played a key role in facilitating a massive and coordinated build-up of humanitarian capacity in Darfur which finally reached satisfactory levels by September/October 2004. The number of humanitarian workers in the three Darfur states increased from 200 in March to more than 9,000 in December. OCHA's own presence expanded throughout the year, starting with the deployment of an UNDAC team in February and assisted by secondments from donor partners, and building up to more than 20 international staff in four Darfur offices and the dedicated Darfur cell in Khartoum.

- Although the number of affected people in Darfur doubled to about two million by the end of the year, UN agencies and NGOs were able to consistently cover between 50-70 percent of the needs in the six life-saving sectors. Mortality and malnutrition rates declined in many major IDP camps, particularly in the fourth quarter of 2004.

- Major gaps in sectoral and geographical coverage were filled over the course of 2004, sectoral coordination mechanisms were reinforced, and camp coordinators were designated by the HC and OCHA for 40 of the largest and most problematic IDP concentrations in Darfur. Once the quantity of relief reached an acceptable level, the response was gradually adjusted to focus on the quality of interventions. Aid delivery costs were reduced through the use of common resources such as the Joint Logistics Centre and cooperation with the Civil-Military Coordination Unit and the UN Joint Military Commission.

- Advocacy efforts at all levels resulted in a gradual lifting of access restrictions, culminating in the moratorium agreed by the GoS on the occasion of the Secretary-General's visit in early July. While insecurity continued to restrict access to many areas outside the three capitals, OCHA-led negotiations at the local level resulted in improved access and procedures, as did its support to persistent advocacy efforts by the HC, the SRSG and the ERC. Access to many remote and rebel held areas was opened up after OCHA led assessment missions.

- Throughout the year, OCHA was the main source of timely, targeted, and comprehensive information on the humanitarian situation and funding levels in Sudan. Daily situation reports, periodic funding updates and monthly reports the Sudan Assistance Bulletin and the Darfur Humanitarian Needs Profile-provided comprehensive data, indicators and analysis. The Humanitarian Information Centre delivered more than 550 GIS mapping products per month and maintained a database on humanitarian needs.

- A comprehensive protection strategy for Darfur was developed with OCHA's support and adopted by the Country Team. The protection working groups in Khartoum and the three Darfur states became the key coordination mechanism that oversaw the gradual expansion of protection activities in late 2004. OCHA's lead role in liaising with and channeling specific requests to the AU mission resulted in a range of concrete protection results.

- Consolidated requirements for the Darfur response were increased several times in 2004, and despite persistent advocacy efforts, were not adequately funded until August/September. By the end of the year, however, Darfur requirements were largely covered while funding for activities in South Sudan remained far from adequate. As a result, some planned activities, such as preparations for returns and establishing a stronger network in southern Sudan, were not completed by the end of 2004. Establishing a sufficient presence and capacity in key areas of South Sudan remained one of the main challenges for OCHA and most humanitarian partners.

Sudan
Requirements, Income and Expenditure Breakdown 2004

Requirements	8,397,629
Income from Voluntary Contributions	10,178,113
EXPENDITURE	
Staff Costs	2,988,565
Consultant Fees and Travel	108,134
Travel	713,035
Operating Expenses	501,997
Contractual Services	14,131
Supplies, Material, Furniture and Equipment	1,263,692
Fellowships, Grants and Contributions	421,569
Programme Support Costs	781,446
Total Expenditure US$	**6,792,569**

Sudan - Darfur HIC
Requirements, Income and Expenditure Breakdown2004

Requirements	831,499
Income from Voluntary Contributions[1]	250,000
EXPENDITURE	
Staff Costs	-
Consultant Fees and Travel	-
Travel	-
Operating Expenses	-
Contractual Services	-
Supplies, Material, Furniture and Equipment	-
Fellowships, Grants and Contributions[2]	499,400
Programme Support Costs	12,259
Total Expenditure US$	511,659

1. Includes allocations from Field Coordination Reserve Fund for US$ 250,000.
2. Allocations to UNOPS.

Uganda

The first half of 2003 witnessed the expansion of the Lord's Resistance Army (LRA) east into the Lango and Teso sub-regions from the northern Acholi sub-region. Escalating LRA attacks on villages and internally displaced persons (IDPs) camps and the subsequent brutalisation of civilians through murder, abduction, looting, forced displacement and the destruction of property led to the deterioration of the humanitarian situation in northern and eastern Uganda. By late 2004, the combined efforts of government military forces and local militia groups routed the LRA rebels from Teso and southern Lango, allowing some IDPs to return home. Nonetheless, more than 1.4 million people remained displaced across the north and east.

Increased pressure by government forces and the surrender of high-ranking rebel leaders weakened the LRA. The LRA's apparent willingness to talk peace, coupled with pressure from the donor community, prompted the Government to declare a limited ceasefire in a 100 square kilometre area of northern Uganda in November 2004. This opened the space for discussion on a ceasefire agreement, and created an environment of relative security which allowed for increased access to IDPs camps. However, the year ended on an uncertain note when the last ceasefire extension expired on 31 December 2004 without an agreement.

OCHA scaled up its presence in the first quarter of 2004 by strengthening its field presence in Gulu and establishing new sub-offices in Kitgum, Lira and

Soroti. This expanded field presence in the conflict-affected districts assisted in the creation and/or strengthening of humanitarian coordination structures and increased advocacy efforts to address key issues such as the lack of basic services and the problem of unrecognised IDP camps.

Key Objectives in 2004

In 2004, OCHA's primary objectives were to: coordinate the increased delivery of life-saving assistance to conflict and drought-affected people; review existing operational capacity and the constraints of national counterparts; help to establish an Information Management Unit; advocate on behalf of vulnerable populations affected by disasters and emergencies; and ensure that humanitarian principles and policies are informing decisions in the response to, and management of, humanitarian crises.

Outputs and Accomplishments

By mid-2004, OCHA had four fully operational field offices. The offices reviewed the existing district coordination structures, and then supported district authorities to strengthen the coordination mechanisms by reactivating or creating sector working groups. OCHA supported the District Disaster Management Committees (DDMC) to identify and address gaps in assistance and to increase the delivery of assistance. It also improved the collection, analysis and dissemination of information, ranging from security maps and policy updates to a "Who Does What, Where" (WWW) database" for all affected districts. OCHA organized and participated in joint agency assessments to address the basic needs of the IDPs, reduce duplication, and improve the planning, implementation and monitoring of humanitarian programmes. OCHA supported the DDMCs and NGOs to provide a co-ordinated emergency response to LRA attacks on camps, and to camp fires during the dry season. OCHA field offices also co-ordinated more than 30 donor and UN missions in 2004, thereby raising the profile of the situation and increasing NGO assistance and donor funding.

Working with partners, OCHA persuaded the government to end the distinction between recognised and unrecognised IDP camps. Formerly unrecognised camps in Gulu and Pader are now receiving food and non-food assistance. OCHA also played a key role in highlighting the issue of "forced

labour" where the Uganda People's Defence Force (UPDF) was forcing civilians to slash the grass along roads to remove cover for rebels. This practice has now nearly ceased.

In September, OCHA held a two day workshop on the 'protection of civilians in armed conflict', bringing together all actors dealing with protection of IDPs in northern Uganda, to commonly agree on the following strategic objectives: safe and unimpeded access for humanitarian assistance; improved camp management and conditions as an interim step to durable solutions; proper reflection of the war against women and children through the adoption of significantly increased responses and special measures; reduced availability of weapons and improved state of readiness for demobilization; established momentum for reconciliation through the revival of judicial structures and effective reconciliation processes. Protection working groups at district and Kampala levels are following up on implementation.

To strengthen provision of timely information to the humanitarian community, OCHA developed a reporting format to provide comprehensive monthly humanitarian information on the affected districts. Weekly reports were written to highlight key issues for the Humanitarian Coordinator, and to suggest follow-up actions by the Humanitarian Coordinator and OCHA. OCHA continued facilitating the twice-monthly Contact Group coordination meetings, bringing together the humanitarian community to share information on security, access, and protection. Finally, the establishment of the Information Management Unit (IMU) improved the quality of information distributed by providing data in simple, user-friendly databases, formats and maps.

Performance Evaluation

- Throughout 2004, all OCHA field offices activated sectoral working groups (i.e., health and nutrition, education, food security, water and sanitation, psychosocial, and protection) in the affected districts and in Kampala. OCHA also supported the strengthening and/or reactivation of monthly DDMC meetings, which bring sectoral partners together. However, in some districts, lack of capacity and/or commitment from district counterparts resulted in irregular DDMC meetings and weak district leadership and participation in coordination meetings. OCHA will continue to advocate for increased government involvement

in coordination activities. In September and November 2004, OCHA gave presentations on "Humanitarian Principles and the Role of Humanitarian Agencies" to 40 officers of the UPDF military academy and more than 300 UPDF trainers.

- By the end of 2004, all of the estimated 152 IDP camps were accessible by humanitarian actors on an irregular basis, depending on the day-to-day security situation. Some of the most isolated IDP camps are accessed very irregularly due to the bad condition of feeder roads and the security situation.

- OCHA coordinated and participated in eight joint inter-agency assessment missions in the conflict-affected districts of Gulu, Kitgum, Pader, Lira, Apac, Soroti, Katakwi and Kaberamaido. These missions resulted in increased coverage of the needs of the affected population and allowed for a more collaborative and comprehensive response.

- OCHA has worked to ensure that assistance programmes are in line with international humanitarian law and principles. OCHA worked jointly with the district leadership, the Office of the Prime Minister and NGOs to persuade the government to officially recognise all camps in Gulu and Pader. In Lira, OCHA advocated for the expansion of humanitarian assistance from 15 urban camps to all camps in the district, and by the end of 2004, all camps had begun to receive humanitarian assistance. Advocacy in support of the IDPs took persistence, but enabled humanitarian actors to extend aid to all affected populations. More advocacy work is needed to increase government involvement in humanitarian activities.

Uganda
Requirements, Income and Expenditure Breakdown 2004

Requirements	2,660,632
Income from Voluntary Contributions	3,170,908
EXPENDITURE	
Staff Costs	1,257,685
Consultant Fees and Travel	10,070
Travel	141,859
Operating Expenses	290,830
Contractual Services	8,850
Supplies, Material, Furniture and Equipment	582,194
Fellowships, Grants and Contributions	32,500
Programme Support Costs	302,118
Total Expenditure US$	**2,626,106**

Zimbabwe

Throughout 2004 there were signs of stabilization in the humanitarian situation in Zimbabwe, although high levels of vulnerability and hardship remained. Underlying factors such as poverty and HIV/AIDS, combined with food insecurity and weakened capacity for governance, contributed to vulnerability and a strong need for simultaneous relief and development action. Across Zimbabwe, the dire situation of vulnerable groups was frequently compounded by hazards such as droughts, floods, and epidemics. The highly politicized context made it difficult for the government to mobilize resources beyond the humanitarian response and to implement mid-to longer-term programmes.

The institutional coordination mechanism supporting the humanitarian coordination function went through a significant reform in 2004. The Relief and Recovery Unit (RRU), a joint UNDP/OCHA structure under the operational management of UNDP, originally supported the UNCT humanitarian coordination function. However, at the request of the government, the RRU was replaced by a smaller UNDP/OCHA structure with a more modest mandate, the Humanitarian Support Team (HST). The main focus of the HST is the coordination of humanitarian response, information management, and resource mobilization for humanitarian programmes.

Key Objectives in 2004

OCHA Zimbabwe's key objectives in 2004 were to: enhance dialogue among humanitarian stakeholders; ensure wide dissemination of humanitarian information; maintain a field presence at the provincial

level to improve humanitarian information collection and monitoring (following the closure of the RRU, the commitment was to maintaining an appropriate level of field activities and services); support a recovery strategy for Zimbabwe; ensure access to most vulnerable groups, particularly in the former commercial farms; and support the core priorities of NGOs.

Outputs and Accomplishments

The RRU/HST coordinated the preparation of the revised and extended Consolidated Appeal. Great efforts were made to build an appeal that was acceptable to all stakeholders and particularly the government, which expressed major reservations about the IDPs focus. The related Common Humanitarian Action Plan provided a coherent strategy for humanitarian stakeholders to work collaboratively in the various sectors. In addition, the RRU/HST continued to monitor the levels of funding to each of the priority sectors, and produced reports to the government on donor response. The government's subsequent formal investigations of the financial accountability of the NGOs appears to have created a climate of fear and anxiety.

However, in response to the refusal of the government to a CAP for 2005, the humanitarian community agreed that a joint programming document, including a situation analysis and an overview of planned interventions, was needed. The HST was tasked with facilitating the process, collating the information and drafting the document. Following consultations with donors, UN agencies, NGOs and to a limited extent, the government, the HST produced the "United Nations Inter-Agency Humanitarian and Developmental Relief Programme for Zimbabwe in 2005".

In 2004, the HST entered into a partnership with the government's Department of Civil Protection, which included the provision of training through provincial emergency preparedness and response workshops. These activities helped build capacity and form relationships with government officials, particularly at the provincial and district levels. The workshops were also an opportunity for the HST to advocate for respect of humanitarian principles and international humanitarian law.

In July 2004, the RRU/HST organized a humanitarian situation review and contingency planning exercise for a broad range of stakeholders to take stock of ongoing efforts to assist and plan for potential humanitarian emergencies, to build a common analysis at mid year on the progresses made and the adjustments needed. This exercise helped to develop a shared understanding of the humanitarian situation and the relevant preparedness

measures, which was subsequently used as a basis for consultations with the government.

Throughout the year, the HST led trainings in the SPHERE minimum standards, which, in addition to imparting new skills were also a good opportunity to advocate for the integration of crosscutting issues such as HIV/AIDS and gender into humanitarian programming. Training in humanitarian principles provided a unique opportunity for consultation with government officials on critical priorities of the programme.

The HST continued to participate in and support a broad range of sectoral working groups. One new initiative was the linking of the working groups with the HST's GIS section for mapping and support in field data collection. The updated "Who Does, What, Where" (WWW) database data, the enhanced linkages with NGOs and the gathering of content for newsletters and the website were among the main outputs of the HST's collaboration with the sectoral working groups.

The GIS capacity of the HST increased substantially in 2004, as the HST acquired a number of new datasets with information relevant to humanitarian programming. It produced maps for agencies on request and took the lead in ensuring that NGOs and UN agencies adhered to the national spatial data standards and requirements.

The HST also continued the publication of a monthly Humanitarian Situation Report through 2004 and a fortnightly Humanitarian Newsletter was produced and circulated primarily to UN agencies and the donor community. The website was continuously updated on a weekly basis.

While the RRU/HST, in support of the RC/HC, continued to engage all stakeholders in a dialogue around access to mobile and vulnerable populations humanitarian access remained constrained. In an effort to better map and analyze the constraints, using inputs from a broad range of organizations, the HST developed a humanitarian access matrix, which was subsequently used to promote greater understanding of the need for humanitarian space. The matrix has been regularly updated and measures both the significant improvements of access in some areas and the remaining difficulties.

Performance Evaluation

- Respect for humanitarian principles was a core priority in 2004 due to concern about the perception of the politicization of aid. To assure that this was understood, training sessions were undertaken and consultations on their practical meanings discussed with key government officials and donors. The training sessions were excellent opportunities to build trust and confidence around the humanitarian agenda with District and Provincial officials.

- During 2004, the HST collaborated with the UN agencies in establishing and leading the eight sectoral working groups including Health, Agriculture Recovery, HIV/AIDS, Nutrition, Food Aid, Water and Sanitation, Child Protection, and Education. These forums helped strengthen the effectiveness in planning and delivery, including assessments and monitoring.

- The many sectoral assessments and the Zimbabwe Vulnerability Assessment helped to define the targeting norms in an objective way, and to explain to authorities why certain services were delivered to certain groups and not to others.

- While significant resources were raised in 2004, donor funding for HIV/AIDS, agriculture and public health activities continued to suffer from the highly politicized context. Despite resourcing issues the gap regarding HIV/AIDS funding has reduced to some extent by streamlining the issue in each humanitarian working group and some working groups have published policies and practical recommendations for better integration of HIV/AIDS in the humanitarian response.

- Through the year, the Humanitarian Coordination Structure (RRU and then HST) has focused on protection of the most vulnerable, particularly displaced persons, by conducting regular meetings with IOM and ICRC to estimate and respond to the specific protection needs of mobile and vulnerable populations. Regular situation reports to the HC and to the ERC have been initiated by RRU/HST for advocating at the highest level of the government.

Zimbabwe
Requirements, Income and Expenditure Breakdown 2004

Requirements	488,391
Income from Voluntary Contributions[1]	409,000
EXPENDITURE	
Staff Costs	193,639
Consultant Fees and Travel	5,939
Travel	15,906
Operating Expenses	11,497
Contractual Services	7,500
Supplies, Material, Furniture and Equipment	11,050
Fellowships, Grants and Contributions	22,500
Programme Support Costs	34,844
Total Expenditure US$	**302,875**

1. Includes allocations from Field Coordination Reserve Fund for US$ 42,000

MIDDLE EAST

The occupied Palestinian territory

In 2004, approximately half the Palestinian population remained vulnerable, living below the official poverty line of US$ 2.10 per day (compared to 22 percent in 2000). Unemployment increased and Palestinians continued to face severe problems reaching their places of work, schools and hospitals. As a result, standards of health and education continued to suffer. As the humanitarian situation deteriorated, Palestinian dependence on donor aid – currently more than US$ 1 billion – increased.

The key humanitarian concerns continued to be: access and protection; effective targeting of assistance to vulnerable groups – in particular women and children; humanitarian coordination through the CAP and support to coordination mechanisms; coordinated and result oriented advocacy; and respect for humanitarian principles.

The OCHA Office in occupied Palestinian territory (oPt) was established in late 2000 to respond to the deteriorating humanitarian conditions in the West Bank and Gaza Strip. OCHA-oPt aims to improve the humanitarian situation through better policy and operational coordination between agencies to ensure the effective distribution of humanitarian assistance. It also enhances decision making through its dissemination of humanitarian information and analysis of facts. OCHA-oPt has field offices located in Gaza, Hebron, Ramallah, Jerusalem, Nablus and Tulkarm to ensure better coordination of the

humanitarian response with local government and municipalities and help ensure protection through the presence of international staff.

Key Objectives for 2004

In 2004, OCHA's key objectives were to: continue policy and operational coordination support at international, national and local levels; improve and facilitate humanitarian access for humanitarian agencies addressing security and operational constraints; and advocate for an improvement in the humanitarian situation through the production of reliable and accurate information.

Outputs and Accomplishments

In 2004, the office continued supporting operational and policy coordination at both the central and the local level. Through mechanisms such as the Consolidated Appeal and the Mid-Term Review, OCHA has enhanced the analysis of vulnerability within the West Bank and Gaza. Additionally, the organization of inter-agency assessment missions, coordinated and supported by OCHA, has helped to identify gaps in assistance, leading to a more targeted approach in providing assistance to those most needy.

OCHA oPt's activities remained crucial in raising awareness of the causes of humanitarian crisis and its impact on Palestinian civilians. This included humanitarian briefings, field visits, notably by European and American government officials, and a wide range of information dissemination. OCHA worked throughout 2004 on a coordinated advocacy strategy within the UN system to reach wide audiences within oPt, Israel and internationally. Various advocacy campaigns on children and access to the olive fields in the harvest season were coordinated and received media attention.

Additionally, the office remained the central reference point for humanitarian information in the region, particularly its mapping and analytical reports. Reliance by the humanitarian community on the office for the most up-to-date information also increased. For better clarity, OCHA redesigned the OCHA oPt website.

OCHA also supported the coordination and concerted action by agencies to facilitate operational access, notably through regular contact with the

Israeli Defense Forces. The construction of the Barrier and checkpoints lay behind the lack of improvement in the situation and problems of access in the West Bank. The wall and various other access impediments were carefully monitored and information was distributed to the humanitarian community on the ground, including to decision makers for advocacy.

Performance Evaluation

- Operational coordination and coordination with the Palestinian Ministry of Planning have enhanced, with a clearer analysis of both the humanitarian situation and its causal factors in the Consolidated Appeal and other information products. This has allowed a more appropriate response to humanitarian needs while keeping in mind the longer term development goal.

- Despite the efforts of the international community and more coordination on access issues, access remained the key constraint, especially in Gaza. Some advocacy activities resulted in the lifting of closures.

- The number of humanitarian reports and use of OCHA data has increased sharply throughout 2004 and is used and quoted by key decision makers, donors, the media, and various sources in Israel, the oPt and abroad.

- An UN-wide information and advocacy strategy has been formulated focusing on key humanitarian issues and the protection of civilians. The number of common advocacy statements has increased significantly.

oPt
Requirements, Income and Expenditure Breakdown 2004

Requirements	2,571,564
Income from Voluntary Contributions	2,597,005
EXPENDITURE	
Staff Costs	1,713,846
Consultant Fees and Travel	49,392
Travel	52,739
Operating Expenses	258,290
Contractual Services	20,000
Supplies, Material, Furniture and Equipment	173,734
Fellowships, Grants and Contributions	10,950
Programme Support Costs	296,264
Total Expenditure US$	**2,575,215**

OCHA/IRIN

Iraq

Overall, although there is no widespread humanitarian crisis in Iraq, the situation remains both insecure and volatile, and pockets of urgent humanitarian need remain. In 2004, continued conflict between armed opposition groups and multi-national and Iraqi Armed Forces created significant internal displacement, particularly in 'hotspot' areas, such as Najaf and Fallujah.

However, limited progress was made towards ensuring durable solutions for the 100,000s of persons displaced before 1993 due to government policies and ethnic, political and religious persecution. Over 200,000 Iraqis who had sought refugee status in Iran also returned.

With the exception of a number of seasonal floods in the southern regions, there were no natural disasters. However, risks remain, and there is no consolidated disaster preparedness structure or plan within the emerging government structure.

Providing humanitarian assistance was difficult given the lack of access and security, and a trend of decreasing humanitarian space. The UN country team and its implementing partners managed to respond to unmet needs by employing low profile approaches, and in many cases supporting the Iraqi government's relief and recovery efforts.

Key Objectives in 2004

During 2004, OCHA's programme in Iraq was integrated into the United Nations Assistance Mission for Iraq (UNAMI). This included support to the office of the DSRSG/HC on humanitarian coordination matters, including advocacy and donor liaison, civil military relations, contingency planning, technical advice on internal displacement and protection assistance, the provision of small-scale emergency response projects and support to information management capabilities. The total OCHA budget for these activities was approximately US$ 1.6 million.

Outputs and Accomplishments

During 2004, OCHA was able to support the establishment of a skilled humanitarian team within UNAMI. OCHA funded a Humanitarian Affairs Unit within the Humanitarian and Programme Support Office of UNAMI, comprising a Senior Humanitarian Affairs Officer and two Humanitarian Affairs Officers. In addition, OCHA supported the position of a Senior IDP Advisor, Civil-Military Liaison Officer and a Special Assistant to the SRSG for part of the year to ensure effective response and technical capacity within the UN country team. Following the decision to phase out the Humanitarian Information Center (HIC) in Iraq, OCHA also provided staff and material support with the aim of ensuring a smooth transition to a UNAMI based information management facility.

The Humanitarian Affairs Unit's main function was to monitor the humanitarian situation and provide early warning alerts in flashpoints across Iraq, with particular attention to the impact of internal displacements as a result of military conflict and ethno-religious tensions. Through the Emergency Working Group (EWG) in Amman—which consists of UN agencies, NGOs, Red Cross/Crescent organizations, and relevant Iraqi ministries— OCHA/UNAMI supported the coordination of assessments and responses to emergencies.

To address gaps in emergency response coverage, OCHA Micro-Grants of US$ 50,000 respectively were provided to three INGO partners for emergency assistance to IDPs in response to immediate

humanitarian needs arising from the Fallujah military offensive in November 2004. Counterpart International, Islamic Relief UK, and Intersos co-ordinated the distribution of relief supplies of intermediate food rations, hygiene kits, and non-food items to about 2500 vulnerable Fallujah IDP families located in the surrounding areas of displacement as well as Baghdad. These distributions were also closely coordinated with ongoing activities by IOM and UNHCR, which jointly covered nearly 30,000 Fallujah IDP families. The INGO partners worked with local authorities and religious leaders to assess the needs and identify the most vulnerable families to ensure that distributions were well targeted.

OCHA also provided funds for a consultant and workshop costs to enable the development of a draft emergency contingency plan for Iraq, which brought together key stakeholders including UN agencies, government representatives, members of the Red Cross/Red Crescent family and NGOs to develop improved preparedness and response plans.

Support was also provided to a Conflict Negotiation Training, bringing together a number of stakeholders on humanitarian and response issues, including NGOs, UN agencies and members of the Red Cross/Red Crescent family.

Bulletins, activity matrices, and briefing notes (available on the www.uniraq.org website) were circulated to EWG members to facilitate information exchange and raise advocacy issues through the SRSG's office with the Interim Iraqi Government regarding humanitarian access and protection. Civil-military coordination links were improved with the MNF-I in Baghdad to promote dialogue on the issue of safe passage for relief convoys through humanitarian corridors and the importance of distinguishing between military and civilian personnel distributing aid.

With the closure of the HIC for Iraq in early 2004, two technical experts were provided to support the handover process of the information data and equipment to UNAMI. The team established a website for UNAMI (www.uniraq.org) with over 200 pages, much of which was password accessed and ensured the integration of various databases and emerging resources such as maps and other items

into the website. The team was also able to provide support to the Ministry of Education and OCHA OPT on technical web and information related issues.

Performance

The major constraint encountered by UN operations in 2004 was insecurity, which restricted the deployment of international staff to Iraq, and impacted the ability of UN and partner national staff to work in the areas of greatest need. Insecurity and a general decrease in independent, civilian humanitarian space meant that access was, at times, denied by combatants.

The UN system as a whole has had to adapt its operations significantly to enable distance management of interventions from its Amman support office, while activities on the ground are undertaken by UN national staff, government counterparts or contractors inside Iraq. Similarly the organization has had to adjust to a low-profile approach within the country, and to an increase in security training and management procedures.

Iraq
Requirements, Income and Expenditure Breakdown 2004

Requirements	2,434,234
Income from Voluntary Contributions	-
EXPENDITURE	
Staff Costs	1,279,835
Consultant Fees and Travel	190,647
Travel	150,402
Operating Expenses	70,497
Contractual Services	2,500
Supplies, Material, Furniture and Equipment	22,958
Fellowships, Grants and Contributions	-
Programme Support Costs	223,189
Total Expenditure US$	**1,940,028**

ASIA

Democratic People's Republic of Korea

During 2004, the Democratic People's Republic of Korea (DPRK) continued to require substantial support for ongoing humanitarian needs. Humanitarian assistance continued to play a vital role in safeguarding and promoting the well-being of millions whose nutritional status and general health would otherwise be seriously compromised. Over the course of the year, the consequences of the DPRK's economic adjustment programme became clearer as large segments of the population were confronted with a serious reduction in purchasing power, resulting in increased food insecurity. At the same time, the quality and quantity of basic social services continued to diminish.

If this situation persists, apart from the increase in human suffering, the painstaking gains in reversing the effects of malnutrition will be lost. Moreover, the significant impact in reducing morbidity and mortality will be compromised. The country has made steady progress in reducing chronic malnutrition among children over the last decade. However, there has been virtually no reduction in severe malnutrition due to the under-funding of activities in the health sector. Furthermore, the breakdown of water and sanitation systems continues to pose a threat to the general health status of a large segment of the population.

Operating conditions for the provision of international assistance in the DPRK continued

to be of concern. The government of the DPRK decided in August 2004 not to be involved in the Consolidated Appeals Process (CAP) for 2005, and in September 2004 requested that international organizations simplify procedures for monitoring and access and reduce their staff in accordance with recommendations of government ministries. At the same time, the government consistently reiterated that it appreciated the efforts of humanitarian partners, and will continue to accept humanitarian and development assistance in the future, though preferably via direct bilateral channels. The government expressed their desire to take a new approach to external aid, focusing on a longer-term, more developmental approach.

In consultation with the government, OCHA and international partners developed a "Framework for International Cooperation" as a replacement for the Consolidated Appeal. Though not an appeal in itself, it sought to demonstrate to the wider international and donor community that there continued to be ongoing engagement with national partners and that international assistance remained coordinated through sectoral collaboration and analysis. The overriding objective of the international community remains to seek further opportunities to extend ongoing collaboration and cooperation that will directly benefit beneficiaries, and further develop capacity building opportunities.

The OCHA office in the DPRK has one international staff member supported by four national staff, all of whom are appointed by the Flood and Disaster Rehabilitation Committee (FDRC), the liaison arm of the Government of DPRK.

Key Objectives in 2004

In 2004 the key objectives of the OCHA office were to: develop closer connections between emergency response and preparedness, prevention, rehabilitation and recovery programmes; strengthen systems for the provision of information; carry out effective and proactive advocacy on behalf of the affected populations; support aid agencies in the DPRK to implement gender-related policies; and support the coordination mechanisms established among the United Nations, NGOs, and the International Federation of the Red Cross (IFRC) and continue the management of the NGO Funding Mechanism.

Outputs and Accomplishments

Collaboration and coordination between international partners continued to be successful and were intensified in light of the government's announcement of September 2004. OCHA supported the HC in endeavouring to maintain an open and constructive dialogue with the DPRK authorities and to ensure that there was a consistent approach across all sectors and by all partners with regard to the changing operational environment. Interagency and sector meetings continued to be supported by OCHA, which acts as the secretariat for these meetings. Via these regular meetings, OCHA advocates for a strong and coordinated stance on a variety of humanitarian issues across the international community, especially in response to the fluctuating operating environment imposed by the government.

The NGO Funding Mechanism proved again to be a highly effective and responsive means of providing swift and appropriate assistance to the people of DPRK, and is also useful as a coordination tool for prioritising actions via the sector groups. The Fund is generously supported by the Swedish International Development Agency (SIDA).

Implementing gender-related policies remains difficult within the broader community, given the cultural background of DPRK which is a traditionally male dominated society. Initiatives have therefore been limited in 2004.

The OCHA Human and Development Resource Centre (HDRC) continued to disseminate information on a timely basis to partners in DPRK and externally, while also providing a centre for the NGO community to have access to computers and the internet.

Performance Evaluation

- As part of the overall strategy to ensure appropriate linkages between humanitarian assistance and longer-term rehabilitation and development needs was the proposed drafting by the UNCT of a United Nations Development Assistance Framework (UNDAF). The UNDAF was not completed in 2004 and is now scheduled for late 2005. In 2004, there was still a need for a continuing emphasis on humanitarian assistance,

rather than a move to development related activities. This stance was supported by partners and the donor community.

- The Human Development Resource Centre (HDRC) managed by OCHA continued to operate in 2004 and provided in-country services to the international community, donors and visiting delegations as well as disseminating information externally through regular situation bulletins, briefings and updates. The HDRC is used by 11 NGOs (i.e. all NGOs based here) on a daily basis, plus IFRC and ICRC, British Council, and occasionally some embassy staff.

- The 1998 DPRK Statement on Humanitarian Principles was reviewed and it was agreed that it continued to provide a relevant consensus of opinion amongst the international community. However, given the changes that occurred in the latter part of the year in the relationship with the DPRK authorities, this document should be revised accordingly in 2005.

DPR Korea
Requirements, Income and Expenditure Breakdown 2004

Requirements	379,984
Income from Voluntary Contributions	259,740
EXPENDITURE	
Staff Costs	180,766
Consultant Fees and Travel	43,044
Travel	53,661
Operating Expenses	45,283
Contractual Services	7,500
Supplies, Material, Furniture and Equipment	14,052
Fellowships, Grants and Contributions	-
Programme Support Costs	44,760
Total Expenditure US$	**389,066**

Indonesia

The year 2004 marked an important turning point in the focus and scope of humanitarian activities in Indonesia. The level of violent conflict across the country declined significantly although sporadic security incidents in Central Sulawesi and Maluku continued to occur. In addition to providing direct relief assistance where critical needs persisted, most humanitarian partners enlarged the scope of their activities to longer-term development assistance to enable the conflict-affected communities to achieve self-sufficiency.

The humanitarian community in Indonesia was of the view that the situation had improved to the point where a consolidated appeal for international donor assistance would no longer be needed. With this positive change, it was planned that OCHA Indonesia would phase down its presence and hand over its coordination functions to the government and to relevant agencies. OCHA offices in Maluku and West Timor Provinces were closed at the end of December 2004, while the OCHA Indonesia office in Jakarta, and the sub-offices in Aceh, Central Sulawesi and Papua provinces were to follow in June 2005.

Despite progress in the humanitarian situation, however, the major earthquake and the subsequent tsunami that hit Aceh and North Sumatra provinces as well as the countries along the Indian Ocean coast on 26 December 2004 changed the situation radically. The unprecedented level of death and destruction caused by the disaster prompted OCHA to respond to the humanitarian needs with an expanded field

presence. With the exponential increase in the number of international donors and non-governmental organisations, OCHA's responsibility for providing support to the government for coordination of international assistance also expanded. It is now envisaged that the OCHA presence in Indonesia should be extended at least until the end of 2005, with strengthened field presence in Aceh and North Sumatra provinces as well as in Jakarta.

Key Objectives in 2004

The primary objectives of the OCHA office in 2004 were to: advocate for humanitarian access and the rights of the vulnerable; to organise and lead inter-agency assessment missions in existing and potential conflict areas; to lead the concerted development of contingency plans for areas likely to require humanitarian assistance in case of natural disasters or conflicts; and to facilitate linkages between humanitarian and development programmes by reinforcing the good working relationship with local authorities as well as the relationship with the agencies with longer-term mandates.

Outputs and Accomplishments

OCHA organized area specific and/or thematic coordination meetings to discuss specific emergencies with government authorities, donors, UN agencies and NGOs. A meeting on Central Kalimantan/Madura Island facilitated discussions on joint missions and possible joint programming. However, as the Provincial Government feared that an inter-agency mission could stir up animosity between the ethnic groups, it was decided to pursue programming with a low key approach through individual NGOs. As a result, two NGOs have reported that steady stream of IDPs from Madura are returning by their own efforts to Kalimantan.

OCHA, especially in Central Sulawesi and West Timor, also provided capacity building support to the local authorities in order to effectively handover coordination functions prior to OCHA's phasing out. Assistance included the development of a database on IDPs and humanitarian assistance, including training on the maintenance of the database. OCHA held extensive discussions with local authorities and UNDP upon exiting the provinces so that the residual humanitarian needs and concerns would be addressed in the longer-term planning and recovery process. As a result, the local authorities accepted full responsibility for maintaining the IDP database and for conducting

regular coordination meetings with the international NGOs and UN agencies active in the areas.

Prior to its tsunami related activities, OCHA undertook six assessment missions related to natural disasters, examining the volcanic activity of Mount Awu and Mount Egon as well as the earthquakes in Alor (NTT Province) and Nabire (Papua Province). These missions were done in close collaboration with local authorities.

OCHA managed the Emergency Response Fund and the Humanitarian Response Fund established with contributions from the Governments of United Kingdom and Australia respectively to provide emergency humanitarian assistance to the conflict and disaster affected populations through international and national NGOs in Aceh, Maluku, Sulawesi, West Kalimantan, and West Java. During the course of 2004, a total of 16 projects in the sectors of health, education, income generation, water and sanitation etc. were financed by this funding mechanism to meet the life-saving needs and also the initial rehabilitation needs to help the affected population in rebuilding their lives. The ERF/HRF mechanism contributed to strengthening OCHA's working relationships with local authorities, international and national NGOs and the affected communities and also linking aspects of mid-term/longer-term assistance with emergency assistance. Based on the success of the ERF, UNDP developed a project proposal to establish a similar funding mechanism with longer-term mandates so that the recovery/reconstruction projects that could not be financed by the ERF/HRF could be implemented.

OCHA Indonesia maintained a positive dialogue with the government at the central and provincial levels to promote and advocate for humanitarian access and protection of civilians. In Central Sulawesi and Maluku, OCHA continued the distribution of the bi-lingual/cartoon versions of 'the Guiding Principles on Internal Displacement' in conflict-affected areas. This effort was complemented by the joint government-UN workshops to discuss durable solutions for the remaining IDPs. OCHA organised an Advocacy workshop for representatives from the government, UN agencies and NGOs to develop a strategy for humanitarian advocacy for the specific needs of the affected populations. Due to the elections, OCHA faced difficulties in engaging authorities in discussions on sensitive issues such as access and protection. As a result of the joint workshops, the local governments of Central Sulawesi and Maluku acknowledged that the IDP problems still existed,

despite statements to the contrary by Central Government, and continued to work with OCHA to find durable solutions for the IDPs in the two provinces numbering 30,000 and 300,000 respectively. The continued emergency situation in Aceh made it nearly impossible to get access to the affected population outside Banda Aceh. A break-through was made in September 2004 when the government for the first time allowed an unescorted mission outside Banda Aceh.

Performance Evaluation

- Progress was made on negotiating broader access, but by year's end access in general remained limited.

- Improved linkages between humanitarian and longer-term development programmes were achieved through a strategy document, 'Consolidated Strategy for Transition from Relief to Recovery in Areas Affected by Conflict or Natural Disaster,' and full participation in the UNDAF process.

- The humanitarian community in Indonesia felt that the situation had improved to the point where a consolidated appeal for international donor assistance would no longer be needed.

- Monitoring of the achievements of the CHAP objectives were done through OCHA's coordination mechanisms in Jakarta and also in the field. Participating agencies and international NGOs discussed progress of their projects and constraints as well as problems, at the coordination meetings. Those discussions formed a basis for a transition strategy for 2005.

- The planned transfer of the UNPCOs in Central Sulawesi and Malaku to UNDP did not take place due to continued violence and security concerns.

Indonesia
Requirements, Income and Expenditure Breakdown 2004

Requirements	2,040,451
Income from Voluntary Contributions	1,857,414
EXPENDITURE	
Staff Costs	1,287,075
Consultant Fees and Travel	-
Travel	160,681
Operating Expenses	176,432
Contractual Services	24,250
Supplies, Material, Furniture and Equipment	23,000
Fellowships, Grants and Contributions	15,500
Programme Support Costs	219,302
Total Expenditure US$	**1,906,240**

Nepal
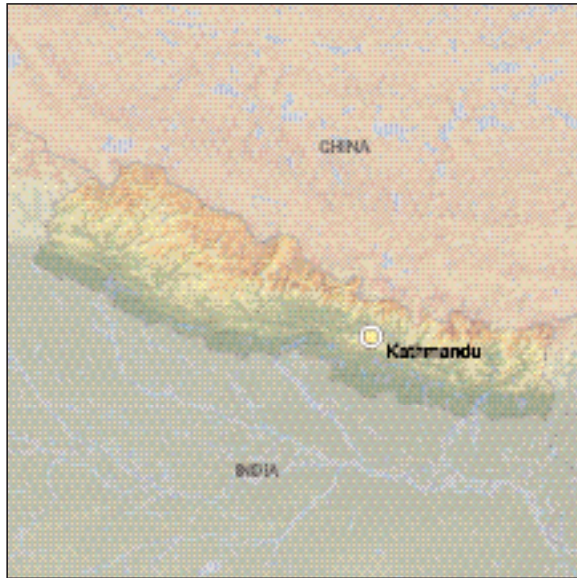
The year 2004 in Nepal was characterized by continued violence and regular human rights abuses perpetrated by both sides to the conflict, which has deepened and extended across the whole country since 1996. There has been no movement towards peace on either side since the break down of the last ceasefire in September 2003. Estimates at the end of the year suggested that around 11,000 Nepalese had been killed to date as a direct result of the conflict.

UN agencies, donors and NGOs conducted broad reviews of longstanding development programmes with a view to making them more 'conflict sensitive,' and to preventing a further deterioration in the overall situation. The conflict has caused great socio-economic disruption and increased population displacement, including to India, although the situation in Nepal remains characterised as an 'acute human rights and protection of civilians crisis,' as opposed to a full-blown humanitarian emergency.

A joint OCHA and IDP Division mission in June raised a number of recommendations to the UN and broader international community on issues relating to access and security, contingency planning, monitoring and information flow, protection, assistance strategies and coordination forums. In response, an OCHA Humanitarian Affairs Officer arrived at the end of August to join the office of the Resident Coordinator and the United Nations Coordination Unit.

Key Objectives in 2004

The Office's key objectives in 2004 were to: strengthen systems for coordination, decision-making and response in key sectors through assistance to UN agencies; support the Resident Coordinator in donor coordination efforts; support the development and updating of UN agency and inter-agency contingency plans; consolidate and share an analytical picture of the needs and responses for addressing humanitarian and protection concerns in Nepal through the development of new information management tools; and provide technical guidance and oversight to the Humanitarian Assistance Information System project.

Outputs and Accomplishments

An interagency contingency planning mission consisting of headquarters staff from WFP, UNICEF and UNHCR was facilitated by OCHA in October, along with a number of other United Nations Country Team and broader donor group workshops to examine ways of collectively and safely adapting programmes to the deteriorating conflict scenario. A number of UN agencies updated their contingency plans for a worsening humanitarian crisis. Plans to formalise and maintain a consolidated inter-agency contingency plan were established.

Protection remains the principal humanitarian concern in Nepal. OCHA also contributed to the formation of an inter-agency protection working group under the auspices of OHCHR aimed at supporting the activities of the National Human Rights Commission (NHRC).

Plans have been developed to strengthen the OCHA presence in 2005, including outside Kathmandu. The key reason for a strengthened OCHA presence is the consensus view among the UN Country Team and broader assistance community that while there may not yet be acute humanitarian needs in all traditional sectors, there is a need to employ many of the humanitarian tools and services to be able to continue accessing vulnerable groups with appropriate assistance. An OCHA presence in the field outside Kathmandu would facilitate gathering, analysing and disseminating crisis-related information to the international aid community.

A number of inter-agency field assessments were undertaken to examine the dynamics of internal displacement. An IDP Advisor was seconded to join the RC's Office at the end of the year to support the development of a common understanding and strategy on IDP issues amongst UN agencies and the broader national and international assistance community. The strategy would include identifying ways in which national authorities, UN agencies and NGOs could enhance support to the inter-agency preparedness and response measures in order to assist IDPs and prevent further displacement (i.e. monitoring, planning, coordination, advocacy, etc).

A revised plan for information management on humanitarian and conflict related issues was developed in conjunction with United Nations agencies and the Humanitarian Assistance Information System project, which was transferred under OCHA's auspices in late 2004. A coordination website information platform was commissioned following consultations with United Nations agencies.

Performance Evaluation

Since the OCHA presence in Nepal was not established until August 2004 and was not envisioned in *OCHA in 2004* there were no indicators listed against which its performance evaluation could be measured. Therefore, a summary of constraints and accomplishments follows, below.

The OCHA Humanitarian Affairs Officer was on the ground in Nepal for the last four months of the year, which did not allow for full attainment of all objectives in the limited timeframe. The OCHA presence will be strengthened in view of the deteriorating situation and will further work towards fulfilling the objectives during 2005.

There was an increase in the number of joint inter-agency field missions undertaken, especially to examine displacement issues and other conflict related operational matters amongst UN agencies. Humanitarian and conflict-based terminology appeared in an increasing number of field reports and more information on the humanitarian situation became available.

Although an inter-agency contingency plan is yet to be fully completed, a number of agencies did update

their own plans. Significant progress was made in the development of common planning scenarios.

Agreement was reached amongst UN agencies, local and international NGOs, and donors on improved information sharing to address conflict related needs.

Nepal
Requirements, Income and Expenditure Breakdown 2004

Requirements	73,936
Income from Voluntary Contributions[1]	173,484
EXPENDITURE	
Staff Costs	45,275
Consultant Fees and Travel	-
Travel	5,567
Operating Expenses	6,038
Contractual Services	-
Supplies, Material, Furniture and Equipment	10,440
Fellowships, Grants and Contributions	-
Programme Support Costs	8,751
Total Expenditure US$	**76,071**

1. Includes allocations from Field Coordination Reserve Fund for US$ 85,000

OCHA/IRIN

Regional Disaster Response Advisor for Asia

Asia is one of the most disaster prone regions of the world. In 2004, Asia was hit by typhoons, storms, floods and other water related phenomena that left a trail of destruction and created enormous human suffering. In May, Myanmar was struck by a storm that was the worst since 1968. China was hit by a series of floods from July to September killing more than 500 people and causing US$ 3.5 billion economic loss. The severe floods in Bangladesh killed more than 600 people and affected more than 33 million people. In November and December, the landslides and flash floods in the Philippines resulting from typhoons and storms caused widespread destruction, killing more than 1,000 people and causing US$ 3.6 million economic loss. In the end of the year, Asia was struck by the Indian Ocean earthquake and tsunami that occurred on 26 December – one of the largest natural disasters in the world in years.

The office of the Regional Disaster Response Advisor (RDRA) for Asia is based in Kobe, Japan, and acts as a remote outpost of OCHA Geneva. The office facilitates disaster response, promotes the UN Disaster Assessment and Coordination (UNDAC) system and strengthens UN response capacity. It also supports national disaster preparedness in Asian countries in cooperation with regional stakeholders, particularly with the Asian Disaster Reduction Center (ADRC) in Kobe.

Key Objectives in 2004

In 2004, the key objectives of the RDRA were to: foster a better understanding of the region and country-specific context; support the strengthening of the UN's capacity for disaster management; assist the regional disaster risk management initiatives; and support the Asian INSARAG in strengthening the system and capabilities of Urban Search and Rescue teams while also promoting the UNDAC system in Asia and enhancing its capacity.

Outputs and Accomplishments

Close contact was maintained with UNRCs and UN country teams in Asia to facilitate a rapid exchange of information for early mobilization of international response in disaster situations. The office participated in emergency missions for the Bangladesh floods and the Indian Ocean earthquake and tsunami (Thailand). The RDRA was also actively involved in strengthening the collaboration between the ASEAN Disaster Committee on Disaster Management (ACDM) and the UN. The office facilitated training on disaster management in Myanmar in cooperation with the UNDP and participated in the UNDAC Induction Course in China and the INSARAG regional meeting as a resource person.

The concept of an integrated and holistic disaster risk management approach was advocated for through various meetings and training workshops held in disaster prone countries to link activities in all phases of the disaster cycle and encourage multi-dimensional involvement and cooperation of all stakeholders. For this purpose, the office promoted the development of the Website of the Asia Disaster Reduction and Response Network (ADRRN), assisted UNDP Viet Nam, in cooperation with ADRC, in organizing a training for trainers on hazard mapping at provincial and community levels, and facilitated a disaster management training in Sri Lanka jointly with UNDP. Both Viet Nam and Sri Lanka suffered major floods in 2003, and the above training activities were designed based on the experiences from the disasters. The office took an active part in the preparatory work for OCHA's participation in the World Conference on Disaster Reduction.

Performance Evaluation

- Through OCHA's advocacy efforts regional and national partners, as an essential component of the response to any major disaster in Asia, now request the coordination support of OCHA. Requests for such support were made during missions to Viet Nam (avian flu), Bangladesh (floods), and Thailand (tsunami).

- The RDRA introduced and promoted the UNDAC system and other OCHA emergency services among the Asian governments through presentations made at various conferences, workshops and training programmes, including the third Asian UNDAC Induction course hosted by the Government of China in October 2004.

- The RDRA participated in the UNDAC disaster preparedness mission to Mongolia as Deputy team leader to strengthen the response capacity of the National Disaster Management Agency. The mission was appreciated by the Government of Mongolia.

- The RDRA's involvement in the training workshop in Myanmar in March 2004 promoted the UNCT's effective response to the storm which hit the southwest coast of Myanmar in May 2004. This also led to the quick provision of an OCHA emergency grant for the disaster.

- The RDRA shared his experiences in disaster response/preparedness missions at various regional and donor meetings, conferences, workshops and training programmes.

RDRA - Asia (Kobe)
**Requirements, Income and Expenditure Breakdown 2004**

Requirements	551,367
Income from Voluntary Contributions[1]	323,000
EXPENDITURE	
Staff Costs	263,000
Consultant Fees and Travel	1,192
Travel	69,811
Operating Expenses	5,800
Contractual Services	4,600
Supplies, Material, Furniture and Equipment	8,878
Fellowships, Grants and Contributions	-
Programme Support Costs	45,927
Total Expenditure US$	**399,208**

1. Includes allocations from Field Coordination Reserve Fund for US$ 83,000

Ed Parsons for OCHA/IRIN

Regional Disaster Response Advisor for the Pacific
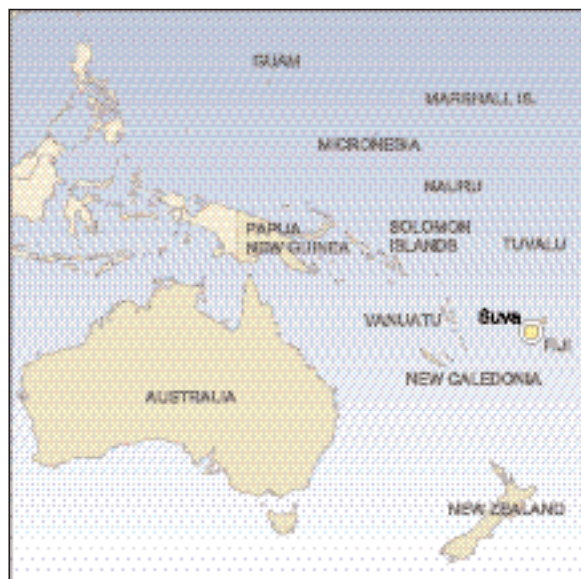
The Pacific is a disaster-prone region and experienced three cyclones in 2004. In January, Cyclone Heta swept through the region impacting on Tokelau, Cook Islands, Samoa, and then hitting Niue with devastating force. Cyclone Ivy caused heavy damage to Vanuatu in February, and Typhoon Sudal swept through Yap state (Federated States of Micronesia) in April. In addition, floods, landslides, and other localized disasters caused significant economic and social impact throughout the region. Two United Nations Disaster Assessment and Coordination (UNDAC) teams were fielded, one to Vanuatu following Cyclone Ivy and the other to FSM for Cyclone Sudal.

Since its inception, the Office of the Regional Disaster Response Advisor (RDRA) for the Pacific has been providing technical support to UN Resident Coordinators, UN Country Teams and national disaster management offices in responding to disaster events as well as preparedness activities. Emergency managers in the Pacific region are engaged in disaster risk reduction activities under the overall coordination of the South Pacific Applied Geoscience Commission (SOPAC). The RDRA plays an active role in this process, with a particular focus on strengthening the linkage between international responders and national authorities during disaster response and preparedness actions.

Key Objectives in 2004

In 2004, the RDRA's key objectives were to: respond quickly and appropriately to emergencies by mobilizing and supporting UNDAC and other OCHA emergency missions whenever required; support inter-agency efforts to build UN capacity at country level to manage emergencies, and seek consensus on how best to reduce the vulnerability of PICs to the impact of such emergencies; encourage the Pacific Island Countries with growing urban populations to create national capacity to manage major urban disasters, including Urban Search and Rescue capability; and build effective working relationships with regional partners engaged in emergency management capacity-building.

Outputs and Accomplishments

Toward meeting these objectives in 2004, the office established a UN Disaster Focal Points Working Group to coordinate UN programs and activities in disaster response in the region. The Group consists of OCHA, UNDP, UNICEF, WHO, and UN Habitat and is at work on a UN Disaster Response Strategy for the Pacific. The office also worked extensively with key regional partners including SOPAC, the Red Cross Federation, and the Asia Foundation within the context of the Pacific Emergency Management Training Advisory Group (PEMTAG). This group acts as a forum for the coordination of emergency and risk management training activities in the region and has been very active throughout 2004.

OCHA dedicated significant time to the development of new information management tools. A brochure about the Office was produced as well as a number of presentations for UNDAC and UN advocacy purposes. An information management project has been planned and discussed at length with key donors and partners, and will most likely be launched in late 2005.

In September, the office supported an UNDAC Refresher Course in Wellington, New Zealand that emphasized urban disaster response and basic OSOCC training. This was followed immediately by Exercise Pegasus, an urban earthquake response simulation that highlighted the distinct coordination and assessment challenges that come about in urban

disasters. UNDAC team members from the PICs carry this training and experience forward to their home states where further advocacy and training is to be planned.

Performance Evaluation

- The RDRA successfully advocated for the inclusion of OCHA as an observer to the annual FRANZ response coordination meeting (France, Australia and New Zealand), which acts as a central coordination mechanism for disaster response in the Pacific. OCHA participation in this and in other key fora hosted by the Red Cross, SOPAC and others is an indication of its central role in disaster response in the region.

- The New Zealand Ministry of Civil Defense and Emergency Management, together with SOPAC, drafted "Guidelines for National Disaster Management Planning in Pacific Small Island Developing States." OCHA successfully advocated for the inclusion of OCHA and its response tools in the planning guide, which should be the basis of all new disaster management plans created or updated in the future.

- The RDRA streamlined the deployment procedures for UN emergency response tools, in particular UNDAC. The deployment of UNDAC teams now comes about as a result of the UNRC making direct contact with the Office of the Prime Minister and/or the Minister of Foreign Affairs. UNCTs have a greater sense

of collective ownership of the UN role in humanitarian issues and the value of the office has been recognized by UNRCs in the region.

- The RDRA established a strong network with key regional partners, which act as focal points for risk management activities addressing each country's vulnerability. Further collaboration is envisaged.

- The RDRA, who had been assigned to this post for more than four years, left the Office at the end of January and a new RDRA was deployed in late April 2004. The new RDRA focused his work on building disaster response and preparedness networks throughout the course of 2004 rather than expanding his work to the area of promotion of humanitarian law and principles and urban search and rescue capability.

RDRA - Pacific (Fiji)
Requirements, Income and Expenditure Breakdown 2004

Requirements	287,816
Income from Voluntary Contributions	21,000
EXPENDITURE	
Staff Costs	123,682
Consultant Fees and Travel	7,174
Travel	51,932
Operating Expenses	18,808
Contractual Services	500
Supplies, Material, Furniture and Equipment	5,600
Fellowships, Grants and Contributions	12,500
Programme Support Costs	28,625
Total Expenditure US$	**248,821**

Ed Parsons for OCHA/IRIN

Tajikistan

Tajikistan is a country prone to natural disasters, including earthquakes, landslides, floods and avalanches. These factors, combined with the consequences of a five-year civil war ending in 1997 and the 2000-2001 droughts, have had a negative impact on the overall humanitarian situation, leaving a number of persons vulnerable and dependent on assistance. Despite some improvements, poverty remains a reality in most people's lives, with close to two thirds of the population living in poverty.

2004 has been a year of transition from humanitarian assistance and recovery to sustainable development. To respond to this changing environment, a decision was taken to gradually phase out the OCHA Office throughout 2003, with the office closing officially by June 2004. In order to avoid a coordination gap, a joint UN Coordination Unit (UNCU) was established in June 2004 under the auspices of the UN Resident Coordinator's (RC) office. The remaining OCHA staff, one international and four national, were effectively transferred to the UNCU as of 1 July 2004. After a review of the remaining financial accounts and discussions with the RC's office, the OCHA office planned to close in 2004.

Key Objectives in 2004

In 2004, OCHA's primary objectives were to: establish a joint Resident/Humanitarian Coordinator Unit; improve coordination for inter-agency planning and

monitoring of activities to support the transition from relief to recovery; build domestic capacity for disaster management; and make Geographical Information System (GIS) and hazard maps available for the most disaster prone areas to improve identification and mitigation of potential natural disaster hazards. As a result of discussions between OCHA, UNDP and UNDG, consensus was reached on the UNCU's terms of reference and financial support, leading to the successful establishment of the Unit by January 2004. The rapid agreement on the UNCU's creation ensured that there was no gap in coordination activities.

Outputs and Accomplishments

In 2004 the Coordination Unit maintained and enhanced the quality of the www.untj.org website, prepared regular updates on needs and responses to humanitarian and development challenges, and supported coordination focal points in a number of sectors with line ministries. To ensure coordination of disaster risk management, the UNCU also housed the UN Disaster Management Unit and the REACT project, which provided GIS services on disaster-affected areas. The REACT project brought together the mandates of OCHA, UNDP and ISDR in a joint effort to promote combined UN cooperation with government, donors, IOs, the Red Cross/Red Crescent Movement and NGOs on all disaster issues.

Coordination between the thirteen UN Agencies active in Tajikistan was supported with a focus on joint programming. Particularly, the UNCU has supported the UN Country Team in preparing the 'Moving Mountains' initiative (common inter-agency strategy for the transition period), including a UN assessment of the development challenges in Tajikistan, the emerging UN framework for development work in Tajikistan, a number of new inter-agency joint initiatives, individual agency projects and a first joint UN Appeal 2005, focusing on development after the phasing out of the CAP mechanism.

Organization of training sessions for national authorities and government counterparts on natural disaster management and preparedness assisted in improving the identification of potential natural disaster hazards and ensured mitigation for response requirements. However, workshops and training

sessions need to increase as national capacity for disaster management and preparedness remains weak.

Performance Evaluation

- Successful establishment of the UN Coordination Unit, which has been praised by the UN agencies as a model for a transition situation from humanitarian to development coordination. Creating a joint unit responsible for both humanitarian and development activities ensured the continuation of coordination requirements. The role of the UNCU is recognized widely within the international community and has received special attention as a result of the publication of the Information Platform and UN Appeal documents, the effective coordination function of the REACT group and the work of the Millennium Development Goals based Needs Assessment.

- Full endorsement of the planning framework by the agencies was achieved and has led to a constructive process in compiling a joint Appeal, based on the framework outcomes. Challenges for monitoring these outcomes and the related planned projects remain.

- Managed a smooth transition to development-based assistance through the early establishment of the UNCU and a gradual phasing out of residual humanitarian activities.

- Successfully prepared and issued GIS maps in acute disasters such as the July 2004 floods. The GIS base maps are being adopted by agencies active in GIS development outside the UN.

- The OCHA office was successfully closed on 31 August 2004.

Tajikistan
Requirements, Income and Expenditure Breakdown 2004

Requirements	214,248
Income from Voluntary Contributions	110,000
EXPENDITURE	
Staff Costs	40,218
Consultant Fees and Travel	2,418
Travel	20,175
Operating Expenses	24,317
Contractual Services	700
Supplies, Material, Furniture and Equipment	34,817
Fellowships, Grants and Contributions	800
Programme Support Costs	16,047
Total Expenditure US$	**139,492**

OCHA/IRIN

EUROPE

Georgia

After the "Rose Revolution" of November 2003, the new Georgian leadership embarked on an ambitious reform programme to strengthen governance, foster economic growth, reduce poverty and restore public confidence. Although progress has occurred in some sectors, the ongoing tensions and volatility combined with the legacy of the wars of the 1990s which lead to large numbers of internally displaced persons and refugees from Chechnya, means that a significant number of people still remain vulnerable and dependent on humanitarian actions.

The year 2004 in particular was marked by tensions regarding the Adjara Autonomous Republic as well as South Ossetia, with the situation in South Ossetia escalating to armed clashes for several weeks, leading to the temporary displacement of several thousand Georgian women and children into "Georgia proper". In addition, heavy rainfall and mudslides in Georgia's already fragile highlands resulted in the need for emergency humanitarian aid as well as longer-term rehabilitation efforts.

However, although residual humanitarian concerns remain, there has been a steady transition from most humanitarian assistance to longer-term recovery and development programmes. In this context, OCHA has been working on the phase-out of its functions by the end of 2004. On 31 December 2004, after 10 years in Georgia, the OCHA office was officially closed.

Key Objectives in 2004

The key objectives for the Office were to: develop collaborative arrangements with UNDP and the Office of the UN Resident Coordinator to ensure a smooth transition; provide coordinated and effective humanitarian advocacy and information sharing by submitting evidence-based humanitarian analysis; and ensure an effective and coordinated mechanism for Disaster Preparedness and Response by augmenting the level of UN Disaster Management Team (DMT) preparedness and response capacities.

Outputs and Accomplishments

In 2004, as part of the transition to recovery and reconstruction, coordination responsibilities for issues such as protection and support for IDPs and monitoring of the situation in the conflict areas of South Ossetia and Abkhazia were handed-over from OCHA to UNDP. Further modalities were developed with the UN Development Group for the creation of a small Transition Unit in 2005 to facilitate and assist the UN Country Team in sustaining humanitarian coordination requirements and leadership of the inter-agency DMT focusing on emergency preparedness and response. The OCHA office was closed on schedule by 31 December 2004.

The office continued its advocacy and information sharing efforts throughout 2004 by providing humanitarian analysis and briefings and publishing regular information materials. The OCHA office was actively involved in the follow-up actions regarding the Humanitarian Assistance Strategy 2004 conference and the related report by facilitating activities of the Special Populations Working Group.

OCHA also convened the annual Humanitarian Situation and Strategy 2005 Conference, which was highly praised by international and local actors for its effective participatory approach. The accompanying strategic documents for 2003, 2004 and 2005 respectively became the key reference documents for the humanitarian and related development community in Georgia. OCHA's advocacy efforts were also crucial in defining natural disasters as one of the priorities of the conference.

A significant portion of OCHA's work was dedicated to the leadership of the inter-agency UN DMT

focusing on disaster preparedness and response actions. The Office led several conflict-related contingency planning exercises and kept necessary preparedness measures up-to-date. It also coordinated DMT's mobilization in response to floods/landslides in July 2004. The office advocated with government structures on strengthening the national disaster management capacities. However, the temporary abolishment of the specialized disaster response entity in the government was a serious obstacle to creating a disaster preparedness and response MOU between the DMT and the government.

Performance Evaluation

- Publication of a monthly Humanitarian Information Bulletin covering humanitarian and development issues has helped to advocate for and highlight humanitarian needs such as forgotten needs in Western Georgia, including Abkhazia. In addition, two Humanitarian and Development Contacts Directories were published in 2004 to facilitate coordination.

- Ad hoc inter-agency reporting and briefings during the crises in Adjara and South Ossetia that contributed to the analysis of the situation and helped prioritize agency and donor response and information sharing over the situation.

- In the absence of the Consolidated Appeal Process (CAP), OCHA prepared the Humanitarian Assistance Strategy 2005 report outlining four key development and humanitarian priorities on transition, conflict-affected populations, vulnerable populations and natural disasters that required special attention and advocacy from both government and the international community.

- Carried out three conflict-related contingency planning exercises (Adjara, South Ossetia and Abkhazia) and supported the Resident Coordinator in the identification of a new focal point for contingency planning and crisis response in Georgia.

- Increased the capacity of the DMT to prepare and respond to natural disasters such as floods/landslides in mountainous area of

Svaneti. Supported also the capacity building of the government in disaster management by playing a significant advocacy role for the re-establishment of the main governmental disaster management entity.

- OCHA also facilitated the coordination of the DMT sectoral working groups to ensure efficient response coordination to crises. As a result of a temporary displacement of Georgian populations from the South Ossetia conflict zone, a DMT Working Group on South Ossetia was created with OCHA and conducted needs assessments in the various locations where children and women were being accommodated.

- OCHA successfully handed-over its functions to a Transition Unit that is carrying out a number of humanitarian related issues and the office was efficiently closed-down in December 2004.

Georgia
Requirements, Income and Expenditure Breakdown 2004

Requirements	173,681
Income from Voluntary Contributions	50,000
EXPENDITURE	
Staff Costs	142,724
Consultant Fees and Travel	382
Travel	9,833
Operating Expenses	22,989
Contractual Services	3,315
Supplies, Material, Furniture and Equipment	4,800
Fellowships, Grants and Contributions	-
Programme Support Costs	23,925
Total Expenditure US$	**207,968**

The Russian Federation

In 2004, the humanitarian situation in the North Caucasus remained complex, with localized instability and unpredictable security conditions challenging humanitarian operations. A series of destabilizing events shook the region and periodically impeded humanitarian access to varying degrees. One event—the incursion into Ingushetia of an armed, non-state group—resulted in the death of an OCHA staff member and relocation of staff for a brief period. Against this backdrop, there were also positive developments. The pace of IDP return to Chechnya accelerated in 2004, and the last tent camps in Ingushetia were closed. Government property-compensation began to be paid by the second half of the year, and some socioeconomic recovery in Chechnya became visible. Despite the ongoing violence, seventy UN daytime missions succeeded in entering Chechnya. However, the situation remains challenging. Hundreds of thousands of people remain displaced in the region and the entire population of Chechnya suffers from the inadequacy of infrastructure and social services. Insecurity continues to be felt in Dagestan and Ingushetia.

In 2004, OCHA maintained a main office in Moscow and the sub-office in Nazran, Ingushetia, to support the Humanitarian Coordinator and the inter-agency Consolidated Appeals Process (CAP). OCHA also promoted Russia's involvement in humanitarian action worldwide.

Key Objectives in 2004

OCHA's key objectives in 2004 were to: enhance collaboration and understanding between the international aid community and Russian authorities; advocate for the rights of all people in the North Caucasus; promote and coordinate policy development on humanitarian action in the Russian Federation; and strengthen relations with the Russian Ministry of Emergencies. By mid-year, new priority was also given to transition planning.

Outputs and Accomplishments

In 2004 OCHA facilitated the work of eight UN agencies, ICRC, and about forty national and international NGOs. Indirect beneficiaries were the 1.2 million civilians in need in Chechnya and neighboring republics. Over the course of the year, the Office helped develop a mutually transparent and cooperative working relationship between the government and the aid community, particularly through constant dialogue with authorities at all levels. One major achievement in 2004 was an agreement in principle among the humanitarian community to develop a CAP "exit strategy" and to place greater focus on local capacity building and livelihoods.

OCHA continued fine-tuning other coordination mechanisms and used the CAP (particularly the Mid-Year Review exercise and preparations for and launch of the 2005 Appeal) to strengthen policy and operational coordination among UN agencies, the ICRC, NGOs, donors, and the Russian government at local and federal level. Twelve major NGOs (national and international) were included in the Consolidated Appeal for the first time in 2004, this number rapidly growing to twenty NGOs in the 2005 Consolidated Appeal.

In 2004, OCHA regularly met with existing interlocutors and established new contacts in the government, at the federal level in Moscow and at the local level through the OCHA sub-office in the North Caucasus. This paid off in greater cooperation and understanding of the important role of humanitarian assistance and of access for emergency relief and early community recovery. Within the aid community, regular briefing and coordination meetings were held in Moscow and the North Caucasus, with increasing

emphasis on policy as well as operational coordination. A new format of coordination meetings in Moscow, named the Humanitarian Forum, was introduced to facilitate detailed discussion of priorities among the broad community of CAP stakeholders, notably the important work on the protection of civilians. Frequent bilateral meetings and communication with donors and CAP agencies also allowed for a closely shared and evolving situation analysis and targeted advocacy.

OCHA prioritized Information Management support, with a humanitarian action briefing kit, monthly humanitarian information bulletins, sharing and translation of minimum standards by translating and disseminating the sphere handbook for NGOs, timely notes for the file on important meetings, daily media reviews, and other products that contributed to increasing vital information flow. OCHA's website www.ocha.ru, including access to a database on humanitarian action, was developed and strengthened to increase its use as a reliable and quick source of information.

Performance Evaluation

- Maintained a dynamic and light coordination structure through regular weekly meetings of agencies participating in the CAP to share information, review progress and challenges, discuss security and protection of civilians policy issues.

- Achieved full government support to the CAP process symbolized through a constructive dialogue with the government. Government officials at the central and local level actively participated in planning sessions within the CAP in addition to the regular coordination meetings. Discussions took place specifically at the mid-year review launch in June 2004 as well as at the two 2005 CAP workshops in Vladikavkaz and Moscow.

- Ensured that human rights and humanitarian principles, the Guiding Principles on IDPs, were a constant part of the dialogue with local authorities and affected populations. Advocacy contributed to ensuring the voluntary nature of the return of IDPs (monitored by UNHCR and

NGOs) and contributed to the closure of the last three tented camps with a population of 7175 in Ingushetia with choice for relocation in Ingushetia or return. OCHA helped establish a Human Rights Task Team in the UNCT and introduced the work of the IASC and UNDG/ECHA in this area. OCHA arranged for various journalists' travel to the North Caucasus and led one inter-agency media campaign around UN Day 2004 to raise awareness of UN activities among the North Caucasus population. More daytime missions to Chechnya were made possible with OCHA's advocacy work on access. OCHA coordinated almost seventy daytime missions into Chechnya and facilitated six aid-monitoring missions to the North Caucasus for donor delegations.

- Built up a collaborative relationship with the Russian Ministry of Emergencies and MFA on natural disasters and advised the government on specific disaster-response deployments (such as UNDAC), use of the Financial Tracking System, and liaison with other major donors.

Russian Federation
Requirements, Income and Expenditure Breakdown 2004

Requirements	1,507,420
Income from Voluntary Contributions	1,257,788
EXPENDITURE	
Staff Costs	1,114,353
Consultant Fees and Travel	32,460
Travel	132,669
Operating Expenses	284,779
Contractual Services	56,824
Supplies, Material, Furniture and Equipment	98,662
Fellowships, Grants and Contributions	26,000
Programme Support Costs	226,947
Total Expenditure US$	**1,972,694**

AMERICAS AND THE CARIBBEAN

Colombia

Throughout 2004, the humanitarian situation in Colombia was characterized by a serious IDP problem, a large number of blockaded and at-risk communities, and a series of contentious debates. According to official government registries, the number of new IDP cases declined in comparison with previous years. However, Colombia still had one of the most serious displacement problems in the world and the largest in the western hemisphere, with a figure between two to three million IDPs. At-risk and blockaded communities lacking food security, humanitarian access and adequate protection measures were also of great concern. While the "democratic security" policy of President Uribe returned public forces to many previously unprotected municipalities in the country, an improved provision of public services did not follow. Poverty and unemployment rates remained high and displaced persons were frequently located in marginalized urban areas.

OCHA has been present in Colombia since 2000 as a technical assistance unit to UNHCR, which had been designated the lead agency on the issue of displacement. In August 2004, in order to provide better support to the UN Humanitarian Coordinator in the coordination of humanitarian assistance in Colombia, OCHA's presence evolved and was strengthened with a particular focus on coordination, information and advocacy, especially in reference to

the Humanitarian Action Plan II (HAP II) for 2005, and the sharing of information through the Humanitarian Situation Room. Starting in 2005, coordination teams will be established in the cities of Medellín, Cali and Bucaramanga, with satellite offices in Quibdó, Cúcuta and Barranquilla.

Key Objectives in 2004

OCHA's objectives in 2004 were to support the establishment of a comprehensive humanitarian information system, to strengthen and adapt the Humanitarian Action Plan in response to the ongoing humanitarian crisis and to improve the local response capacity for natural disasters.

Outputs and Accomplishments

In 2004, the HAP II was expanded to involve other actors such as national, regional and local governments, national and international NGOs, academia, the private sector and the churches. IDP as well as indigenous and Afro-Colombian organizations and the UNCT were also part of this exercise. This process directly involved 1,442 and, indirectly, more than 2,000 institutions. In this joint effort, under the leadership of the GOC, OCHA acted as a facilitator, technical adviser and partner to all humanitarian actors, including national and international institutions and donors. A solid linkage now exists between humanitarian and development works in Colombia, which was reflected within the HAP II. With a clear focus on prevention and protection at each phase, there was a special emphasis on human rights, particularly through the promotion and support of the UNHCHR recommendations and the International Humanitarian Law as a universal theme integrated into all projects.

The Humanitarian Situation Room (HSR), an interagency initiative under the auspices of OCHA, was also strengthened in 2004 and became the main clearinghouse for humanitarian information in Colombia. Between January and December 2004, the requests for the HSR products increased, especially Monthly Reports, as the number of addressees increased by 100 percent. For other products, the output was stable during the year but the improvement in quality during the last part of the year dramatically increased demand. The re-design

of the HSR web page began in November to offer a more complete service and with many products available for downloading.

Additionally, OCHA coordinated several inter-agency and inter-institutional field missions. During these missions, OCHA collected information on the humanitarian situation, identified goals and made recommendations in order to improve the effectiveness of humanitarian interventions.

The UNCT made an effort to coordinate and respond more adequately to natural disasters in the country. Regular meetings took place with UN agencies on the theme of natural disasters, and in the final quarter of 2004, joint field missions were carried out as well as a coordinated response activities to train for these emergency situations.

Performance Evaluation

- The OCHA coordination role was broadly recognized both within state institutions, civil society and the donor community, as well as within the UN system, as the leading institution for coordination and information management. The Humanitarian Action Plan II was expanded to include new partners and re-elaborated based on a new strategy. It will be launched in April 2005 and due to this delay, the Plan was not activated.

- The implementation of three local humanitarian plans was not achieved due to the changes made to an overall strategy of the Humanitarian Action Plan II, which absorbed the local Humanitarian Action Plans that were originally planned, through the implementation of a series of seven regional workshops. These workshops helped to identify needs at the local level, with the participation of 1,421 actors from local, national and departmental governments, as well as the SNU, NGOs and civil society.

- The formulation of the inter-agency disaster response plan was started as planned during the course of the year. The Plan will be completed and endorsed by the UNCT in 2005. This plan was sub-contracted to an external consultant. Due to the complexity of the humanitarian crisis and UN agencies involvement in relief efforts after serious floods occurred during October and November it was not possible for this to be completed during 2004.

Colombia
Requirements, Income and Expenditure Breakdown 2004

Requirements	1,131,636
Income from Voluntary Contributions[1]	1,613,884
EXPENDITURE	
Staff Costs	316,582
Consultant Fees and Travel	-
Travel	41,988
Operating Expenses	94,140
Contractual Services	99,270
Supplies, Material, Furniture and Equipment	45,600
Fellowships, Grants and Contributions	19,125
Programme Support Costs	80,172
Total Expenditure US$	**696,877**

1. Includes allocations from Field Coordination Reserve Fund for US$ 236,000.

Haïti

In 2004, Haïti was volatile and politically divided with frequent security incidents in the capital and other major cities related to the scheduled presidential election in November 2005. The socio-economic and political crisis that aborted the transition to democracy in early 2004 reminded the international community of the urgent need for humanitarian assistance to its vulnerable population, which was weakened by structural poverty and environmental degradation. There was also an urgent need to adequately address the chronic information deficit and to identify the on-going and planned humanitarian actions. Two major natural disasters (floods in May and Tropical Storm Jeanne in September) highlighted the limited capacity of the central government to respond to crisis.

In February 2004, the United Nations and its partners launched a Flash Appeal to respond to urgent and immediate needs of the Haïtian people for six months, and to help establish basic services for the rehabilitation of social services and economic recovery. OCHA established its presence in March 2004, initially with two Information Management Officers and a Civil-Military Coordination Officer, to assist the UN Humanitarian Coordinator in coordinating humanitarian assistance. In June, the responsibilities of the Multinational Interim Force (MIF), operational since February, were transferred to the United Nations Stabilization Mission in Haïti (MINUSTAH). Within the mission, the establishment of the Humanitarian/Development Unit was foreseen.

Key Objectives in 2004

OCHA's key objectives are to: advocate for humanitarian issues; create an information platform to identify the needs of the most vulnerable populations and to facilitate coordination and decision-making at the field level; and ensure coordinated approaches with regard to providing security and access to areas with populations in need of humanitarian assistance.

Outputs and Accomplishments

OCHA convened the Humanitarian Coordination Forum to ensure information dissemination and coordinate humanitarian assistance activities. The Forum is regularly attended by some 50 institutions including MIF/MINUSTAH, NGOs, donors, UN agencies and national authorities who exchange information on humanitarian activities and plan programs and review food security, health and nutrition, water and sanitation, education, shelter and logistics, and protection and gender issues. Throughout 2004, sectoral coordination meetings, convened by UN agencies or national authorities, took place both in the capital and in some of the Departments and their conclusions and recommendations were regularly communicated to OCHA and channeled into the broader Humanitarian Forum.

A major achievement was the incorporation of NGOs into the overall coordinating process. Some coordination mechanisms functioned between UN agencies and some departments of the government (mainly at the national level) prior to the arrival of OCHA, but according to representatives of national/international NGOs, the NGO community was not actively participating. For instance, NGOs did not participate in the preparation of the Flash Appeal that was launched in March 2004. Through inclusive, regular Humanitarian Coordination Forum meetings most humanitarian actors became engaged in the process, contributing to the elaboration of national humanitarian strategies. These efforts were reflected in the Flash Appeal launched in October, following the devastating floods caused by Tropical Storm Jeanne.

In response to the two major floods that occurred in May and September, the OCHA staff contributed substantially to coordinating humanitarian assistance. Information was compiled by OCHA staff in Port-

AUG-Prince and forwarded to HQs for the Situation Reports, thereby informing the international community of urgent needs. UN Disaster Assessment and Coordination (UNDAC) teams were fielded and established an On-site Operations Coordination Center to coordinate international humanitarian assistance. In September, weekly general coordination meetings were organized in Gonaives, the city hardest-hit by the storm, from the onset of the emergency. This coordination forum was kept under the chairmanship of OCHA for a period of two months, after which the local authorities and UNDP assumed coordination tasks.

The Civil-Military Coordinator ensured the flow of information, to ensure coordinated approaches, on security conditions, logistical arrangement and humanitarian activities among the UN Humanitarian Coordinator, UN agencies, humanitarian partners and MIF/MINUSTAH. In September, with the support of MINUSTAH, access to areas with populations in need, particularly the areas affected by the two major natural disasters, cut-off by damaged roads or collapsed bridges, was obtained by facilitating emergency air transport for humanitarian personnel and relief items.

Performance Evaluation

Since Haïti was not included in OCHA's extra-budgetary projects for 2004, the indicators below were set up in March 2004 with performance evaluation following.

- Assessment missions are undertaken to identify needs.

    OCHA participated in or led five rapid needs assessment missions between March and October: Artibonite (St. Marc), North West (Port de Paix, Môle St. Nicolas, Jean Rabel, Baie de Henne, Anse Rouge, Terre Neuve and Gros Morne), Sud-Est (Mapou), Grande-Anse (Jeremie) and Artibonite (Gonaives). The missions to Mapou and Gonaives were carried out in the context of the emergency caused by the floods of May and September.

    Because of the absence of mechanisms to retrieve, analyse and disseminate information coming from other humanitarian institutions with a consistent presence in the field, there still is a lack of reliable information. Due to

personnel constraints, an on-line database was not yet established.

- Coordination meetings are held once a week with all international humanitarian actors. At least 50 sectoral coordination meetings are held.

    58 general coordination meetings were held between March and October in Port-AUG-Prince, Mapou and Gonaives.

- Situation reports are prepared regularly and disseminated to all actors concerned.

    17 Humanitarian Situation Reports were issued. In addition, eight Situation Report on floods in May and 17 Situation Reports on Tropical Storm Jeanne in September/October were issued.

Haïti
Requirements, Income and Expenditure Breakdown 2004

Requirements	701,920
Income from Voluntary Contributions[1]	837,045
EXPENDITURE	
Staff Costs	321,322
Consultant Fees and Travel	-
Travel	92,468
Operating Expenses	64,863
Contractual Services	-
Supplies, Material, Furniture and Equipment	32,900
Fellowships, Grants and Contributions	-
Programme Support Costs	66,502
Total Expenditure US$	**578,055**

1. Includes allocations from Field Coordination Reserve Fund for US$ 183,914.

Regional Disaster Response Advisor for Latin America and the Caribbean

In Latin America and the Caribbean, response coordination in natural disasters has been the primary responsibility of the Office of the Regional Disaster Response Advisor (RDRA) since its inception in 1999. In 2004, several major natural disasters affected the region: four hurricanes, Charley, Frances, Ivan and Jeanne; floods in Bolivia, Costa Rica, Dominican Republic, Haïti, Peru, and Panama; earthquakes in Colombia; and snowstorms in Peru.

In addition to the natural disasters, poverty and social inequalities that are prevalent in many countries in the region continue to challenge societies characterized by fragile democracy. Although OCHA maintains field presences in Colombia and Haïti to support the current crisis situations, many other countries in the region are at risk of further social unrest. OCHA also monitors the changing political and social circumstances and movements in close collaboration with the UN Country Teams.

Key Objectives in 2004

In 2004, the RDRA Office's primary objectives were to: help establish, update and revise the disaster preparedness and response plans of the United Nations Disaster Management Team (UNDMT)/UN Emergency Technical Team (UNETT) and national disaster response agencies; identify new partners, improve regional inter-agency partnerships and

ensure that the United Nations Disaster Assessments and Coordination (UNDAC) system was operational in the region; compile baseline data for the countries in the region; formulate a disaster information management system and install such a system, and redesign/ launch the Office's web site.

Outputs and Accomplishments

To strengthen the capacity of a disaster-prone country's national and local authorities in disaster management, the RDRA identified three key requirements from the UN Country Team: 1) political commitment from the UN Resident Coordinator and the UN Country Team organized as UNDMT; 2) the UNETT and Inter-Agency Emergency Preparedness Plan as technical and operational tools and; 3) sustainability of the preparedness and planning process for continuous updating and revision involving the national authorities. This strategy resulted in five inter-agency emergency preparedness workshops, thus establishing and strengthening UNDMT/ UNETT.

As a new initiative, two Damage Assessment and Needs Analysis for Decision Makers (EDAN-TD) Workshops were carried out with the support of USAID/OFDA in Bolivia and Colombia. Some 30 participants from different UN agencies and national institutions were given an opportunity to learn a systematic damage assessment and needs analysis methodology, as well as to establish links among emergency managers and national decision makers.

In establishing a regional partnership, the Office also played a vital role serving as the Secretariat of the Regional IASC Risk, Disaster and Emergency Task Force and assisted in organizing the Inter-Agency Hurricane Season Preparedness Meeting in Haïti and an inter-agency social conflict preparedness mission.

In addition to the focus given to natural disasters, the Office actively supported UN and other humanitarian partner organizations in dealing with key regional issues related to conflict situations. The Office is strategically located in Panama, side-by-side with other partner organizations such as UNDP, UNICEF, WFP and IFRC. In view of the growing demands, it has been decided that the office be converted into a Regional Office for Latin America and the Caribbean in 2005.

Performance Evaluation

- Five Inter-Agency Emergency Preparedness Workshops were successfully held in Panama, Colombia, El Salvador, the Dominican Republic and Honduras and led to strengthening the UN Country Teams' planning process. As a result, five UNDMTs concluded inter-agency emergency preparedness plans.

- The effectiveness of the UNDAC system in the region was improved. For the seven UNDAC missions, the Office acted as an efficient interface between the UNDAC system and regional/ national organizations in the region. The RDRA participated in two of these missions as team leaders. As for the disaster preparedness phase of the activities, the Office provided support in organizing the UNDAC Refresher Course in Panama in March 2004.

- The implementation of the disaster management information system and compilation of base-line information was not feasible, due to overwhelming numbers of emergencies. However efforts will be made in five highly disaster-prone countries, such as Colombia, the Dominican Republic, Haïti, Nicaragua and Peru in 2005.

- As a part of efforts to strengthen systems for timely and quality information in support of decision-making and to formulate disaster information management system model, the Office's website (ochaonline.un.org/panama) was redesigned, but needs further development.

RDRA - Panama
Requirements, Income and Expenditure Breakdown 2004

Requirements	363,429
Income from Voluntary Contributions1	390,000
EXPENDITURE	
Staff Costs	154,890
Consultant Fees and Travel	31,938
Travel	46,205
Operating Expenses	41,722
Contractual Services	2,000
Supplies, Material, Furniture and Equipment	13,200
Fellowships, Grants and Contributions	-
Programme Support Costs	37,694
Total Expenditure US$	**327,649**

1. Includes allocations from Field Coordination Reserve Fund for US$ 100,000.

Ed Parsons for OCHA/IRIN

ANNEXES

OCHA/IRIN

ANNEX I: In-kind and Other Contributions 2004

OCHA benefited in 2004 from many in-kind and other contributions from donor countries that sponsor a variety of activities like UNDAC training courses (Inductions and Refreshers), deployment of additional support staff, additional funds to sponsor UNDAC members from developing countries, etc.

A detailed list of in-kind contributions by donor country is presented below:

Australia

1. Sponsor participants to the UNDAC Pacific Refresher Course and OSOCC Exercise Wellington, New Zealand September 2004

2. 1 staff deployed to occupied Palestinian territory through Red R Engineers Australia

Canada

1. Support for 10 Latin American members and missions

China

1. UNDAC Asia Induction Course, Beijing, October 2004

Denmark

1. IHP Support Staff Training, Herning, March 2004

2. OCHA Standby Partners Orientation Course, Copenhagen, June 2004

3. 7 staff deployed through Danish Refugee Council: 3 Sudan, 2 Guinea, 1 Côte d'Ivoire, 1 Senegal

Estonia

1. INSARAG East European Awareness Module Course, Tallin, November 2004

Finland

1. UNDAC Europe Refresher Course, Kuopio, September 2004

Hungary

1. INSARAG East European Awareness Module Course, Budapest, February 2004

Japan

1. Hosted symposium, workshop and training on disaster reduction

2. Regional Disaster Response Adviser (RDRA) based in Kobe, Japan

3. Hosted and maintained the Office of the RDRA

4. Hosted and maintained the Office of OCHA in Kobe, contribution from Hyogo Prefecture

5. Radio Project, IRIN. Human Security Trust Fund

6. The Brookings-Bern Project on Internal Displacement. Human Security Trust Fund

Norway

1. Support for developing country members missions

2. UNDAC Africa Induction Course, Addis Ababa, November 2004

3. Exercise TRIPLEX, Starum, September 2004

4. OSOCC Training Course, Stavenger, December 2004

5. Regional Mission Kit (5 sets)

6. 12 staff deployed through Norwegian Refugee Council: 1 Uganda, 1 Iran, 5 Sudan, 1 Haïti, 1 Côte d'Ivoire, 1 Nepal, 1 Sri Lanka, 1 Indonesia

New Zealand

1. UNDAC Pacific Refresher Course and OSOCC, Exercise, Wellington, September 2004

Peru

1. INSARAG Americas Regional Group Meeting, Lima, August 2004

Philippines

1. INSARAG Asia Pacific Regional Group, USAR Exercise, Manila, January 2004

Singapore

1. Asia Pacific Humanitarian Partnership, November 2004

2. INSARAG Asia – Pacific Regional Meeting, September 2004

3. INSARAG Worldwide USAR Team Leaders Meeting, September 2004

Sweden

1. Funding for insurance coverage for – UNDAC members on mission

2. OCHA Standby Partners Orientations Courses (2), Stockholm April and June 2004

3. 11 staff deployed through SIDA: 2 Guinea, 1 Somalia, 1 North Caucasus, 1 Liberia, 2 Maldives, 1 Sri Lanka and 3 Indonesia

4. Financial support to disaster prone developing countries to attend the INSARAG Africa/Europe Regional Group Meeting in Tunisia

Tunisia

1. INSARAG Symposium for African Countries, Hammamet, February 2004

2. INSARAG Lessons Learned Meeting Iran/Morocco Earthquakes, and INSARAG Africa/Europe Regional Group Meeting, Hammamet, April 2004

Switzerland

1. UNDAC European Induction Course, Lausanne, May 2004

2. Funding the Regional INSARAG Antenna in Tunisia

3. Financial support to disaster prone developing countries to attend the INSARAG Africa/Europe Regional Group Meeting in Tunisia

United Kingdom

1. OSOCC Training Course, Worthing, February 2004

2. 7 staff deployed through DFID to Sudan

United States

1. UNDAC Latin America Induction Course, Panama City, March-April 2004

2. Financial support for participants to the INSARAG Americas regional Group Meeting in Lima, Peru, August 2004

ASSOCIATED EXPERTS PROGRAMME (JPO's)

| Country	HQ New York	HQ Geneva	Field Offices	TOTAL
Denmark	3	2	-	5
Norway	1	2	1 (Tajikistan)	4
Italy	3	1	-	4
Finland	-	1	-	1
Luxembourg	1	-	-	1
Switzerland	-	1	-	1
Germany	1	-	-	1
Netherlands	-	-	1 (Kenya)	1
France	1	1	-	2
Japan	-	-	1 (Panama)	1
United Kingdom	-	1	-	1
OIF*	1	-	1 (Senegal)	2
TOTAL US$	**11**	**9**	**4**	**24**

* Organisation Internationale de la Francophonie

INTERNATIONAL HUMANITARIAN PARTNERSHIP (IHP)
SUPPORT FOR UNDAC MISSIONS AND EXERCISES 2004

The International Humanitarian Partnership is conformed by: Belgium, Denmark, Finland, Netherlands, Norway, Sweden and the United Kingdom.

	EVENT OR ACTIVITY	DATES	DESCRIPTION
1	Iran: Bam Earthquake	26 Dec 03 – 9 Jan 04	IHP Support module Denmark, Finland, Norway, Sweden and UK
2	Sudan, Darfur: Humanitarian Emergency	Feb – Mar 2004	IHP Combined Support Modules Belgium, Denmark, Finland, Holland, Netherlands, Norway, Sweden, UK
3	Micronesia: Typhoon Sudal	19 Apr – 30 Apr 2004	IHP support modules Finland and Sweden
4	Dominican Republic: Floods	27 May – 6 June 2004	IHP support module Sweden
5	Haïti: Floods	28 May – 12 June 2004	IHP support module Sweden
6	Exercise Triplex 2004	Sep 2004	IHP Support modules from Denmark, Finland, Norway, Sweden, UK
7	Caribbean Region: Jamaica, Hurricane 'Ivan'	9 Sep – 27 Sep 2004	IHP support module Sweden
8	Caribbean Region: Grenada and Cayman Islands, Hurricane 'Ivan'	12 Sep – 27 Sep 2004	IHP augmented support modules Denmark and Finland
9	Caribbean Region: Dominican Republic, Tropical Storm 'Jeanne'	20 Sep – 5 Oct 2004	IHP support module Sweden
10	Caribbean Region: Haïti, Tropical Storm 'Jeanne'	21 Sep – 17 Oct 2004	IHP Support module Norway

ANNEX II: Afghanistan and the AETF
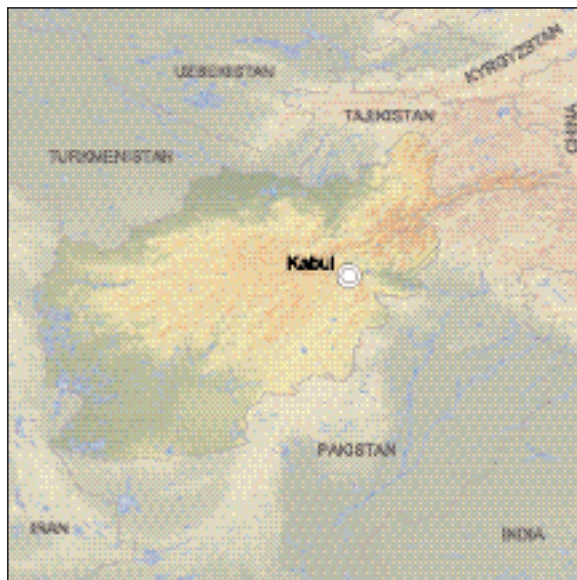
After more than a decade in operation, the UN Office for the Coordination of Humanitarian Assistance to Afghanistan (UNOCHA) officially ended its mission on 31 December 2002. UNOCHA's core coordination responsibilities were transferred to the Office of the Deputy Special Representative of the Secretary-General (DSRSG) for Relief, Rehabilitation and Recovery within the UN Assistance Mission to Afghanistan (UNAMA).

In 2004 OCHA, through the Response Coordination Branch and the Administrative Office, continued to support the Office of the DSRSG/RC/HC on humanitarian coordination matters, including advocacy and donor liaison, civil military relations, surge capacity requirements, natural disaster management and preparedness, and advice on internal displacement protection and assistance.

Programme Activities Implemented by UNAMA

Memorandum of Understanding (MOU) I relates to the utilization of 7.8 million euros contributed by Netherlands to support NGO relief and rehabilitation activities in Afghanistan. Due to savings on certain project allocations in 2004, it has been agreed to extend the implementation period to 30 September 2005.

MOU I funding provided resources to immediately assist emergency and rehabilitation needs in communities by contracting NGOs, either local or international in Afghanistan.

A total of 49 projects over eight sectors – livelihoods, resettlements, rehabilitation, research, health, capacity building, education and disaster management – have been financed under this arrangement. 47 projects were implemented across different regions of Afghanistan and two were national projects.

MOU II relates to the use of up to US$ 20 million for humanitarian and economic development activities in line with the original mandate of the Afghanistan Emergency Trust Fund. The funding was to be derived from the miscellaneous and interest income accumulated in the AETF during its fifteen-year existence as well as some remaining voluntary contributions by donors.

Under **MOU II**, by the end of 2004 approximately US$ 13.5 million had been programmed by UNAMA against four sectors and 44 projects benefiting a broad cross-section of organizations and regions within Afghanistan.

In the Capacity Building sector, approximately US$ 6.6 million, benefiting both Afghan communities and institutions was programmed. UN agencies and NGOs have been working in collaboration with Afghan ministries to support local government infrastructure (six districts in Afghanistan) by constructing administrative buildings such as a courthouse, police station and accommodation for government workers.

In the Disaster Preparedness and Response sector, US$ 4 million was approved for programmes targeting disaster mitigation, preparedness and response, and includes eight sub-projects covering training in disaster management, planning, information management and the development of a disaster management framework of assistance. An emergency reserve fund for disaster response has also been established to provide immediate assistance to areas affected by natural disasters. As of 1 January 2004, the Senior Natural Disaster Management Advisor was also funded as an OCHA position through the AETF.

During 2004 the MOU was amended to remove the funds for Mine Action and Security Enhancement Networks, US$ 2.85 million and US$ 950,000, respectively. At UNAMA's request it was decided that OCHA should enter into direct agreements with the United Nations Mine Action Service and the United Nations Development Programme for a more efficient management of these funds. Hence, the MOU with UNAMA now stands at US$ 15.2 million.

This MOU is valid until 31 August 2005. Constraints in access to certain regions, either due to insecurity or severe weather conditions have delayed the implementation period of some projects. Thus, it is envisaged that MOU II will be extended into 2006.

Statement of Income and Expenditure 2004
Summary of the Afghanistan Emergency Trust Funds US$

1. Opening Balance	35,538,003
2. Adjustments	-
3. Income from Contributions	356,295
4. Transfers, refunds, savings	(4,266,080)
5. Other Funds Available	981,651
6. Total Funds Available	32,609,869
7. Expenditure	10,605,590
8. Closing balance	22,004,279

1 The opening balance reflects the situation of each Trust Fund as of 1 January 2004.
2 Includes adjustments to prior period income and expenditure.
3 Includes contributions from donors for the year 2004.
4 Includes transfers between Trust Funds, refunds to donors and savings on prior period obligations.
5 Consists of interest and miscellaneous income and exchange adjustments for the year 2004.
6 Consists of the opening balance and income (addition of 1+2+3+4+5).
7 Includes disbursements and unliquidated obligations as of 31 December 2004.
8 Includes operating cash reserves and fund balances as of 31 December 2004.

OCHA's support to the Office of the DSRSG/RC/HC in ensuring a coherent response by the humanitarian community for remaining vulnerable populations remained a key objective in 2004. In addition to the financial support provided by OCHA to UNAMA, OCHA's Response Coordination Branch and Emergency Services Branch provided policy and programme advice on civil-military relations and natural disaster preparedness and response. RCB was instrumental in assisting the UNCT in preparing an appeal document for the drought in August 2004.

Financial Analysis of the AETF for the Year 2004

Due to the creation of UNAMA no new donor contributions were sought for the AETF. The only donor funds received during the year were the remaining amount (US$ 356,295) pledged by Netherlands for MOU I with UNAMA.

As 2004 was the second full year for the implementation of MOU I, the total expenditures recorded against it as at the end of 2004 were US$ 7,266,260.66. However, for MOU II, though UNAMA had programmed US$ 13.5 million and project allocations of US$ 6,869,516.91 had been made by OCHA the expenditures reported as of 31 December 2004 were only US$ 2,429,239.33. The unspent allocations have been re-phased in 2005.

Requirements, Income and Expenditure Breakdown

Income from Voluntary Contributions*	**356,295**
Expenditures	
Staff Costs	2,421,046
Consultant Fees and Travel	-
Travel	619,671
Operating Expenses	679,765
Contractual Services	5,412,343
Supplies, Material, Furniture and Equipment	1,016,834
Fellowships, Grants and Contributions	16,304
Programme Support Costs	439,627
Total Expenditure US$	**10,605,590**

* remaining amount pledged by Netherlands for MOU I with UNAMA

The fund balance at the end of the period is US$ 5,776,060. The commitments and obligations existing against the fund as of 31 December 2004 are detailed below:

Reserves and Fund Balances

as of 31 December 2004	22,004,279
Remaining Commitment against MOU I with UNAMA	1,132,117
Remaining Commitment against MOU II with UNAMA	12,770,761
Outstanding Advances with Mine Action NGOs	108,771
Unallocated Mine Action Funds to be transferred to UNMAS	1,149,944
Other Outstanding Advances	1,066,626
Balance of Funds for other activities in 2005 US$	5,776,060

ANNEX III: Central Emergency Revolving Fund (CERF)

The Central Emergency Revolving Fund (CERF) was established by the Secretary-General in accordance with General Assembly resolution 46/182 of 19 December 1991 as a cash-flow mechanism to ensure the rapid and coordinated response of the organizations of the United Nations system to requests for emergency assistance.

CERF is managed, under the authority of the Secretary-General, by the Under-Secretary-General for Humanitarian Affairs/Emergency Relief Coordinator. Spending authority rests with the ERC in order to ensure that prompt responses can be made in emergency situations.

The Assembly called for the Revolving Fund to be complementary to the reserve and other contingency funding arrangements of operational agencies and to ensure the provision of adequate resources for use in the critical initial phase of emergencies that require a system-wide response. The CERF has a target level of $50 million to be financed by voluntary contributions and is to be used to make advances to operational organizations and entities of the United Nations system, including IOM. Such advances were to be reimbursed as a first charge against voluntary contributions received in response to consolidated appeals.

By resolution 48/57 of 14 December 1993, the General Assembly also decided to authorize, in exceptional circumstances, on a time-bound basis while preserving the revolving nature of the Fund, the Emergency Relief Coordinator and relevant operational agencies, including IOM, to draw from the interest earned by the CERF to enhance rapid response coordination where insufficient capacity exists at the field level.

Pursuant to GA resolution 56/107 of 14 December 2001, and in order to ensure that the Revolving Fund is used where the needs are greatest and urgent, Member States endorsed its expanded use to cover funding for urgent humanitarian assistance to populations affected by natural disasters and humanitarian assistance for new requirements in protracted emergencies where funding had been more difficult to secure. (Previously, there has been no explicit provision in the CERF operational guidelines for its utilization in natural disasters.) In many countries, protracted conflicts and civil wars have taken on a larger regional dimension and have resulted in increased requirements for humanitarian assistance. In such situations it is often critical to be able to use newly pledged contributions immediately. As the delay between the announcement of a pledge and the receipt of funds may be considerable, the availability of the CERF would allow agencies to implement emergency activities rapidly. The CERF can also be used for emergency staff safety arrangements for UN humanitarian personnel given the need to advance resources for security measures pending receipt by the operational organizations of financing for their security needs related to their assistance programmes. The use of the CERF for emergency security measures will be undertaken in accordance with the policies of the Department of Security and Safety (formerly Office of the UN Security Coordinator (UNSECOORD)).

The utilization of the CERF is governed by procedures embodied in the Secretary-General's Bulletin (ST/SGB/251) of 22 July 1992. Agencies submit a request for advance against CERF to the Emergency Relief Coordinator, enclosing the project document to which the advance relates. A formal exchange of letters between the agency and the ERC defines the purpose of the advance, specifies the amount to be made available, provides that the advance shall be paid as first charge on contributions received, indicates a target date for repayment and specifies the financial reporting required to be made by the borrowing organization in respect of the programme or project assisted by the advance. The Coordinator then transmits the exchange of letters to the UN Controller who will effect the transfer of funds to the operational agency or entity. In exceptional circumstances involving critically urgent emergencies, the Coordinator may authorize extraordinary advance prior to the determination of the conditions outlined above. Any extraordinary advance must be followed within 30 days by the completion of a formal exchange of letters; otherwise, the advance will become immediately due and repayable by the concerned organization.

Normally, the target date for repayment by agencies is set at 6 months after the release of the advance. There have been some cases where the reimbursement date has been established at one year. In very exceptional circumstances, if the Agency fails to reimburse the CERF within one year of the date of the advance, the Coordinator can extend the repayment date or initiate other measures to restore the balance of the CERF.

To that end, the Coordinator would continue to:
(a) require the operational organization to repay the

balance of the advance from its own resources; (b) appeal to donors to make specific contributions to CERF to cover the amounts advanced; or, as a last resort (c) utilize such balances of the CERF, including accumulated interest, as may exceed the established target level of US$ 50 million.

The accounts of the CERF are maintained in accordance with UN Financial Regulations and Rules and form part of the financial reports of the UN. They are subject to audit by the OIOS and the UN Board of Auditors.

If and when the CERF is closed, the amounts remaining in the account will be returned to donor governments at the rate equivalent to the amounts they contributed to the Revolving Fund, plus interest, unless other instructions are given by donors.

The Secretary-General reports annually to the General Assembly on the use of the Fund.

Analysis of utilization of CERF

Since its inception in 1992, the CERF has received US$ 49.5 million of the target level of US$ 50 million; disbursed a total of US$ 337.4 million in advances, of which US$ 308.1 million have been reimbursed. At the time of this report, the Fund has a balance of US$ 36.6 million.

Interest accrued since 1992 is US$ 16.6 million. As provided for in General Assembly resolution 48/57, the Emergency Relief Coordinator has used portions of that interest, on a reimbursable basis, to enhance rapid response coordination in the field wherever there is lack of adequate capacity, such as in the crises in Burundi, Rwanda, the Great Lakes region of Africa, Western Africa, Sudan, Balkans, DPR Korea, and Afghanistan. Accrued interest has also been utilized to replenish the Revolving Fund for long-outstanding advances that borrowing agencies have failed to repay. These outstanding advances include those to the World Food Programme (WFP) for the Tajikistan emergency in the amount of US$ 2,440,679; the United Nations Centre for Human Settlements (HABITAT) for the crisis in Lebanon, amounting to US$ 3,306,724; the International Organization for Migration (IOM) for emergency operations in Zaire, totaling US$ 330,153; the Food and Agriculture Organization (FAO) for emergency requirements in Bosnia and Herzegovina, amounting to US$ 45,132.00, and the United Nations Development Programme (UNDP) for emergency security arrangements in Kenya in the amount of US$ 421,950.00.

Over the years, the variety and range of mechanisms for funding humanitarian assistance programmes, in particular, rapid response to crises, have increased significantly. United Nations organizations, which are operational on the ground in emergency situations, have increasingly resorted to their own trust funds and specific emergency funds to finance their response to crises.

Together with the CERF, they constitute a pool of resources which is utilized by the United Nations to provide funding to meet urgent requirements of humanitarian crises.

The Emergency Programme Fund (EPF) of UNICEF is utilized mainly to fund emergency relief activities in countries for which no consolidated appeal has been launched. In some cases, the EPF is used to finance urgent moderate-size activities in non-complex emergencies. UNICEF draws on the EPF also to support the initial actions in complex emergencies with poor donor response as well as in some instances to fulfill repayment obligations to CERF when funds received from donors are not sufficient to replenish the incurred expenses.

The Emergency Fund of UNHCR provides financial assistance to refugees and displaced persons in emergency situations for which there is no provision in the programme approved by its Executive Committee. The Fund is maintained from the UNHCR Working Capital and Guarantee Fund and through voluntary contributions. Allocations from the Fund are often made for the same emergencies for which UNHCR draws on CERF in order to have an adequate level of resources.

WFP maintains an International Emergency Food Reserve (IEFR) for its relief operations with a minimum annual target in tons of cereal equivalent. WFP also created the Immediate Response Account (IRA) in order to respond to the initial needs of emergency operations through the local and regional purchase and transport of urgently needed food supplies. WFP draws on the CERF when the IRA resources have been depleted or are not sufficient for financing the required emergency food needs.

WHO has an Emergency Fund from which to draw to meet start-up and other urgent requirements occurring at the onset of sudden emergencies. The Fund is divided into the replenishable and allocation components.

IOM has maintained an internal Emergency Preparedness Account (EPA) to act as an immediately accessible source of start-up funding on emergency operations. Extremely modest in size, it is adequate

only to finance starting missions and unable to cover operational costs in emergencies of appreciable breadth.

Individual organizations have used their own internal emergency reserves whenever possible and have called upon CERF only when their needs exceeded their own emergency funds.

As a result, utilization of the CERF has been uneven. While the Fund was heavily drawn on in the early years, there was a decline in its use during the mid-1990's and a steady increase thereafter that continues today. In 1992, advances disbursed were US$ 21.1 million, then rose to US$ 48.5 million in 1993 and almost reached US$ 40 million in 1994. Most of the advances during the first three years were to address emergencies in Burundi, Rwanda, Iraq and Somalia. At the time, the huge demand for CERF advances brought the CERF balance to such precariously low levels that would not have allowed funding for more than one major humanitarian crisis, given that each major emergency normally averaged US$ 7 million to US$ 8 million in advances. However, the period 1995 to 1998 witnessed a drastic decline in the use of the Fund, with an all time low in 1997 of US$ 2.3 million. From 1999, the use of the Fund began to steadily rise again with almost US$ 19.1 million advanced in 1999, rose to some US$ 38.7 million in 2000 and US$ 35.6 million in 2001. In 2002, advances totaled US$ 58.1 million, mainly due to the crisis in Iraq and Afghanistan as well as the drought and food emergency in Southern Africa. A decline in 2003 to US$ 7.2 million was followed by almost US$ 28 million in 2004 as a result of the Sudan crisis. In 2005, advances in the amount of US$ 18.5 million

have been disbursed so far to meet emergency needs in the Sudan and Chad.

Although the CERF was available to agencies during the critical early stages of the tsunami disaster, not one agency requested support. In light of the unprecedented response to tsunami, agencies were more than adequately funded, almost from the start of the crisis, to cover their immediate, as well as intermediate, and even longer-term needs.

An analysis of the CERF over the years reveals that its utilization is driven primarily by the magnitude of emergencies that require a system-wide response.

Country crisis	Agencies involved	Total amount US$
Sudan/Chad (13 requests)	WHO, UNICEF, IOM, DPKO/UNMAS, HIC/DARFUR	29,983,300
Afghanistan (12 requests)	DPKO, FAO, UNICEF, UNOCHA	27,760,000
Rwanda (8 requests)	UNREO, UNHCR, UNICEF, WFP ,HCHR/HR, UNAMIR, DHA	28,310,000
Iraq (9 requests)	UNHCR, UNICEF, WFP, OCHA, UNSECOORD, WHO, UNDP, DPKO/UNMAS	18,889,878
Kosovo (6 requests)	HUMAN RIGHTS, Office of Regional. Coordinator, UNMIK, FAO	11,427,800

The CERF has maintained a solid financial standing over the last 13 years; 18 entities have used the CERF on 201 occasions. Spearheaded by operational agencies, FAO has led the group with 101 advances, followed by UNICEF with 34 advances, WFP with 12 advances and DHA/OCHA with 15 advances, DPKO/UNMAS with 11 advances and UNHCR and WHO with 8 advances each. Other United Nations entities have also drawn on the Fund, such as UNDP and UNHCHR with 3 advances each, UNCHS and IOM with 2 advances each and UNSECOORD and UNRWA, with one advance each.

FAO has used the Fund to meet its own cash flow requirements in times of emergencies. While FAO used the CERF almost from the Fund's inception once each in 1992, 1994 and 1996, it started drawing on the CERF more frequently with 98 advances between 1999 and 2004. Altogether, FAO has used the CERF 101 times for a total of US$ 64,145,614. FAO has relief on the fund more than any other agency, albeit in smaller amounts, as seed-funding for its agricultural projects in crisis-affected countries, where the needs are driven by the planting season in the country concerned.

CERF UTILIZATION PER YEAR 1992-2004
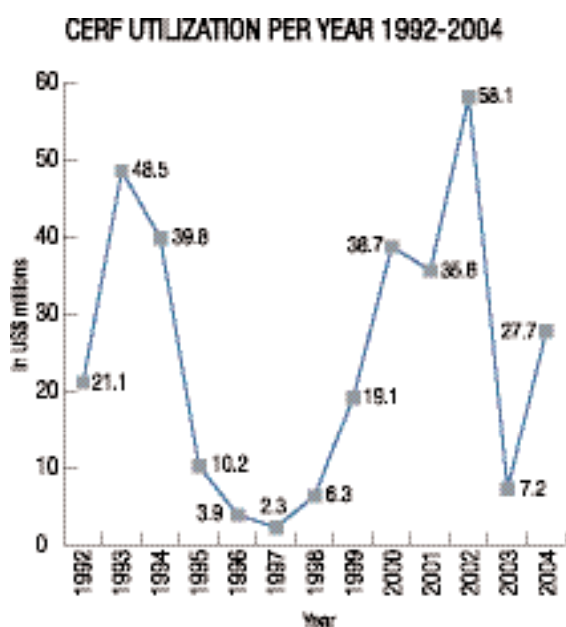
UNICEF has been the most consistent user of the CERF, drawing on the Fund every year except for 1999 and borrowing the largest amount of advances totaling US$ 117,410,577. UNICEF relied on the Fund for 20 emergency advances between 1992 and 1998 and another 12 advances between 2000 and 2004. It has drawn funds twice so far in 2005.

WFP ranks third among the CERF users with total advances of US$ 63,560,000 drawing on the Fund 8 times from 1993 to 1995, another 4 times between 2000 and 2002, and once in 2004.

UNHCR follows with US$ 36,554,000 drawn in 5 advances, three in the early years of the Fund's existence from 1992 to 1994, and twice more in 2000 and 2002.

DPKO and its peacekeeping missions have drawn on the Fund six times for advances amounting to US$ 20,147,800. While its missions UNAMIR (Rwanda) and UNMIK (Kosovo) borrowed funds in 1995 and in 1999, most of the advances were drawn by DPKO's UNMAS for mine action related emergencies in Eritrea, Afghanistan, Iraq and the Sudan from the year 2001 through 2005.

WHO was one of the early and regular users of the CERF from 1992 to 1994 and then again in 2003, 2004 and 2005 for advances totaling US$ 14,000,000.
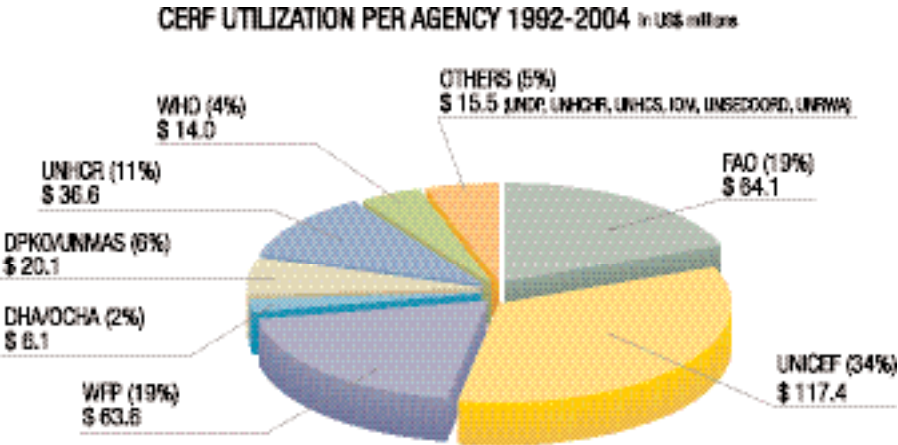
OCHA, and DHA which preceded it, have used the Fund primarily to establish field presence or address protracted emergencies in affected countries where insufficient capacity exists. Such was the case in Rwanda in 1994 and Burundi, the Great Lakes and West Africa in 1995. Advances were also drawn to address the crisis in the Sudan in 1997, the humanitarian needs in the Democratic Republic of Korea in 1998, the Balkans in 1999, Afghanistan in 2001, and for the emergencies in Iraq and Liberia in 2003. Altogether, OCHA drew advances in the amount of US$ 6,133,660.

Other users of CERF included UNCHS with advances of US$ 5,500,000, the Office of the High Commissioner for Human Rights with US$ 3,942,000, the IOM for US$2,000,000, UNDP for US$ 1,430,000, UNRWA with US$ 1,200,000, and UNSECOORD with US$ 1,089,878.

Except for the drought emergencies in Southern Africa, the Horn of Africa, the locust crisis in the Sahelian countries, and urgent security related needs in Ethiopia and Iraq, all advances from the CERF were used for complex emergencies.

Requests for advances from the CERF will remain crucial even though they may fluctuate according to developments in the humanitarian environment. While it is difficult to predict how and where advances will be used in the future, it is evident that the humanitarian challenges of the last decade will continue; climactic changes will continue to create natural disasters; armed conflict will continue and humanitarian assistance must be maintained to respond to the needs of affected civilians. It is expected that agencies will continue to draw on the CERF for protracted complex humanitarian emergencies until such time as sustainable solutions to conflict and basic requirements for food, shelter and health care can be found.

There are other factors which have influenced the use of the CERF. Some agencies, most notably FAO, have drawn on the Fund to meet their own cash flow requirements in times of emergencies. Given its mandate, FAO draws on the CERF more frequently than other agencies, in smaller amounts, as seed-funding for its agricultural assistance programmes in crisis-affected countries, where the needs are driven by the planting season in the country concerned. In the case of OCHA, it has used the Fund to establish field presence in emergency affected countries where insufficient capacity exists.

CERF UTILIZATION PER AGENCY 1992-2004 in US$ millions

OTHERS (5%)
$ 15.5 (UNDP, UNHCHR, UNHCS, IOM, UNSECOORD, UNRWA)

WHO (4%)
$ 14.0

UNHCR (11%)
$ 36.6

DPKO/UNMAS (6%)
$ 20.1

DHA/OCHA (2%)
$ 6.1

WFP (19%)
$ 63.6

FAO (19%)
$ 64.1

UNICEF (34%)
$ 117.4

ANNEX IV: OCHA Trust Funds, Special Accounts and other Channeling Mechanisms

OCHA finances its activities through two main channels:

1. The United Nations regular budget, which is approved by the General Assembly biennially; and

2. Voluntary contributions administered under trust funds, of which the Trust Funds for Strengthening the Office of the Coordinator (DD) and the Disaster Relief Assistance Trust Fund (DM) are the most relevant. Regular contributions to these funds are vital for the work of OCHA. The legal basis, rationale and functioning of these and several other OCHA trust funds and accounts are outlined below.

Trust Funds for Strengthening the Office of the ERC (DD)

This Trust Fund for Strengthening the Office of the Emergency Relief Coordinator was established in 1974 pursuant to General assembly resolution 3243. Voluntary contributions to the fund enable OCHA to cover its core needs, related to staff and non-staff costs at headquarters, for the portion not funded from the regular budget allocations. The fund is subject to 13 percent programme support cost. This Trust Fund is also referred to as the Trust Fund for the Strengthening of OCHA.

- **DD Sub-account for the Integrated Regional Information Network (QT)** This Sub-account for the Integrated Regional Information Networks (IRIN) was established in New York under the Trust Fund for Strengthening of OCHA (DD) to finance the IRIN core needs related to both staff and non-staff costs. The sub-account is subject to 13 percent programmes support costs.

Trust Fund for Disaster Relief (DM)

This Trust Fund for Disaster Relief Assistance was established in 1971 by General Assembly resolution 2816 to receive earmarked and unearmarked contributions for emergency relief assistance. The objective of the fund is to finance humanitarian coordination and relief activities in countries affected by conflicts and natural disasters and industrial and technological accidents. The fund is also used to channel contributions for the provision of emergency relief assistance by other implementing agencies of the UN system and the NGO community. Earmarked contributions are deposited in separate sub-accounts for the particular countries or objectives specified. Contributions channeled through the trust fund are subject to 3 percent programme support cost, whilst those activities executed or directly supported by OCHA are levied a 13 percent programme support cost.

- **DM Special Sub-account for Field Coordination** The Special Sub-Account for Field Coordination was established in 1999 to enable donors to provide unearmarked resources in support of field coordination offices in complex emergencies, based on three criteria: establishment of coordination offices in new emergencies; expansion of offices due to worsening situations; support to severely under funded offices. This mechanism allows OCHA to manage its field activities with the necessary flexibility. After a review of the programming and funding situation of the various offices, OCHA can allocate resources wherever required in accordance with priorities or emergency requirements.

- **Unearmarked Sub-account** These funds are derived from the interest generated by the Trust Fund of Disaster Relief over the last 20 years and are primarily used for the following purposes: (i) to fund activities pending receipt of actual cash contributions against unpaid pledges, whenever the activity requires urgent infusion of funds;(ii) as a cash reserve to provide funding for severely underfunded activities, on the basis of urgent needs and priorities and where funds from the Field Coordination Reserve Fund (FCRF) are insufficient; (iii) as an advance to meet the urgent requirements of new emergencies, pending receipt of donor contributions; (iv) to provide for the mandatory operating reserve. In all instances of funds advanced on the basis of pledges, the fund is reimbursed upon receipt of donor contributions.

Reimbursements may occur in other instances if unexpected contributions are received at a later date or an activity that received funds is part of the appeal and funds are received in FCRF accounts which can then be allocated to that activity.

Sasakawa/OCHA Disaster Prevention Award Endowment Fund (DL)

The Sasakawa Fund was established to provide awards to individual or institutions, which distinguished themselves in the pursuit and promotion of disaster prevention measures and is subject to 13 percent programme support costs. The amounts available in the Fund can be used only for this purpose for which it was established.

Special Account for Programme Support (OD)

This Special Account for Programme Support receives its income from the programme support costs levied on activities financed through OCHA's trust funds. The levy ranges from 3 to 13 percent, depending on the type of activity and trust fund and is used to support the administrative and common services requirements of OCHA's extra budgetary activities.

Afghanistan Emergency Trust Fund

The Afghanistan Emergency Trust Fund (AETF) was established by the Secretary-General in June 1988, for channeling funds received from donors towards humanitarian activities in Afghanistan. The establishment of the AETF was a result of ACBAQ resolution, which established the United Nations office for the Coordinator for Humanitarian and Economic Assistance Programmes relating to Afghanistan (UNOCA). UNOCA then evolved into the United Nations Office for the Coordination of Humanitarian Assistance to Afghanistan (UNOCHA), which retains the management responsibility of the AETF through UNOG. Programme support under trust fund rules is levied at different percentages for each category and kept within AETF.

Trust fund for Chernobyl (CL)

This Fund was established when the General Assembly assigned the function of United Nations Coordinator of International Cooperation on Chernobyl to the Emergency Relief Coordinator. Contributions channeled through this fund are use to cover priority needs related to the consequences of the Chernobyl disaster as identified in close consultations with the Governments of the affected countries and the Inter-Agency Task force on Chernobyl. The fund is subject to 13 percent programme support costs.

Acronyms

ADRC	Asian Disaster Reduction Center		LRA	Lord's Resistance Army (Uganda)
AERC	Assistant Emergency Relief Coordinator		LSU	Logistics Support Unit
AIMB	Advocacy and Information Management Branch		MCDA	Military and Civil Defence Assets
CAP	Consolidated Appeals Process		MCDU	Military and Civil Defence Unit
CEA	Central and East Africa		MDG's	Millennium Development Goals
CERF	Central Emergency Revolving Fund		MONUC	Mission d'Observation des Nations Unies AUG Congo
CHAP	Common Humanitarian Action Plan		MOU	Memorandum of Understanding
CIR	Celule Inter-Agency de Réinsertion		NDMO	National Disaster Management Office
CM Coord	Civil-Military Coordination		NGO	Non-Governmental Organization
CRD	Coordination and Response Division		ODSG	OCHA Donor Support Group
CTs	Country Teams		OECD	Organization for Economic Cooperation and Development
DERC	Deputy Emergency Relief Coordinator			
DPA	Department of Political Affairs (UN)		OSOCC	On-Site Operations Coordination Centre
DPKO	Department of Peace-Keeping Operations (UN)		PDSB	Policy Development and Studies Branch
DPRK	Democratic People's Republic of Korea		PI	Public Information
DRC	Democratic Republic of the Congo		PTPs	Provincial Transition Plans
DRS	Donor Relations Section		RC	Resident Coordinator
ECHA	Executive Committee on Humanitarian Affairs		RCB	Response Coordination Branch
ECOSOC	Economic and Social Council (UN)		RDRA	Regional Disaster Response Advisor
ECOWAS	Economic Community of West African States		REACT	Rapid Emergency Assistance and Coordination Team
EDRS	External and Donor Relations Section		RIASCO	Regional Inter-Agency Support Coordination Office
ELN	National Liberation Army (Colombia)		RSO-CEA	Regional Support Office for Central and East Africa
EMERCOM	Russian Ministry of Emergencies		SAHIMS	Southern Africa Humanitarian Information Management System
ERC	Emergency Relief Coordinator			
ERR	Emergency Response Roster		SAR	Search and Rescue Team
ESB	Emergency Services Branch		SEO	Senior Emergency Officer
EWCT	Early Warning Contingency Planning		SMT	Senior Management Team
EWS	Early Warning System		SOPAC	South Pacific Applied Geo-Science Commission
FARC	Revolutionary Armed Forces (Colombia)		SPLM	Sudan People's Liberation Movement
FCRF	Field Coordination Reserve Fund		SRSG	Special Representative of the Secretary-General
FCSS	Field Coordination and Support Services		TCU	Transitional Coordination Unit
FIS	Field Information Support		UN	United Nations
FTS	Financial Tracking Services		UNAMSIL	United Nations Assistance Mission in Sierra Leone
G-77	Group of 77		UNCT	United Nations Country Team
GHD	Good Humanitarian Donorship		UNDAC	United Nations Disaster Assessment and Coordination
GHDIG	Good Humanitarian Donorship Implementation Group		UNDAF	United Nations Development Assistance Framework
GIS	Geographical Information System		UNDG	United Nations Development Group
GIST	Geographical Information Systems Team		UNDMT	United Nations Disaster Management Team
HEB	Humanitarian Emergency Branch		UNDP	United Nations Development Programme
HC	Humanitarian Coordinator		UNEP	United Nations Environment Programme
HIC	Humanitarian Information Centre		UNESCO	United Nations Educational, Scientific and Cultural Organization
HIV/AIDS	Human Immuno-Deficiency Virus/Acquired Immuno-Deficiency Syndrome			
			UNHCHR	United Nations High Commissioner for Human Right
HLWG	Humanitarian Liaison Working Group		UNHCR	United Nations High Commissioner for Refugees
HOC	Humanitarian Operations Center		UNHRD	United Nations Humanitarian Response Depot
IASC	Inter-Agency Standing Committee		UNMIL	United Nations Mission in Liberia
ICRC	International Committee for the Red Cross		UNOG	United Nations Office at Geneva
ICT	Information and Communications Technology		UNOWA	United Nations Office for West Africa
IDP	Internally Displaced Persons		UNPCO	United Nations Project Coordination Office
IDD	Internal Displacement Division (OCHA)		UNSECOORD	United Nations Security Coordinator
IDU	Internal Displacement Unit		USAR	Urban Search and Rescue
IFRC	International Federation of Red Cross and Red Crescent Societies		USG	Under-Secretary-General
			USG/ERC	Under-Secretary-General/Emergency Relief Coordinator
IHL	International Humanitarian Law			
IHP	International Humanitarian Partnership		WAHIMS	West African Humanitarian Information Management System
INSARAG	International Search and Rescue Advisory Group			
IRIN	International Regional Information Networks		WFP	World Food Programme
ISDR	Integrated Strategy for Disaster Reduction		WSSD	World Summit on Sustainable Development