We have lots of refugees here, they should not die. They have been here for more than a month with no humanitarian help. We want all the people here to have a little something.

—Alpha Vonzia, chief of Congo Rive village

Alpha Vonzia, 43, fishes in the Oubangui river that marks the border between the Central African Republic and the Democratic Republic of the Congo. He leads a simple life as chief of Congo Rive village, but now in addition to the 300 residents of his village, he is taking care of thousands of newly-arrived Central African refugees, following the violence in Bangui in January 2021.
OVERVIEW AND KEY DATA IN SOUTHERN AFRICA IN 2020

The humanitarian situation in the Democratic Republic of the Congo remained complex in 2020, particularly in eastern provinces. 5.2 million people remained internally displaced, while more than 861,000 Congolese refugees and asylum-seekers were hosted in neighbouring countries. UNHCR strengthened its emergency support in North Kivu, South Kivu and Ituri provinces, in line with UNHCR’s IDP policy. 44,429 IDP households received cash grants for basic and domestic items. The situation was characterized by the large number of IDPs, a complex security situation that caused repeated internal displacement, and limited resources for humanitarian actors to provide protection and assistance to IDPs. These factors contributed to onward displacement to neighbouring countries.

Under the 2020 Regional Refugee Response Plan for the Democratic Republic of the Congo, UNHCR led 66 partners in seven neighbouring countries of asylum to provide multisectoral assistance, protection and solutions.

While humanitarian assistance was an essential component of UNHCR’s response, promotion of sustainable livelihoods and inclusion of refugees into national development plans were also prioritized, reflecting the whole-of-society approach of the Global Compact on Refugees.
KEY RESULTS AND TRENDS IN 2020

UNHCR’S PROGRAMMATIC RESPONSE

CHILD PROTECTION
1,651 unaccompanied or separated children had a best interests assessment initiated or completed.

GENDER-BASED VIOLENCE
3,390 gender-based violence incidents reported for which survivors received psychosocial counselling.

CORE RELIEF ITEMS
124,164 households provided with core relief items.
68,020 women received sanitary materials.

HEALTH
1.05 under-5 mortality rate (per 1,000 under-5s per month) in refugee camps.
92% of births in refugee camps attended by skilled personnel.*

SHELTER
76,547 people of concern received emergency shelter.
62% of households lived in adequate dwellings.

EDUCATION
63,374 children enrolled in primary education.
9,494 students enrolled in secondary education.
1,162 people of concern received tertiary education scholarships.

SELF-RELIANCE
236 people of concern enrolled in vocational training.

VOLUNTARY RETURNS
6,275 refugees assisted to return voluntarily.

RESETTLEMENT
1,371 resettlement submissions.

TRENDS IN RESPONSE

Cash assistance by sector in Africa | 2016-2020
- Basic needs
- Seasonal grants
- Life-saving support
- Solutions

<table>
<thead>
<tr>
<th>Year</th>
<th>Basic needs</th>
<th>Seasonal grants</th>
<th>Life-saving support</th>
<th>Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>$87.8 million*</td>
<td>$50.5 million</td>
<td>$46 million</td>
<td>$51.5 million</td>
</tr>
<tr>
<td>2019</td>
<td>$86.9 million*</td>
<td>$56.3 million</td>
<td>$41 million</td>
<td>$57 million</td>
</tr>
<tr>
<td>2018</td>
<td>$83.4 million*</td>
<td>$58.2 million</td>
<td>$44 million</td>
<td>$57 million</td>
</tr>
<tr>
<td>2017</td>
<td>$80.7 million*</td>
<td>$62.9 million</td>
<td>$46 million</td>
<td>$58 million</td>
</tr>
<tr>
<td>2016</td>
<td>$76.5 million*</td>
<td>$66.8 million</td>
<td>$48 million</td>
<td>$59 million</td>
</tr>
</tbody>
</table>

***Including $8.8 million in the Southern Africa region.

Individual registration records | 2016-2020
- Individual registration records in PRIMES proGres v4
- Individuals (5 years and above) with biometric records in PRIMES

<table>
<thead>
<tr>
<th>Year</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
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<td>0.1</td>
<td>0.4</td>
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<td>0.5</td>
</tr>
<tr>
<td>2019</td>
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<td>0.2</td>
<td>0.4</td>
<td>0.5</td>
<td>0.5</td>
</tr>
<tr>
<td>2018</td>
<td>0.1</td>
<td>0.2</td>
<td>0.3</td>
<td>0.5</td>
<td>0.5</td>
</tr>
<tr>
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<td>0.1</td>
<td>0.2</td>
<td>0.3</td>
<td>0.5</td>
<td>0.5</td>
</tr>
<tr>
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<td>0.1</td>
<td>0.2</td>
<td>0.3</td>
<td>0.5</td>
<td>0.5</td>
</tr>
</tbody>
</table>

Resettlement departures | 2016-2020
- Individuals

<table>
<thead>
<tr>
<th>Year</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>3,756</td>
<td>1,610</td>
<td>1,706</td>
<td>1,342</td>
<td>501</td>
</tr>
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<td>3,756</td>
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<td>1,706</td>
<td>1,342</td>
<td>501</td>
</tr>
</tbody>
</table>

*Four countries reporting in 2020 compared to three countries reporting in 2019.
**While enrolment rates for the school year were high, a majority of those enrolled did not attend school due to COVID-19 restrictions.

UNHCR’S COVID-19 RESPONSE

1,369,515 refugees, IDPs and other people of concern accessed protection services.
560,399 refugees and other people of concern received essential health care services.
18,129 refugees and other people of concern provided with mental health and psychosocial support services.
3,572 children 6-59 months admitted for treatment of moderate acute malnutrition.
2,405 children and youth supported with distance/home-based learning.
1,835 children 6-59 months admitted for treatment of severe acute malnutrition.
83,380 refugee children and youth out of school due to mandatory school closures.
63,374 children enrolled in primary education.
9,494 students enrolled in secondary education.
1,162 people of concern received tertiary education scholarships.
76,547 people of concern received emergency shelter.
62% of households lived in adequate dwellings.
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KEY ACHIEVEMENTS AND IMPACT

Safeguarding access to protection and asylum

UNHCR’s multi-year, multi-partner protection and solutions strategy for Southern Africa provided a strategic framework in the region to ensure access to protection and asylum. National migration and asylum systems remained overwhelmed and in need of strengthening to manage mixed movements of refugees, asylum-seekers and migrants originating from over 90 countries. To address this, UNHCR strengthened the quality and integrity of registration and refugee status determination processes by providing technical and financial support. As the pandemic restricted access to territory, UNHCR successfully advocated for keeping asylum open. The number of people biometrically registered in the region fell 10% due to the verification exercise of South Sudanese refugees, voluntary repatriation, spontaneous returns, resettlement departures to third countries and movements outside the region. The pandemic also slowed biometric registration.

UNHCR and the Southern African Development Community (SADC) established a five-year joint action plan to support ratification of key instruments by SADC member States, strengthen research, harmonize processes and help develop appropriate policies.

In the Republic of the Congo, a national asylum law was under consideration by the Government, while the Seychelles requested technical support in drafting a national legal asylum framework that could serve as a model for other Indian Ocean island States. Mauritius and UNHCR agreed on standard operating procedures to prevent refoulement, facilitate refugee status determination and identify solutions, while the Comoros expressed its intention to ratify the 1951 Convention relating to the Status of Refugees and the 1969 OAU Convention Governing the Specific Aspects of Refugee Problems in Africa. In line with its strategy to address mixed movements in Africa, UNHCR implemented the first year of a four-year joint project with the ILO, IOM and UNODC to support SADC member States in strengthening institutional mechanisms for asylum and migration management.

Responding with life-saving assistance

UNHCR provided protection and multisectoral assistance to persons of concern and host communities affected by new emergencies and protracted displacement. Some 1.4 million refugees, IDPs and other people of concern received protection services.

UNHCR’s response was anchored in national systems and development plans, with cash assistance as an integral element. Cash assistance was introduced for urban refugees in South Africa who could no longer access socioeconomic opportunities and for camp-based refugees in Zambia whose livelihood opportunities were severely affected by COVID-19. Increased cash assistance helped offset WFP food ration cuts, which were seriously affecting people of concern in Angola, the Democratic Republic of the Congo, Malawi, Mozambique and Zambia. 261,400 people of concern received cash assistance to mitigate the impact of COVID-19, which caused over 1.2 million confirmed cases in Southern Africa in 2020. UNHCR programmes were adapted to observe physical distancing, with health protocols at registration and food distribution points, and hotlines and community protection structures to report protection issues and assistance needs. UNHCR’s response focused on communicating about prevention measures, strengthening health systems, reinforcing water, sanitation and hygiene services, and supporting isolation and quarantine units, particularly in refugee camps and settlements.

Seeking durable solutions for protracted refugee situations

6,275 people were assisted to return home in 2020, although border closures prompted by COVID-19 forced UNHCR to suspend voluntary repatriation operations from March onwards. Tripartite consultations continued between UNHCR, the Government of the Democratic Republic of the Congo and relevant countries of asylum regarding the voluntary repatriation of Congolese refugees and asylum-seekers.

The Governments of Namibia and Burundi and UNHCR initiated discussions on repatriation of Burundian refugees from Osire camp, with “go and see” visits and intentional surveys planned for early 2021. In Zambia, UNHCR continued its efforts to help integrate former Angolan and Rwandan refugees by supporting self-reliance and socioeconomic inclusion and moving away from encampment approaches. In Zimbabwe, the African Development Bank funded a UNHCR scheme to expand self-reliance opportunities through agricultural activities. In Namibia, some Angolan refugees received legal assistance to acquire permanent residence.

Resettlement in Southern Africa was severely constrained by the COVID-19 pandemic, with third-country resettlement decreasing from around 3,800 submissions in 2019 to 1,371 submissions in 2020. In line with UNHCR’s three-year global strategy on resettlement and complementary pathways (2019-2021), UNHCR conducted training for resettlement and protection staff, including on family reunification, educational opportunities, employment opportunities, humanitarian pathways and private sponsors.

Ensuring protection and durable solutions for IDPs

By the end of 2020, the Southern Africa region hosted around 6 million IDPs, mainly in the Democratic Republic of the Congo and Mozambique. Violence in eastern Democratic Republic of the Congo pushed the number of IDPs to 5.2 million by the start of 2021. UNHCR allocated additional funding for shelter in the Democratic Republic of the Congo, improving the lives of over 175,000 people, having identified vulnerable families and durable solutions thanks to close cooperation between Shelter, Protection and Camp Coordination and Camp Management Clusters. UNHCR also sought to reinforce host families by providing support for additional rooms and housing on their land, and by improving living conditions for families who have been residing at overcrowded sites for years by using a villagization approach.

A deteriorating security situation in Cabo Delgado Province in north-eastern Mozambique displaced 530,000 people in Cabo Delgado. Over 90% remained in the province and others fled to the neighbouring Nampula (9%) and Niassa Provinces. UNHCR led the Protection Cluster and actively participated in the Shelter Cluster and Camp Coordination and Camp Management Cluster. UNHCR scaled up operations in northern

UNHCR GLOBAL REPORT 2020

UNHCR GLOBAL REPORT 2020
provinces and worked with partners and the Government to increase protection services and promote humanitarian access. UNHCR also prioritized gender-based violence prevention and response activities.

Reducing and preventing statelessness

Positive steps were taken towards reducing and preventing statelessness in Southern Africa, although the pandemic slowed progress. The Republic of the Congo, the Democratic Republic of the Congo, Namibia and Zambia made progress towards accession to the Statelessness Conventions with support from UNHCR. Furthermore, UNHCR provided technical support to the Republic of the Congo and Eswatini, following their adoption of national action plans to end statelessness. Areas of focus included reforming nationality laws and enhancing civil registration systems. National plans were awaiting formal endorsement by Angola, the Democratic Republic of the Congo, Madagascar, Namibia and Zambia. Data collection efforts on the risk of statelessness, profiles and size of affected populations in a number of countries were initiated and supported by UNHCR. Legal aid was provided to some 2,000 people of concern in Madagascar, Mozambique and South Africa, with a view to providing access to documentation or to confirming nationality. Approximately 500 people of concern had their nationalities confirmed.

Implementing pledges made at the Global Refugee Forum

During the 2019 Global Refugee Forum, the region demonstrated extraordinary political will to support the Global Compact on Refugees, with 69 pledges covering refugee integration, registration and access to identity cards, agricultural land and work permits, higher education, asylum procedures and legal frameworks. States submitted additional pledges at the Forum and the High-Level Segment on Statelessness. Twelve States and four organizations in Southern Africa provided 65 pledges, the second highest among UNHCR’s seven regions. 70% of pledges reported are at the implementation or planning stage.

In Zambia, 1,054 refugee and host community farmers were included in national agriculture input support programmes. More than 2,300 people of concern have been registered in the Zambia Integrated Agriculture Information Management Systems, pending inclusion in the Farmer Input Support Programme. To further expand agricultural livelihoods, 700 farm plots were allocated to refugee farmers in Mantapala.

Consequences of underfunding

COVID-19 compounded difficulties in the region and obliged UNHCR to reallocate from a chronically underfunded budget, providing pandemic-related cash assistance to 261,359 people of concern.

The unmet needs were often acute: in the Democratic Republic of the Congo, only 25% of survivors of gender-based violence received medical aid, 15% got legal aid, and 1 in 200 got livelihoods support. Across the country, UNHCR’s assistance reached fewer than half of those identified as having specific needs. In the north-west, a shortfall in resources undermined standards of health care for Central African refugees.

Underfunding also affected UNHCR’s ability to meet basic needs in Dzaleka refugee camp in Malawi, where 46,000 mainly Burundian, Congolese and Rwandan refugees and asylum-seekers occupied a site meant for 10,000. Access to clean water increased from 8.6 litres per day per person in 2019 to 12 litres, still barely above half the minimum standard of 20 litres. The congested camp, relying on a health centre serving 80,000 people, made it hard to find work and access basic services, as well as putting them at risk of detention and exploitation. However, COVID-19 made it impossible for UNHCR to cover the needs of extremely vulnerable families, forcing it to halt the jobs scheme.

Under-investment in agriculture and livelihoods in Eswatini and Namibia derailed refugee self-reliance and UNHCR’s planned phase-out of operations. In Zambia, most refugees lived in dilapidated or inadequate shelters, and reception facilities were below minimum standards for humanitarian and psychosocial needs.

**FINANCIAL INFORMATION**

**EXPENDITURE VIA PARTNERS | 2020**

$73 million spent via 75 partners in Southern Africa

**EXPENDITURE IN SOUTHERN AFRICA | 2016-2020**

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### BUDGET AND EXPENDITURE IN SOUTHERN AFRICA | USD

<table>
<thead>
<tr>
<th>OPERATION</th>
<th>PILLAR 1</th>
<th>PILLAR 2</th>
<th>PILLAR 3</th>
<th>PILLAR 4</th>
<th>% OF REGIONAL TOTAL</th>
<th>% OF EXP IN BUDGET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regional Bureau for Southern Africa(^a)</td>
<td>Budget 11,262,373</td>
<td>79,380,396</td>
<td>-</td>
<td>-</td>
<td>3%</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Expenditure 10,154,554</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>5%</td>
<td>-</td>
</tr>
<tr>
<td>Regional activities for Southern Africa(^b)</td>
<td>Budget 2,436,422</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>1%</td>
<td>-</td>
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<tr>
<td></td>
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<td>SUBTOTAL</td>
<td>Budget 13,698,795</td>
<td>79,380,396</td>
<td>-</td>
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<td>-</td>
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<tr>
<td></td>
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<td>-</td>
<td>-</td>
<td>5%</td>
<td>-</td>
</tr>
<tr>
<td>Angola</td>
<td>Budget 22,599,704</td>
<td>120,000</td>
<td>-</td>
<td>-</td>
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<td>-</td>
</tr>
<tr>
<td></td>
<td>Expenditure 11,494,548</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>6%</td>
<td>51%</td>
</tr>
<tr>
<td>The Republic of the Congo</td>
<td>Budget 26,940,642</td>
<td>1,104,037</td>
<td>-</td>
<td>-</td>
<td>9%</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Expenditure 8,654,402</td>
<td>429,836</td>
<td>-</td>
<td>-</td>
<td>37%</td>
<td>-</td>
</tr>
<tr>
<td>Democratic Republic of the Congo</td>
<td>Budget 100,685,348</td>
<td>5,787,283</td>
<td>6,233,495</td>
<td>55,513,730</td>
<td>52%</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Expenditure 50,962,210</td>
<td>2,631,932</td>
<td>3,377,144</td>
<td>52,715,676</td>
<td>65%</td>
<td>-</td>
</tr>
<tr>
<td>Malawi</td>
<td>Budget 21,503,588</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>7%</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Expenditure 13,575,531</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>63%</td>
<td>-</td>
</tr>
<tr>
<td>Mozambique</td>
<td>Budget 5,665,100</td>
<td>226,132</td>
<td>-</td>
<td>-</td>
<td>3%</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Expenditure 4,420,015</td>
<td>35,765</td>
<td>-</td>
<td>-</td>
<td>8%</td>
<td>-</td>
</tr>
<tr>
<td>South Africa Multi-Country Office(^b)</td>
<td>Budget 25,030,263</td>
<td>1,823,602</td>
<td>-</td>
<td>-</td>
<td>8%</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Expenditure 14,319,414</td>
<td>714,668</td>
<td>-</td>
<td>-</td>
<td>56%</td>
<td>-</td>
</tr>
<tr>
<td>Zambia</td>
<td>Budget 24,621,490</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>8%</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Expenditure 13,611,803</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>55%</td>
<td>-</td>
</tr>
<tr>
<td>Zimbabwe</td>
<td>Budget 7,286,307</td>
<td>297,952</td>
<td>-</td>
<td>-</td>
<td>2%</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Expenditure 6,963,333</td>
<td>73,857</td>
<td>-</td>
<td>-</td>
<td>93%</td>
<td>-</td>
</tr>
<tr>
<td>TOTAL</td>
<td>Budget 247,011,245</td>
<td>9,409,927</td>
<td>6,233,495</td>
<td>62,057,132</td>
<td>100%</td>
<td>61%</td>
</tr>
<tr>
<td></td>
<td>Expenditure 134,122,489</td>
<td>3,869,910</td>
<td>3,377,144</td>
<td>58,094,261</td>
<td>100%</td>
<td>61%</td>
</tr>
</tbody>
</table>

\(^a\) Regional Bureau and activities cover the whole Southern Africa region.  
\(^b\) Includes activities in Botswana and South Africa and also covers without a country presence the Comoros, Eswatini, Lesotho, Madagascar, Mauritius, Namibia and the Seychelles.

### VOLUNTARY CONTRIBUTIONS TO SOUTHERN AFRICA | USD

<table>
<thead>
<tr>
<th>DONOR</th>
<th>PILLAR 1</th>
<th>PILLAR 2</th>
<th>PILLAR 4</th>
<th>ALL PILLARS</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States of America</td>
<td>22,887,250</td>
<td>5,000,000</td>
<td>61,451,146</td>
<td>79,380,396</td>
<td>79,380,396</td>
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<tr>
<td>Germany</td>
<td>7,826,283</td>
<td>-</td>
<td>5,847,953</td>
<td>13,676,236</td>
<td>13,676,236</td>
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<tr>
<td>Central Emergency Response Fund</td>
<td>900,023</td>
<td>-</td>
<td>10,807,560</td>
<td>11,707,583</td>
<td>11,707,583</td>
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<tr>
<td>United Kingdom of Great Britain and Northern Ireland</td>
<td>3,466,004</td>
<td>-</td>
<td>204,007</td>
<td>3,670,011</td>
<td>3,670,011</td>
</tr>
<tr>
<td>Finland</td>
<td>-</td>
<td>-</td>
<td>3,300,330</td>
<td>3,300,330</td>
<td>3,300,330</td>
</tr>
<tr>
<td>UNH-Flüchtlingshilfe (National partner in Germany)</td>
<td>227,365</td>
<td>-</td>
<td>-</td>
<td>227,365</td>
<td>227,365</td>
</tr>
<tr>
<td>Sweden</td>
<td>-</td>
<td>-</td>
<td>3,112,033</td>
<td>3,112,033</td>
<td>3,112,033</td>
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<td>European Union</td>
<td>2,103,271</td>
<td>651,154</td>
<td>-</td>
<td>2,754,425</td>
<td>2,754,425</td>
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<tr>
<td>Japan</td>
<td>487,927</td>
<td>1,460,527</td>
<td>556,546</td>
<td>2,480,040</td>
<td>2,480,040</td>
</tr>
<tr>
<td>Denmark</td>
<td>665,584</td>
<td>172,530</td>
<td>-</td>
<td>1,472,531</td>
<td>1,472,531</td>
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<tr>
<td>France</td>
<td>1,301,939</td>
<td>-</td>
<td>-</td>
<td>1,901,939</td>
<td>1,901,939</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>42,595,041</strong></td>
<td><strong>172,530</strong></td>
<td><strong>19,379,766</strong></td>
<td><strong>53,225,335</strong></td>
<td><strong>53,225,335</strong></td>
</tr>
</tbody>
</table>

**Notes:**  
\(^a\) Incl. 6% indirect support costs.  
\(^b\) Contributions include funds earmarked to the Democratic Republic of the Congo.  
\(^c\) Excludes $1.2 billion allocated in 2019 for activities with programming in 2019 and excludes $1.8 billion allocated in 2020 for activities with programming in 2021 and beyond.  
\(^d\) Excludes contributions to the Democratic Republic of the Congo's Acceleration Fund.