Concept of Operations (ConOps) – DRC

North and South Kivu

Background

The recent resumption of the conflict in North Kivu has led to the populations’ movement, seeking safety and humanitarian assistance in the area of Goma. On the 22nd November 2012, around 25,000 displaced people are reportedly in Sake from Goma (Mugunga, Lac Vert and Ndoshо areas) while 60,000 people, previously hosted in the Internally Displaced People (IDP) camp and surrounding areas in Kanyaruchinya, have been forced to flee again due to the fighting. As of 4th December it is reported that more than 130,000 people have been displaced in North Kivu.

Amid international community calls for a ceasefire to preserve the safety of civilians, clashes continued in Goma and its immediate vicinity. Humanitarian needs have increased with the deterioration of the security situation; the delivery of humanitarian assistance to vulnerable populations is increasingly urgent and humanitarian partners are calling for immediate unimpeded access to those in need.

This ConOps aims to enhance the Logistics Cluster capacity by implementing specific logistics services in order to support the humanitarian response operations in North and South Kivu.

Logistics Gaps and Needs

Given the present situation in Kivu, the access to the most affected areas remains limited, yet the following have been identified as potential logistics gaps which should be addressed in order to facilitate the delivery of the most urgent relief items:

a) Coordination and Information Sharing: amongst the various humanitarian actors is required in order to mitigate the duplication of efforts and maximise the use of available assets and resources.
b) Urgent transport of relief commodities: Temporary decrease and lack of commercial transport capacity due to the security situation in North Kivu province.
c) Storage: Limited access to regular warehouses in strategic locations.
d) Bridges and road repair: access to beneficiaries remains one of the main issues to the humanitarian community.

Entry points and corridors into and within DRC

Taking into consideration the general security situation in the country and the current limited access to affected populations, the following outlines the possible logistics corridors for humanitarian supplies:

a) Surface transport
   • Eastern points of entry from Rwanda: Goma/Gisenyi, Beni/Kasindi, Rutshuru/Bounagana (closed from Uganda side) and Bukavu/Cyangugu.
   • If required, transport capacities from other locations, such as those located in Bunia (Orientale Province) and in Kindu (Maniema Province) might be mobilised in addition to the WFP regional trucks fleet.

b) Air transport
   • To/from Goma and Bukavu (access and security permitting).
   • Airports of Kigali, in Rwanda and Entebbe, in Uganda will be used as back-up for corridors.
   • Cyangugu and Gisenyi might be used as well for small aircrafts or helicopters.

Activities of the Logistics Cluster

The Logistics Cluster aims to augment the humanitarian community’s capacity to deliver relief items in a rapid and coordinated manner. These services will not replace the logistics capacities of individual agencies and organisations, but would rather fill
identified gaps in the supply chain and supplement the response of the humanitarian community through the provision of common services.

Based on the above, the following list, neither definitive nor exhaustive, aims to mitigate the logistics gaps:

1. Coordination
   The following coordination services are already effective:
   - Logistics Cluster coordination cells in Kinshasa and Goma include regularly convened Logistics Cluster meetings to which all organisations are invited to participate (including concerned authorities, technical services, the Red Cross and Red Crescent movement, international and national NGOs and the United Nations).
   - As part of the logistics coordination mechanism, the Logistics Cluster will continue to ensure liaison with national authorities and military parties (if involved in the humanitarian response).
   - Mitigate any duplication of efforts and maximize the use of logistics resources available.

2. Logistics services
   a) Warehouse and staging areas
      - If required and security permits, the Logistics Cluster would make temporary storage capacity available in specific locations in South and North Kivu, such as in Goma and Bukavu. Other locations might be considered according to additional needs identified and expressed.
      - Warehouses in neighbouring countries will operate as staging areas (temporarily) in order to facilitate cross-border operations. The following locations have been selected as potential staging areas: Kigali, Ruhengeri, Gisenyi and Cyangugu.
      - Temporary storage services will include handling, consolidation, tracking and loading services in the Logistics Cluster’s warehouses.

   b) Transport
      - Upon “Cargo Movement Request “CMR” the Logistics Cluster will provide appropriate transport services from/to Logistics Cluster hubs and staging areas.

   c) Bridge and road repair:
      - The logistics cluster in partnership with international or national partners will facilitate necessary arrangement for road and bridge rehabilitation which will be managed by implementing partners.

All cargo transported and stored will be handled according to the priorities established by the Humanitarian Country Team.

3. Information Management and Geographic Information Systems (GIS)
   The following information management services would be provided:
   - d) In-country and/or regional information management capacity, including a dedicated Information Management Officer.
   - e) Consolidated overview of logistics situation, including gaps and bottlenecks, based upon information provided by the humanitarian community.
   - f) Provision of updated operational information, congestion of port and airport, administrative procedures, as well as the publication of situation reports, snapshots and briefings.
   - g) Information on customs regulations. (Note that the Logistics Cluster will only share information on customs, it will not undertake customs clearance on behalf of others).
   - h) Platform for sharing logistics information as well as a moderated email circulation list.
   - i) GIS/mapping tools and products, including specific maps related to logistics infrastructure, will be developed by the Logistics Cluster. Additional tools and maps will be developed either by the GIS Cell in Rome or by deploying GIS specialists as part of the Logistics Cluster team on the ground, based on need.

This Concept of Operations is a live document and the activities will be adapted and revised as the situation unfolds and further assessment results become available, including the possible provision of additional logistics common services as required by the humanitarian community.
Annex 1
Supplying corridors in DRC