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The Democratic Republic of Congo
Q4 Deep Dive Report
October to December 2025
Trends and analysis
16 January 2025

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Executive Summary

This quarter, Loop received 489 pieces of feedback through its web platform in the DRC between October and December 2025, of which 46 were sensitive reports. Most feedback came from conflict-affected eastern provinces (especially Nord-Kivu, Sud-Kivu, Ituri, and Kinshasa), reflecting ongoing insecurity, displacement, limited access to services, and governance challenges.

Feedback addressed a range of issues: concerns and complaints (52%), requests for assistance (21%), suggestions and opinions (19%), and expressions of thanks (8%). Communities consistently raised problems related to insecurity, disrupted health and education services, poor shelter and WASH conditions, economic hardships, and weak governance, including unpaid salaries, service failures, and administrative barriers. At the same time, people recognized positive interventions, including health campaigns, livelihood support, peace and security measures, and school reopening initiatives.

Demographically, feedback was mainly submitted by adults aged 30–59, with slightly more men (57%) than women (42%), and included internally displaced persons (11%) and a small proportion of persons with disabilities (1%). Sensitive reports highlighted acute protection and human rights concerns, including threats, violence, and discrimination.

Across feedback, communities emphasized the need for more accessible and equitable humanitarian aid, strengthened governance, improved public service delivery, and long-term solutions to insecurity, infrastructure gaps, and social vulnerabilities.

Background

Since the increased conflict in the Democratic Republic of Congo in 2025, a number of national organisations have been asking for Loop to support them in listening to communities remotely. Of these, Action for Peace and Liberty (APL), a national CSO made up predominantly of volunteers has decided to use Loop in their field work.

APL staff and volunteers collect feedback directly from communities during their regular monitoring and engagement activities. With the consent of community members, they submit this feedback via the Loop Web platform, ensuring that only information approved for sharing is transmitted. Currently, they are using the Loop Web and WhatsApp channels in French, enabling APL to highlight the needs and concerns of communities to a wider audience.

Loop does not have any confirmed funding for the DRC and is therefore not able to add on more accessible reporting channels (voice) or languages (Congolese Swahili and other local languages).

Loop is actively trying to raise funds through INGOs, Institutional donors and environmental organisations, to open up in the DRC. We have identified a strong national host organisation with whom we are establishing partnership agreements and have continued interest from FONGI, the national INGO forum (including the Mutualisation working group), CONAFOHD, a national NGO network and the Congo Cash Consortium (CCC). APL continues to lead this support with active promotion of the Loop Lite service (WhatsApp/ Web/ french channels) as part of their wider work in the Democratic Republic of Congo.
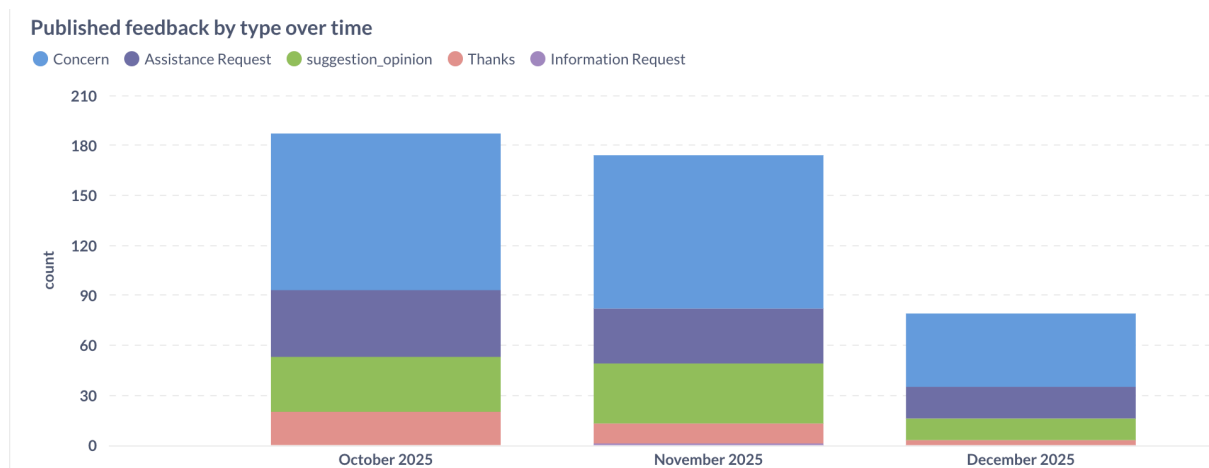
A survey from 2025 of national and international NGOs showed that 61% or 76 NNGOs (of 124) and 17% or 3 INGOs (of 17) reported **not having a feedback mechanism** to engage with communities remotely. Many recognise its importance but cite inadequate tools, funds or capacity as barriers. 68% or 72 NNGOs and 2 INGOs reported **not having a complaints reporting mechanism** for communities to safely report their concerns to the organisation directly. And 50% (62) NNGOs and 1 INGO did not have a feedback mechanism or a complaints reporting mechanism.

"We really appreciate the initiative especially since many of our national organizations like ours do not have their own complaints or feedback mechanisms." Congolese NGO

Open platform feedback

From October to December, Loop received and processed 489 pieces of feedback via the Web channel from the DRC. 373 pieces were published on our open platform, 46 were marked as sensitive and 70 were rejected.

Figure 1: Published feedback over time

Location

Feedback was received from 23 provinces in the DRC, with an additional five reports not specifying a province.

Out of 373 feedback, most came from North Kivu (25%), South Kivu (14%), Kinshasa (14%), and Ituri (13%). Other provinces contributed smaller shares: Maniema and Tanganyika (4% each), Kasaï and Kasaï-Oriental (3% each), Kongo-Central (3%), Kwilu (2%), and several others with five or fewer feedbacks each.

Overall, the eastern provinces, North Kivu, Ituri, South Kivu, Maniema, and Tanganyika, account for 61% of all feedback, showing particularly high reporting from eastern DRC.

While many themes in the feedback were shared across provinces, some regions were marked by distinct crisis dynamics that strongly shaped the nature of the feedback received.

Feedback from **Kasaï Province (Bulape, Ilebo, Kamonia, Dekese, Mweka)** was strongly shaped by the Ebola outbreak. Community members frequently referred to fear, prolonged restrictions, and the social impact of the epidemic, alongside relief as the end of the outbreak approached. Feedback highlighted the importance of continued vigilance, community engagement, and health preparedness, as well as persistent challenges such as stigma toward survivors, difficulties accessing vaccination in remote areas, and the need for sustained investment in health and WASH services to prevent future outbreaks.

Feedback from **Matadi (Kongo Central)** and **Katanda (Kasaï-Oriental)** revealed strong concerns around land tenure, housing security, and land-related disputes. Community members expressed fear of losing homes built without formal documentation, difficulties accessing administrative procedures, and anxiety about demolitions and land registration processes. Others highlighted the long-term impacts of land conflicts on livelihoods, agriculture, and environmental protection. These concerns are particularly pronounced in these regions due to the prevalence of customary land systems, historical disputes over land boundaries, and ongoing efforts by authorities to formalize land registration.

In **North Kivu, South Kivu, and Ituri,** feedback was overwhelmingly shaped by conflict and displacement. Communities described repeated population movements, loss of livelihoods and property, and severe disruption of basic services. Requests and concerns focused on protection, access to healthcare despite insecurity, continuity of education, and assistance for displaced families. The concentration of feedback from these provinces reflects how insecurity continues to drive humanitarian needs and undermine access to essential services.

Demographics

Gender

This quarter, 42% (155) of all feedback submitted came from women and girls, while 57% (213) was submitted by men and boys, and 1% (5) did not specify their gender.

Men dominated feedback submissions in almost all age groups, except among authors aged 18–29, where women were more represented, accounting for 58% of submissions in this age group.

Age

Regarding the age of feedback authors, 65% (243) of submissions came from adults aged 30–59, followed by 16% (59) from youth aged 18–29, 4% (15) from older adults aged 60 and above, and 1% (2) from adolescents aged 14–17, indicating limited participation from younger populations. Notably, 14% (54) of respondents did not disclose their age, suggesting that the true share across age groups, particularly among youth and older adults, may be somewhat higher.

What are youth talking about?

Young people (14–29) across the DRC shared feedback that combines concerns about daily safety, access to opportunities, and the future of their communities.

In North-Kivu, Sud-Kivu, Ituri, and Kasaï, many spoke about fear of armed groups, attacks, and floods, explaining that insecurity disrupts everyday life and, in some cases, prevents them from going to school, working, or accessing basic services. Displacement, damaged schools, and weak infrastructure were also cited as barriers to continuing education. Limited access to healthcare, clean water, and vaccination was another recurring concern, with respondents noting that children and youth are particularly at risk when services are unavailable or distant.

Economic pressure featured strongly in youth feedback. Young farmers, traders, moto taxi drivers, and informal workers described lost income due to insecurity, transport problems, and natural hazards, and voiced concern about the limited opportunities available to support themselves and their families. Differences in experiences were also highlighted. Young women drew attention to online harassment and other gender-related challenges affecting their safety and dignity, while young men emphasized the impact of insecurity and economic strain, with some expressing the need for more structured support for livelihoods and civic engagement.

Alongside these concerns, youth in places such as Rutshuru, Bunia, Kabare, Kinshasa, Bukavu, Kolwezi, and Mambasa also spoke about taking part in community initiatives, including tree planting, reforestation, and sanitation activities, reflecting both a desire and an effort to contribute to improving local living conditions despite ongoing constraints.

«Reforesting is more than just an action; it is our responsibility to future generations. If we plant trees today, we contribute to the fight against climate change and ensure a healthier future for our country. I encourage my friends and all young people to take concrete initiatives, even in our neighborhoods, so that everyone does their part.»

Cédric, 21, Kinshasa

"When the peacekeepers rehabilitated part of the road and organized activities for us, I felt hope. Here, with the war, all we see are weapons and people fleeing. That day, I played, I drew, and I even received some notebooks. It reminded me that we can still think about school despite everything. And the road they fixed helps a lot: now even motorcycles can reach our neighborhood. I wish to live in a place where we no longer need to be protected all the time."

Eliezer, 16, Bunia

« Online harassment is real. What I experienced is not just a matter of mean comments. I was harassed every day, false things were said about me, and my name was spread in groups. I left the house afraid of running into someone who had seen these messages. (...) Many girls go through this, but no one takes us seriously. I really ask organizations working on digital rights and women's rights to come support us, to create safe spaces, and to provide legal and psychological assistance.»

Huguette, 26, Rutshuru (Nord Kivu)

«Every morning, I walk a long distance to get to school, but often we don't have classes because there is no longer a roof. When it is hot, we stay outside, and when it rains, we go back home. I would like to study to become a doctor, but sometimes I tell myself that it will be difficult if things continue like this.»

Safari, 16, Rutshuru (North Kivu)

People living with disabilities (PLWD)

Out of 373 feedback received, only 1% (5) was submitted by persons with disabilities, representing a very small proportion of overall feedback. Four of these came from North Kivu (Goma, Beni, Nyiragongo) and one from South Kivu (Uvira). Most of the respondents (4 out of 5) reported physical impairments, while one highlighted self-care challenges. Women were slightly more represented (3 women and 2 men). Almost all respondents (4 out of 5) were between 30 and 59 years old, indicating that feedback mainly came from adults of working age.

The feedback submitted by persons with disabilities mainly focuses on discrimination, social exclusion, and difficult living conditions. Respondents describe daily barriers that prevent them from fully participating in education, work, and community life, highlighting negative attitudes, stigma, and lack of respect for their rights.

Several feedback also point to concrete environmental and humanitarian challenges that have a direct and disproportionate impact on persons with disabilities, such as inaccessible surroundings, poor sanitation and drainage, flooding, and loss of housing after heavy rains. These conditions significantly restrict their movement, increase health and safety risks, and reduce their ability to protect themselves or recover from shocks. Respondents also describe serious difficulties with mobility and self-care following illness or injury, which, combined with these environmental barriers, deepen dependency on others and further undermine their autonomy and dignity.

«At my school and in my neighborhood, we are always looked at differently. When I speak or suggest an idea, I am often told: 'You are just a disabled person, what could you possibly say?' It hurts and discourages many of us. We just want to be treated with respect and have the same opportunities as other girls. We hope that the government and communities will truly listen to our voices and act to put an end to this discrimination.»

Abigael, 18, Beni

« Since I had a stroke, my left leg no longer supports me well. When it rains, plastic bags block the drainage channels in front of my house and water sometimes enters the room where I sleep. I have difficulty moving to go to the market. Sometimes, I feel forgotten. If associations could help us keep our environments clean and accessible, it would already be a great thing for us.»

Joséphine, 43, Goma

Internally displaced persons

Out of 373 feedback received, 11% (42) was submitted by individuals who reported being internally displaced. Feedback from internally displaced persons was mainly collected in North Kivu, Ituri, South Kivu, Tanganyika, Kwilu, Maï-Ndombe, and

Kinshasa, showing that displacement affects multiple provinces and that needs remain acute across both conflict and displacement areas.

Overall, the feedback is dominated by armed violence, repeated displacement, and constant fear. Many people describe fleeing under gunfire, hiding in the bush, and moving several times, resulting in deep exhaustion, psychological distress, and uncertainty about the future. While a few individuals mention feeling relatively safer after relocation and access to some services, most continue to express fear of renewed attacks, insecurity even in displacement sites, and anxiety about whether they will ever return home.

A central and recurring concern is the severe lack of assistance. Many displaced people explicitly state that they have not received any aid since their arrival while others report that the assistance received is far from sufficient. This absence of support forces families to rely heavily on host communities, relatives, and solidarity networks, which are themselves overstretched, generating strong feelings of abandonment, frustration, and despair.

> «This is the second time I've taken the road to escape the war. Every time I think I've found a calm place, the fighting comes back after us, as if it were chasing us. Here, no one has helped us since we arrived, not even a single ration. We sleep however we can, and we live only on hope, but hope does not feed our children. I wonder how many more times we will have to flee before we can finally breathe.»
>
> Deshine, 45, Walikale (North Kivu)

> « Life as a displaced person is extremely difficult. Every morning, we have to clear the classrooms with all our belongings, even in the rain. I carry my children in my arms to keep them from falling ill, but we have nowhere to go. We have been living like this for weeks, without stable shelter or support. I make an urgent appeal to the authorities and humanitarian organizations to think of us, especially the little ones who have no protection.»
>
> Orthance, 36, Masisi (North Kivu)

Shelter conditions are consistently described as extremely precarious. Families are sleeping in classrooms, abandoned public buildings, overcrowded host homes, or under damaged tarpaulins, often forced to leave classrooms during the day and sleep on bare ground at night. These unstable living arrangements expose people to rain, cold, illness, insecurity, and loss of dignity, and severely undermine their ability to care for children, elderly people, or those with specific needs.
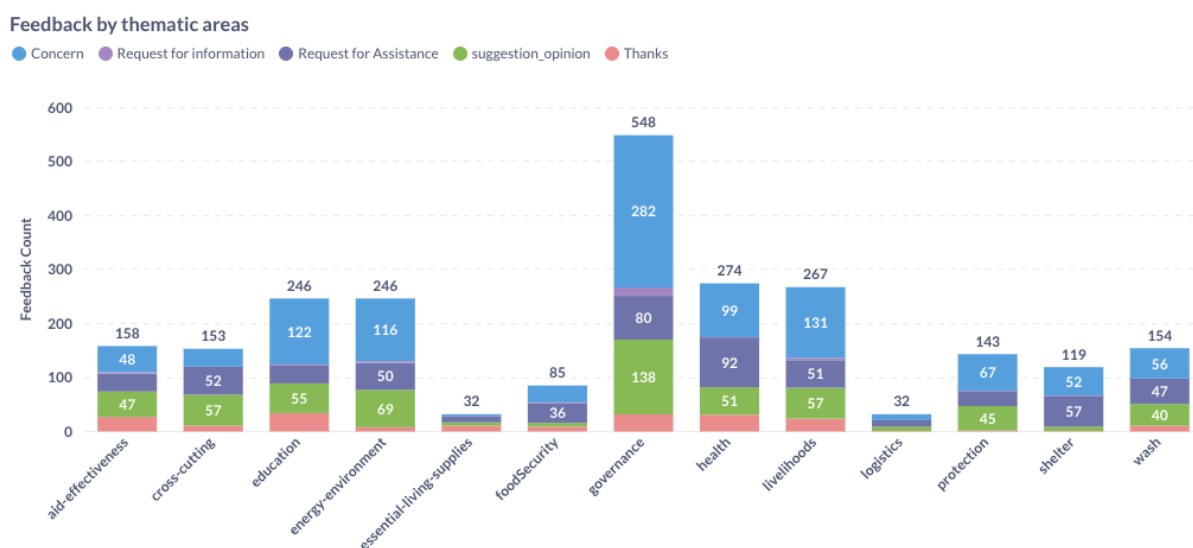
Many women describe the daily struggle of caring for children in conditions of extreme scarcity, carrying them during flight, protecting them from rain and illness, and watching them suffer from hunger and disease. Pregnant women highlight fatigue, poor nutrition, and lack of specialized support.

Type of feedback

Communities across the DRC voiced a range of experiences in the last quarter. Over half of all feedback (52%) reflected pressing concerns, from insecurity and limited access to basic services to economic hardships that shape daily life. Close behind, 21% of feedback were requests for assistance, pointing to urgent needs, especially in areas affected by displacement. Another 19% shared opinions and suggestions, showing that people are not just highlighting problems, but also seeking solutions and ways to improve their communities. Expressions of gratitude (8%) remind us that, despite challenges, local and humanitarian efforts are recognized and valued.

These feedback addressed a wide range of sectors, spanning governance, livelihoods, education, shelter, WASH, food security, and other humanitarian and development areas, highlighting the broad and interconnected nature of the challenges communities face.

Figure 2: Feedback by thematic areas (since June)[1]

Feedback by thematic areas

Concerns

In Q4, concerns were the most common type of feedback, with **230 pieces of feedback (52%)**

The geographic distribution highlights a strong concentration in crisis-affected areas. Eastern DRC accounted for 145 concerns, with North Kivu representing the largest share (26%), followed by Ituri (14%), South Kivu (13%), Maniema (5%), and Tanganyika (3%). Outside the eastern region, Kinshasa also emerged as a significant source of concerns (12%), reflecting persistent urban challenges. This distribution underscores

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[1] The total number above the bars includes all thematic tags plus general feedback types. Therefore, this figure will be slightly higher than the sum of the specific thematic areas shown.

the continued impact of insecurity, displacement, and service disruption on the volume and nature of concerns raised.

The thematic profile of concerns in Q4 shows a strong emphasis on governance and systemic issues. **Governance-related concerns** were the most prevalent, representing around 50% of all concerns (116 out of 230). These were largely driven by issues around safety and stability, alongside persistent challenges linked to unpaid salaries, social protection, government spending, rule of law, civil documentation, and transportation. Feedback consistently points to difficulties in the general security environment and the functioning and reliability of public services. Recurrent reports of unpaid or delayed salaries for teachers, health workers, and civil servants are associated with strikes, school closures, and reduced access to healthcare, illustrating how governance challenges directly disrupt basic services. Concerns also highlight weaknesses in administrative systems and transport infrastructure, which communities describe as major barriers to mobility, livelihoods, and access to essential services. Overall, the feedback reflects strong expectations for more effective public action to strengthen stability and ensure the delivery of basic services.

Livelihoods accounted for approximately 22% (51) and education for about 17% (38) of concerns, reflecting ongoing worries about income opportunities, economic survival, and access to safe and functional schooling. Together, these patterns indicate that beyond immediate humanitarian needs, communities are increasingly voicing concerns about structural conditions that undermine stability, access to services, and longer-term recovery.

Requests for assistance

Requests for assistance accounted for **93 feedback (21%)**, with women and men contributing almost equally (49% women, 51% men).

Gender differences emerge in the types of requests: women more often focus on daily survival and care responsibilities, including food, water, healthcare for children and pregnant women, and support for household needs. Men's requests emphasize protection,security of property, livelihoods, and access to basic services including health and education, often highlighting broader community impacts.

Community requests for assistance across the DRC reflect urgent and diverse needs related to daily survival, access to essential services, and protection from crises. In areas not affected by conflict, communities primarily request support for health and education, access to clean water, medicines, and care for children and pregnant women, as well as help to restore livelihoods, including agricultural inputs and local infrastructure. Populations affected by natural disasters such as heavy rains, floods, erosion, fires, or conflict-driven displacement, seek assistance to rebuild homes, secure temporary shelters, and obtain food and water. Displaced families, in particular,

highlight the urgent need for safe and accessible shelter, materials for reconstruction, and support for relocation, alongside essential services.

In conflict-affected areas needs focus heavily on protection and safety, with urgent calls to protect families, prevent violence, provide healthcare despite displacement, and maintain schooling. These communities report mass displacement, loss of property and crops, disrupted health services, and child malnutrition, highlighting the urgent need for rapid humanitarian response. Overall, **66 of 92 requests for assistance (72%) come from the eastern provinces of the DRC** where displacement, insecurity, and disrupted services have created acute humanitarian needs.

Health emerges as the thematic with the highest number of requests, representing 26% of all feedback, with contributions evenly split between women and men. The majority of these requests (19 out of 24) originate from North and South Kivu, reflecting the region's particular challenges in accessing medical care. Conflict-affected communities in Walikale, Minembwe, and Mwenga reported severe difficulties accessing even basic health services, while frontline health workers in Goma, Walikale, and Buguri emphasized that shortages of staff, supplies, and operational facilities further undermine care delivery.

Some requests also point to **long-term structural challenges**, such as land regularization, support for teachers and salary payments, reliable telecommunications, environmental protection, and rebuilding public infrastructure, emphasizing the need for a response that combines immediate relief with long-term resilience interventions.

«Every day is a struggle to feed my children. Sometimes we have only one meal a day, and I don't know how we will make it through the month. The situation is desperate, and I beg humanitarian organizations and authorities to come to the aid of our families before it becomes critical. Without assistance, we risk losing our children to hunger. »

Marie, 37, Mbuji-Mayi (Kasaï-Oriental)

«Every day we wait anxiously for the supply of medicines. My children still have fever and some have diarrhea, but there is nothing to properly relieve them. I am afraid the situation will worsen, and I call on the authorities and humanitarian partners to act quickly so that we can receive dignified medical care.»

Pascaline, 27, Walikale (North-Kivu)

Opinions and suggestions

Between October and December 2025, **82 feedback (19%)** expressed opinions and suggestions, showing active engagement with issues affecting communities. Authors of feedback commented not only on humanitarian and development interventions, but also on governance, security, social and environmental protection, and economic conditions.

Security and Safety are areas where many authors of feedback express clear opinions. In Ituri, North Kivu, South Kivu, Maniema, Tanganyika and Kinshasa, authors of feedback emphasize that peace must be supported by the effective reintegration of ex-combatants, demobilization programs, disarmament and strengthened protection of civilians. Messages highlight the importance of supporting community reconciliation, creating safe spaces for youth, maintaining military and police oversight, and building trust between authorities and communities. Several authors of feedback link security to broader stability, noting that without livelihoods and economic recovery, social cohesion, and continued engagement with local communities, violence may return.

Health-related feedback frequently includes suggestions on how services and systems should improve. In Kisangani (Tshopo), Walungu (South Kivu), Maniema, Mweka and Dekese (Kasaï), Masisi and Rutshuru (North Kivu), and Bunia (Ituri), authors of feedback comment on HIV prevention, cancer detection, Ebola, vaccination campaigns, mental health, maternal and child health, and access to care. Suggestions include intensified testing, free screening, strengthened prevention, sustained community awareness, improved diagnostics, and better support for humanitarian and health actors. Messages emphasize long-term care, proactive community engagement, and prevention alongside emergency response.

Livelihoods and economic support related feedback mainly expresses opinions on current economic conditions and suggestions for action. In North Kivu, Ituri, Lomami, Tanganyika, Maï-Ndombe, and South Kivu, several contributors suggest that farmers should receive seeds, tools, tractors, and technical support from agronomists to improve production, restore conflict-affected fields, and limit future losses. In Maï-Ndombe feedback expresses the opinion that rehabilitating agricultural roads would facilitate access to markets and improve incomes.

In Kinshasa and Haut-Katanga, several authors welcome recent price decreases but suggest that authorities should continue regulating prices, monitoring large traders, and preventing speculation to keep basic goods affordable, and maintain currency stability. In Kinshasa, contributors further suggest that cooperatives and small businesses should be supported through training, supervision, and resources to expand activities, retain youth, and strengthen local economies. In Ituri and Tanganyika, some link livelihoods to peacebuilding, suggesting that returnees and ex-combatants should be supported through sustainable income-generating activities.

Education-related feedback mainly reflects opinions on how the school system is functioning and suggestions for how it should improve. In Ituri and Maniema, several authors of feedback express the view that irregular and insufficient salaries are undermining the education system, and suggest that authorities should stabilise payments and put in place sustainable support mechanisms to keep teachers in schools. Feedback from Ituri also notes that children's education is affected by

household coping strategies, recommending stronger parental supervision and prioritization of schooling.

In North Kivu and South Kivu, authors broadly welcome the introduction of new English exam requirements, while suggesting that their success depends on teacher training, appropriate learning materials, and practical preparation for students. In South Kivu, some contributors further express the expectation that reconstruction initiatives should integrate the rehabilitation of schools. In Kinshasa, feedback highlights positive perceptions of digital diplomas, with suggestions to expand these systems to ease young people's transition to higher education and employment. Across provinces, some authors also stress that the inclusion of children with disabilities should move beyond commitments to visible action, particularly within schools and local communities.

Authors of feedback from Kinshasa, Goma, Bukavu, Masisi, Katanda, Bunia, and other provinces highlight the need for practical **environmental and energy** measures. Many emphasize reforestation and tree planting as essential for climate resilience, soil protection, and disaster prevention, urging youth and communities to actively participate. Feedback suggests supporting agriculture and soil conservation initiatives, including the promotion of sustainable farming practices and organic agriculture to preserve ecosystems. Urban concerns focus on drainage systems and solid waste management, with authors of feedback recommending improved waste collection, better drainage systems maintenance, and community engagement to prevent floods and waterlogging. Several contributors also call for effective implementation of climate policies, including follow-up on COP commitments, reducing plastic waste, and protecting rivers that support local economies. On energy, some authors of feedback encourage the promotion of renewable and sustainable energy solutions and responsible use of natural resources, highlighting the importance of linking resource management to economic development and youth employment.

«I welcome the decision of these former militiamen to lay down their arms. It is a sign of hope for our community, but their support must be real and effective. If demobilization programs do not properly assist them, they risk becoming a threat again. We call on the authorities to ensure their reintegration, the rehabilitation of our neighborhoods, and the creation of conditions that allow everyone to live in safety and peace. »

Claire, 55, Kinshasa

« Many displaced families still do not know how to register their children, especially in sites where civil registry services are no longer functioning. I call for better information, including the launch of large awareness campaigns, and for support from local authorities to facilitate this process. »

Adeline, 29, Djugu (Ituri)

Thanks

Between October and December 2025, **35 (8%) expressed gratitude**, reflecting appreciation for a mix of interventions, actions, and broader initiatives that positively impacted communities in the DRC.

Many authors of feedback expressed thanks for **health** interventions, including human and livestock vaccination campaigns, maternal and primary health services, and surgical care such as obstetric fistula repairs. Several messages specifically highlighted the official end of the Ebola outbreak, which brought joy and relief to survivors and communities. Health workers also welcomed the provision of medical equipment and cold chain tools, which allowed safer and more effective service delivery. Locations where these messages were collected include Mahagi and Bunia (Ituri), Kalehe (South Kivu), Moba and Kalemie (Tanganyika), Bandundu-ville, Bikoro (Équateur), and Kinshasa, with key actors such as UNICEF, MSF, and Fondation Artemedis mentioned.

Communities also expressed gratitude for **security and safety** measures, including MONUSCO patrols, demining operations, and other measures that restored a sense of safety, allowing farmers to cultivate fields, children to play, and families to move freely. Beyond direct security actions, some messages reflected appreciation for peace agreements and justice processes, which offered hope that families could live more safely. Feedback in this theme came from conflict-affected locations including Beni, Irumu, Djugu, Djaudha, Walikale, and Mahagi (Ituri).

Thanks messages were also received in relation to support to **agriculture and livelihoods**. Individuals praised agricultural training, improved seeds, tools, and guidance from programs like PNDA, which helped increase production, access markets, and strengthen food security. Road rehabilitation and infrastructure improvements were also recognized for facilitating trade and reducing losses. Locations include Kananga (Kasaï-Central), Mweka (Kasaï), Walikale, Bwahungu (South Kivu), Lomami, and Seke-Banza (Congo Central).

Some authors of **education**-related feedback highlighted the benefits of school reopening, timely delivery of report cards, and innovations such as digital e-diplomas, which simplified verification and improved access to higher education. Locations include Moba (Tanganyika), Kindu (Maniema), and Kinshasa.

Many feedback expressed gratitude for the delivery of **non-food items, household kits, food, and hygiene supplies**, which restored dignity, reduced anxiety, and supported daily survival. This included items such as bedding, soap, and cooking utensils distributed to displaced or conflict-affected households. These interventions were provided by organizations such as PAM/WFP and UNICEF. Feedback came from

communities in Moba and Kalemie (Tanganyika), Bikoro (Équateur), Tchomia (Ituri), Kinshasa, and N'Djili (Kinshasa).

Despite their appreciation, many individuals noted that interventions often remain short-term, unevenly distributed, or fragile, prompting calls for continued support, expansion to rural and conflict-affected areas, and stronger government involvement to ensure long-term sustainability.

« When we arrived here, we had nothing and slept under the open sky with the children. Receiving the kits from UNICEF relieved us: we now have blankets, pots, and cooking utensils. It gives a bit of hope and security for our families. »

Rita, 29, Djugu (Ituri)

« When I learned that the midwives were coming with a mobile clinic, I felt a real sense of relief. Before, we had to walk several kilometers to find help, even when experiencing severe pain. Today, they are here, they listen, they reassure. I gave birth without fear, receiving care as in a major maternity hospital. This is the first time I truly feel safe for my baby and myself.»

Joelle, 28, Kalehe (South Kivu)

Aid and Services Effectiveness[2]

By the end of Q4, we recorded 38 pieces of feedback coming from DRC related to Aid effectiveness.

Disruption and suspension of services, whether of food distribution, medical services, or social support programs, remains a pressing issue. For instance, the suspension of support from MSF in Maniema and the cessation of aid to health centres in Goma (North Kivu) have left facilities struggling to care for malnourished children, survivors of sexual and gender-based violence, and pregnant women. In Beni, uncertainty over the potential closure of UNICEF offices raises concerns about the continuation of child nutrition and education support. In Ituri, irregular distributions by the World Food Programme (PAM) leave displaced families without sufficient food, while some children miss vaccinations due to inconsistent outreach.

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[2] In Q3, Loop launched a thematic area for analysis called "Aid effectiveness" where we capture the community's perception on different aspects of Aid delivery. The sub-themes are built using and expanding on the metrics of Accountability to Affected Populations (AAP) of the CHS Alliance. Loop's list includes: accessibility of Aid; CFM processes; communication, awareness-raising, and materials; disruption/suspension of Aid; fairness of Aid distribution; inclusiveness of Aid; participation and representation processes; quality of Aid; quantity of Aid; relevance of Aid; safety of Aid distribution, and timeliness of Aid.

Accessibility in aid and service delivery are consistently highlighted as major concerns across several provinces. Across provinces, people describe services as physically and financially difficult to reach, even when they exist. Many report walking long distances, waiting for hours, or facing high costs to access water, healthcare, vaccinations, or administrative services. This is especially visible in Kasaï-Oriental (Mbuji-Mayi), Maniema (Kabambare), Kinshasa, and parts of Goma, where families spend hours each day fetching water and rising prices make it unaffordable for many. Health services are frequently inaccessible due to distance, medicine shortages, limited outreach, and insecurity. Communities in Minembwe and Uvira describe being almost completely cut off from care and markets, while in Ituri and North Kivu, insecurity and displacement further restrict access to services and aid.

Where aid is delivered, it is frequently perceived as **insufficient in quantity, scale, or scope**. Feedback consistently highlights gaps in food, non-food items, and medical support. Displaced families and host communities in Walikale (Mutongo, Manyema), Rimba (Ituri), Mwesso (Masisi), Minembwe (Sud-Kivu), and Mbujimayi (Kasaï-Oriental) report food rations that do not last, kits that fail to cover all household members, and assistance that does not address specific needs such as those of pregnant women, malnourished children, or survivors of sexual and gender-based violence. Health facilities report similar concerns: centres in Goma (Ushirika), Maniema (Kabambare), and parts of Uvira note shortages of essential medicines, nutrition supplies, dignity kits, and equipment, which limit the quality of care available to patients.

Perceived inequities in aid delivery are occasionally highlighted, with some households reporting that they are registered but never receive assistance, while others appear to benefit repeatedly. In Ituri (Rimba, Tchomia), Kindu (Maniema), Walikale (North Kivu), and Kinshasa, families report being left out despite comparable vulnerabilities, while others receive disproportionate or repeated support. This perception of unequal distribution contributes to feelings of exclusion and unfairness, although reports of such inequities are less frequent than issues of access or insufficiency.

« I learned that UNICEF is going to close its office here, and I am worried. In this city, they are often the first to intervene when children are malnourished or when schools need support. We are already struggling to cope with violence and the lack of services. We only hope that this decision will not forget the children of Beni, because they are the ones who suffer first.»

Faraja, 53 ans, Beni (North Kivu)

« The price of water has become very high here. With my small salary, I cannot buy enough for my family. Sometimes I have to walk even longer back and forth under the sun with my children behind me. Every day this search for water tires and stresses me. We urgently need help, but for now we feel abandoned.»

Judith, 25, Mbujimayi (Kasaï-Oriental)

Sensitive Reports

Number and demographics overview

A total of **46 sensitive reports** were collected by APL-RDC during its monitoring activities among communities across various regions of the Democratic Republic of Congo and submitted through the Loop platform**.** The feedback reflects a wide range of protection concerns, high levels of insecurity, human rights violations, service delivery gaps, and urgent humanitarian needs. Some reports were designated as sensitive because they contained information on security-related incidents, such as killings, armed attacks, and threats involving state or non-state actors.

Gender and age

Of the 46 sensitive reports, the majority of feedback authors were men (37), while 8 were women. At least one author did not specify their gender and shared feedback representing their community.

The majority of reports came from adults aged 30–59 (27). In addition, 2 reports were submitted by adolescents aged 14–17, 1 by young adults aged 18–29, and 4 came from older persons aged 60 and above. The remaining authors did not specify their age.

Disability, minority and vulnerability

No feedback explicitly identified authors or affected persons as persons with disabilities.

At least **12 feedback reports were collected from members of the Banyamulenge ethnic minority**. This feedback largely originates from Fizi and Uvira. Across these reports, feedback authors express acute fear and distress, describing a context of severe insecurity, restrictions on movement, and limited access to markets and assistance. Many convey a perception of collective targeting and discrimination, alongside concerns about attacks on homes and individuals, which authors feel impact members of the Banyamulenge community more directly. The messages frequently call for protection of civilians without distinction, restoration of freedom of movement, access to humanitarian assistance, and respect for the rights of all communities.

At least **7 reports were collected from internally displaced persons,** mainly from Ituri (Djugu, Irumu), North Kivu (Masisi), and South Kivu (Mwenga, Fizi). Their reports highlight repeated patterns of sudden flight due to armed violence, fear of returning home, family separation, and significant psychological distress. Several authors report urgent needs for protection, psychosocial support, and humanitarian aid.

Location

Geographically, the 46 sensitive reports originated from a wide range of provinces across the Democratic Republic of Congo. The majority came from South Kivu (41%), particularly Uvira, Fizi, and Mwenga, reflecting the high concentration of insecurity and protection concerns in these areas. This was followed by Ituri (22%), especially Djugu, Mambasa, Irumu, Bunia, and Mahagi, and North Kivu (20%), particularly Rutshuru, Lubero, Masisi, Butembo, and Walikale. Smaller numbers of reports were received from Tshopo (9%), and from Tanganyika, Kasai-Central, Sankuru, and Bas-Uele (2% each), highlighting that sensitive issues are reported across multiple regions, though with the highest concentration in the main conflict-affected provinces.

Type of sensitive feedback

Insecurity and Human Rights Violations

The majority of authors submitting sensitive feedback report widespread insecurity and human rights concerns across multiple provinces, including Sud-Kivu, North-Kivu, Ituri, Tanganyika, and Tshopo. Several authors describe living in constant fear due to the presence and activities of armed groups. Attacks on homes, looting, and destruction of property are frequently mentioned, while roads and markets are often blocked, limiting freedom of movement and access to essential services.

In Sud-Kivu, multiple authors highlight that overlapping armed actors create a highly volatile environment. Markets are inaccessible, travel is dangerous, and civilians feel trapped in areas affected by active hostilities. Authors from North-Kivu and Ituri similarly report violent incursions, pillaging, and deaths caused by both rebel groups and militia activity. In Tanganyika and Tshopo, several authors note that the absence of police or security forces exacerbates vulnerability, leaving residents exposed to armed attacks and criminal activity.

Land and property concerns are consistently raised alongside security issues. Many authors indicate that households have lost homes or land, making it difficult to maintain livelihoods, return safely, or secure basic assets. The combination of physical threats, property loss, and movement restrictions severely affects both the safety and dignity of affected populations.

Humanitarian Assistance Needs

The majority of authors emphasize urgent humanitarian needs, particularly for displaced populations and refugees in conflict-affected and border areas. Several authors describe prolonged periods without access to food, healthcare, or education. Displacement caused by armed attacks has forced families to seek refuge in temporary shelters, often under harsh conditions.

Across Sud-Kivu, North-Kivu, Ituri, Tanganyika, and Bas-Uele, authors repeatedly describe weeks of isolation, lack of essential supplies, and limited access to assistance. In Bas-Uele, where large numbers of Central African refugees have crossed the border, feedback suggests that refugees have received limited support, placing additional strain on already scarce resources and basic services within host communities.

Child protection and GBV

While authors did not explicitly report incidents of gender-based violence or child abuse in this quarter, several highlight that the conditions described place women and children at heightened risk. Displacement, separation from family members during attacks, and restricted access to education or healthcare create indirect but significant protection concerns. Widowed or single-headed households are particularly vulnerable to economic and physical insecurity.

The majority of authors stress that child protection and gender-sensitive approaches should be integrated into humanitarian and protection responses, given the compounded risks faced by these groups in conflict-affected areas.