We.Link

UNHCR The UN Refugee Agency

Uliza - We Listen!

Interagency We.Link (formerly FRRM)

April 2026 Newsletter

Training of parasocial workers in preparation for the We.Link app rollout in community-led protection desks in Imvepi Settlement. Photo ©UNHCR Isaac P. Ejonu.

MONTHLY HIGHLIGHTS

The Interagency We.Link/FRRM helpline received a total of 19,364 calls and 3,519 new queries during April 2026 representing a 51.7% reduction compared to March 2026. 2,139 (60.8%) new queries came from females and 1,380 (39.2%) from males.

At the helpline level, 2,888 (82.07%) queries were resolved using FAQs. The remaining included 32 (0.91%) biodata updates and 599 (17.02%) queries regarding requests for assistance, reports of misconduct, and urgent protection cases which were referred to UNHCR and partners for follow-up and assistance.

UNHCR and partners closed 607 Category 3 referrals (requests for assistance) during the month and this included 168 from those received and closed within the month and 439 from the previous month's backlog across all locations. Overall, among referrals received during the month, 37.70% were resolved, 5.92% were still being actioned on and 37.88% remained unopened.

Rwamwanja registered the highest number of new queries (624) in the month. Kyaka II followed with 538 new queries; Nakivale with 450 new queries; Palabek with 350 new queries; and Kampala - Urban with 300 new queries.

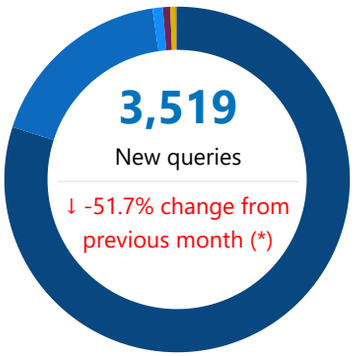
Compared to March 2026, by sector, Prioritization Review Mechanism (PRM / JAM) registered 1,267 new queries indicating a 58.6% decrease. This was followed by Community Based Protection with 497 new queries and a 16.9% decrease; Food Assistance with 432 new queries and a 80.3% decrease; Education with 260 new queries and a 14.2% decrease; Durable Solutions (Resettlement, Local integration and Voluntary repatriation) with 169 new queries and a 14.2% increase.

60.8% of callers in April were **women and girls**

82.1% of the calls were resolved directly **by the helpline**

17.9% of the calls were referred to **UNHCR and partners**

SUMMARY STATISTICS



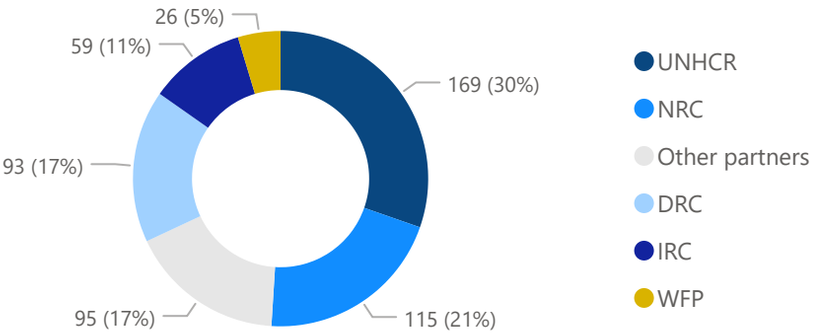
Call Category	New queries	% of total queries	% change from previous month
0 Biodata updates	32	0.9%	↓ -50.77%
1 General and/or positive feedback (no response required)	21	0.6%	↓ -30.00%
2 Information request answered directly using standard FAQs	2,867	81.5%	↓ -54.05%
3 Request for support and assistance through a referral	557	15.8%	↓ -40.81%
4 Calls relating to allegations of fraud, corruption	31	0.9%	↑ 210.00%
5 Calls regarding serious life-threatening cases	11	0.3%	↑ 83.33%

REFERRALS to UNHCR and PARTNERS

557
Number of Category 3 referrals received

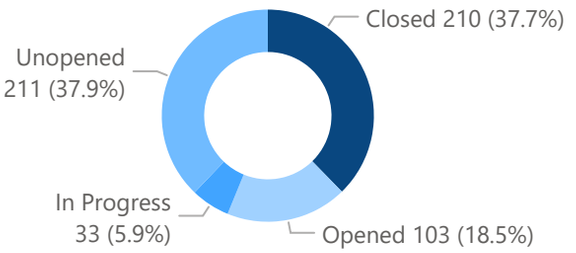
-40.8%
Percentage change from the previous month

22
Number of agencies who received referrals



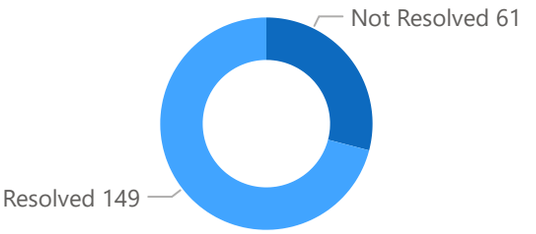
ACTION on CATEGORY 3 REFERRALS

Status of Category 3 referrals by time of reporting (*)



** The report shows data as of 18 May 2026.*

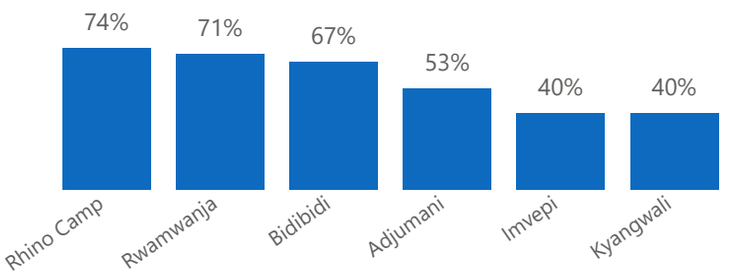
Resolution status of Category 3 closed queries (**)



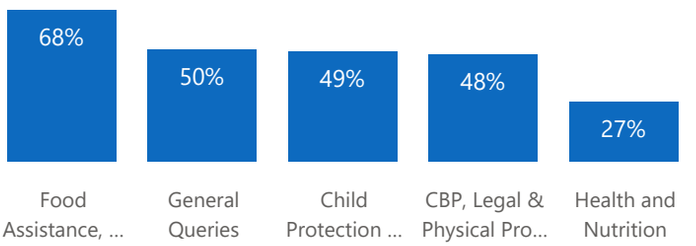
*** The main reasons for lack of resolution include inability to contact the person raising the query and lack of resources / capacity.*

MONTHLY SPOTLIGHT

Top five settlements with highest percentage of closed referrals

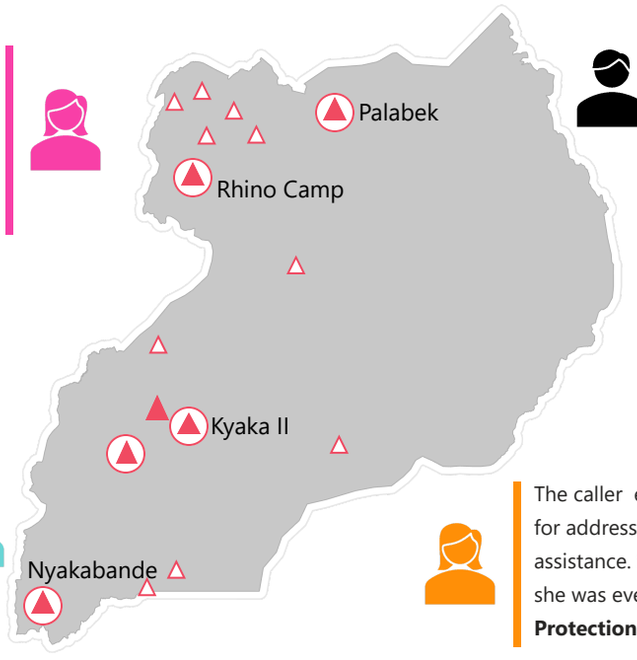


Top five sectors with highest percentage of closed referrals



POSITIVE FEEDBACK RECEIVED

The FDSP called to express her gratitude to WFP for moving her household from food category 3 to 2. She is grateful as her household is now able to access food and meet basic needs. **Food Assistance, Rhino Camp, (01 April 2026)**



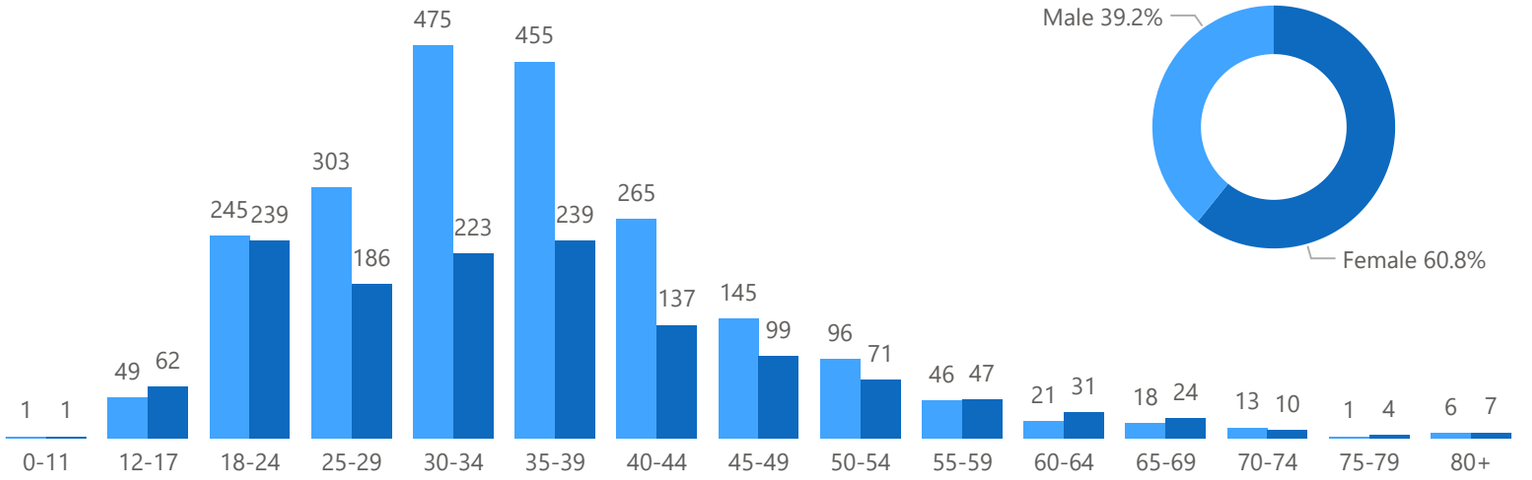
FDSP called to express appreciation to the partner, MTI for the distribution of mosquito nets. He and the community are grateful. **Health and Nutrition, Palabek, (21 April 2026)**

The caller expressed his gratitude to the We.link helpline for guiding him to approach OPM for further support with a ration and a medical card. He confirmed that he was supported by OPM and is grateful. **Registration, Nyakabande, (01 April 2026)**

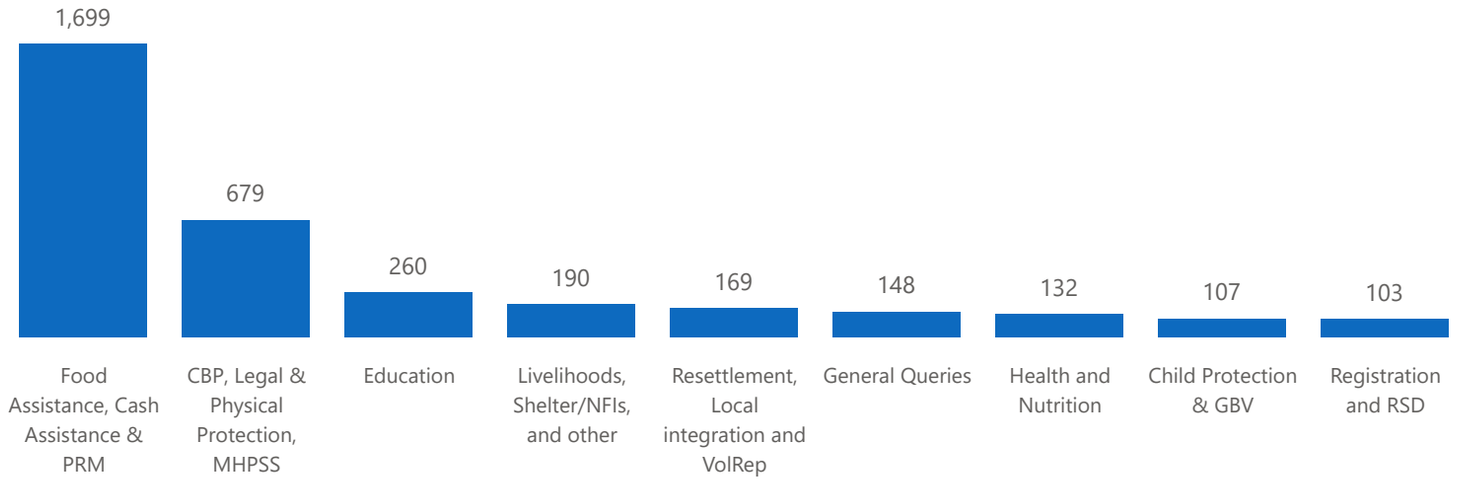
The caller expressed her gratitude to the We.Link helpline for addressing her issue related to a pending cash assistance. She is also grateful to DRC for the response as she was eventually supported. **Community Based Protection, Kyaka II, (21 April 2026)**

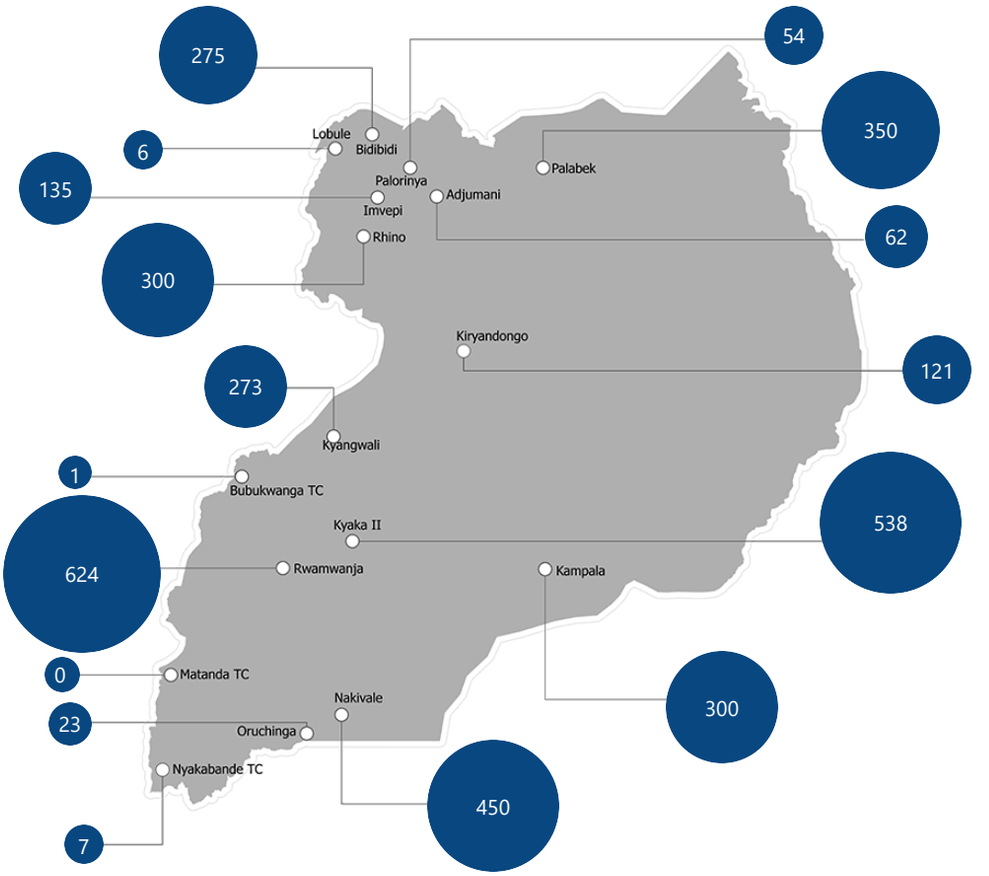
DEMOGRAPHICS, SECTORS AND LOCATIONS

New Queries by Gender and Age Group



New Queries by Sector

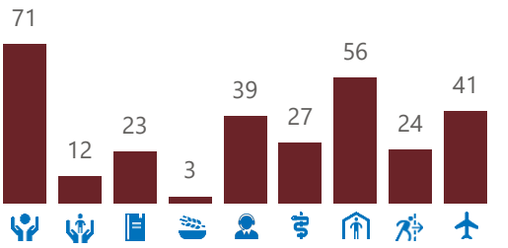




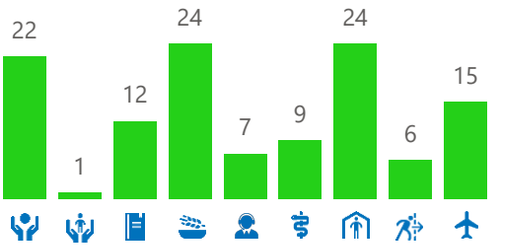
NEW QUERIES by SECTOR and LOCATION

- CBP, Legal & Physical Protection, MHPSS
- Child Protection & GBV
- Education
- Food , Cash Assistance & PRM
- General Queries
- Health and Nutrition
- Livelihoods, Shelter/NFIs, and other
- Registration and Refugee Status Determination
- Resettlement, Local Integration and Voluntary Repatriation

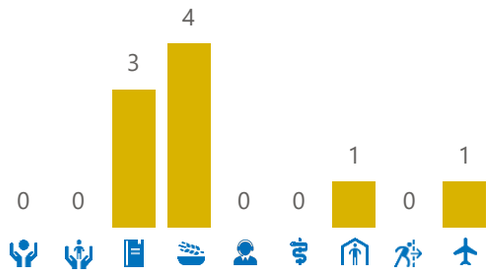
Kampala - Urban



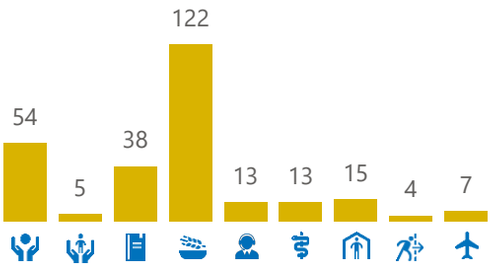
Kiryandongo - Mid West



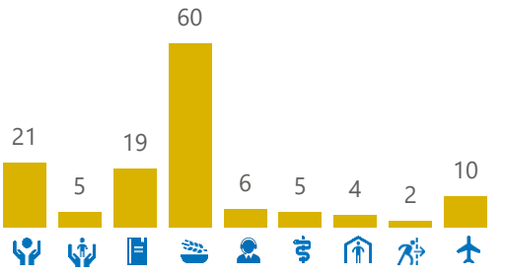
Adjumani - West Nile



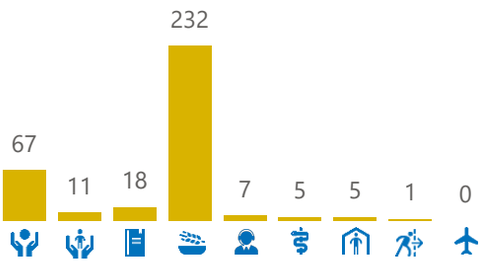
Bidibidi - West Nile



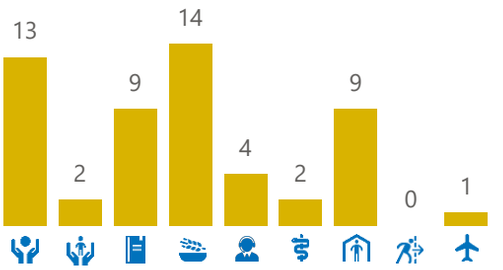
Imvepi - West Nile



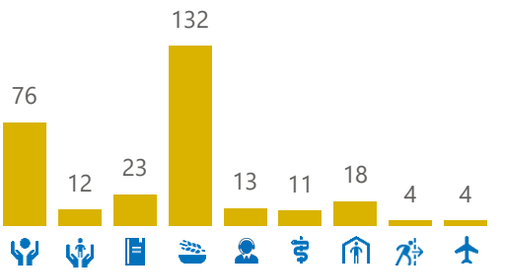
Palabek - West Nile



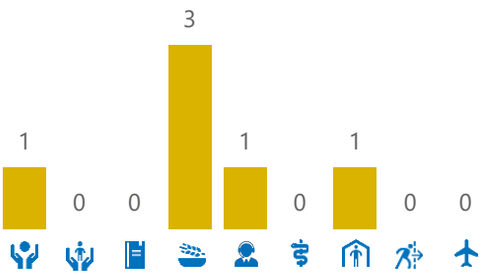
Palorinya - West Nile



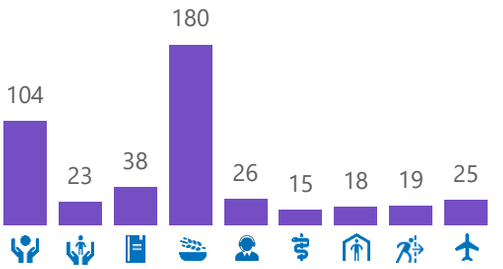
Rhino Camp - West Nile



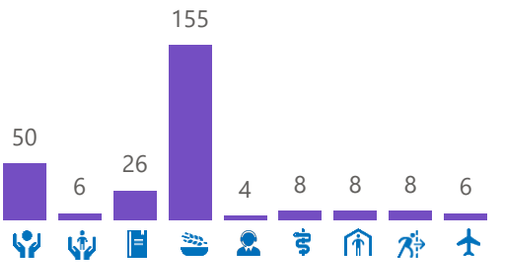
Lobule - West Nile



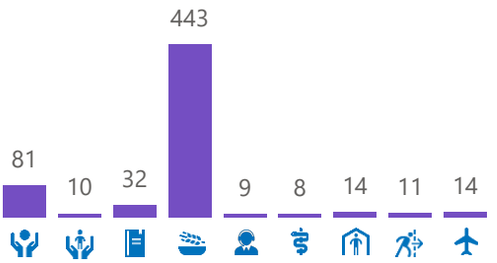
Nakivale - South West



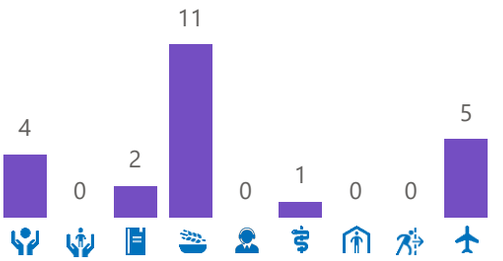
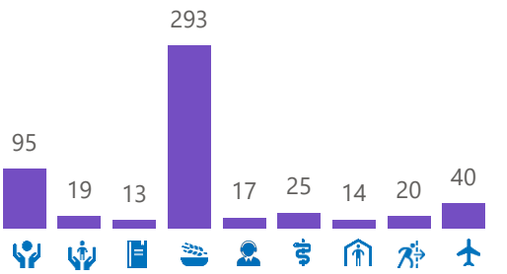
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West