Feedback, Referral, and Resolution Mechanism (FRRM)

March 2025 Newsletter

Participants at the graduation ceremony of the Accountability to Affected People in Action (AAPA) Program by U-Learn in Kampala in March 2025. Photo ©U-Learn

MONTHLY HIGHLIGHTS

The Inter-agency FRRM helpline received a total of 20,894 calls and 2,948 new queries during March 2025 representing a 8.8% increase compared to February 2025. 1,457 (49.4%) new queries came from females and 1,491 (50.6%) from males.

At the helpline level, 1,565 (53.09%) queries were resolved using FAQs. The remaining included 35 (1.19%) biodata updates and 1,348 (45.73%) 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 1,454 Category 3 referrals (requests for assistance) during the month and this included 505 from those received and closed within the month and 949 from the previous month's backlog across all locations. Overall, among referrals received during the month, 58.79% were resolved, 6.12% were still being actioned on and 35.09% remained unopened.

Kampala - Urban registered the highest number of new queries (511) in the month. Rhino Camp Settlement followed with 457 new queries; Nakivale Settlement with 387 new queries; Kyaka II Settlement with 356 new queries; and Bidibidi Settlement with 272 new queries.

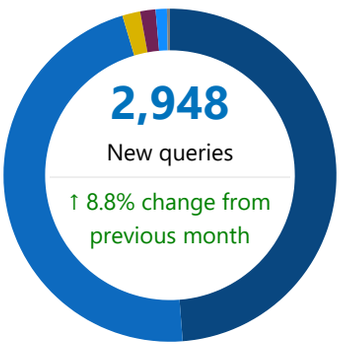
Compared to February 2025, by sector, Community Based Protection registered 503 new queries indicating a 9.6% increase. This was followed by Food Assistance with 365 new queries and a 38.3% increase; Education with 312 new queries and a 19.2% decrease; General Queries with 260 new queries and a 16.1% increase; Durable Solutions (Resettlement, Local integration and Voluntary repatriation) with 249 new queries and a 25.1% increase.

49.4%
of callers in March were **women and girls**

53.1%
of the calls were resolved directly **by the helpline**

46.9%
of the calls were referred to **UNHCR and partners**

SUMMARY STATISTICS



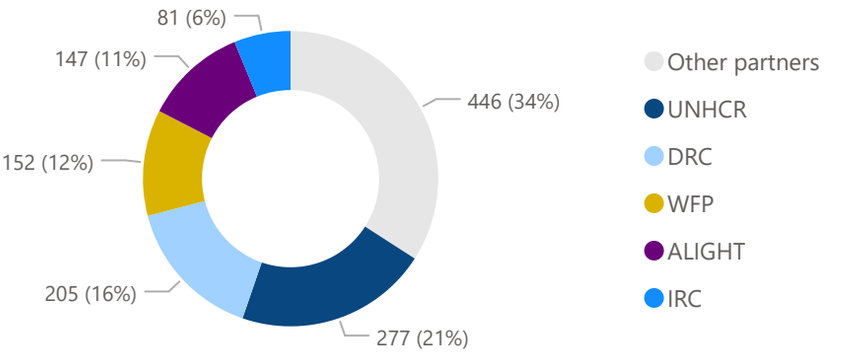
Call Category	New queries	% of total queries	% change from previous month
0 Biodata updates	35	1.2%	↑ 16.7%
1 General and/or positive feedback (no response required)	53	1.8%	↓ -0.3%
2 Information request answered directly using standard FAQs	1,512	51.3%	↑ 0.2%
3 Request for support and assistance through a referral	1,308	44.4%	↑ 2.3%
4 Calls relating to allegations of fraud, corruption	32	1.1%	↓ -40.7%
5 Calls regarding serious life-threatening cases	8	0.3%	↑ 60.0%

REFERRALS to UNHCR and PARTNERS

1,308
Number of Category 3 referrals received

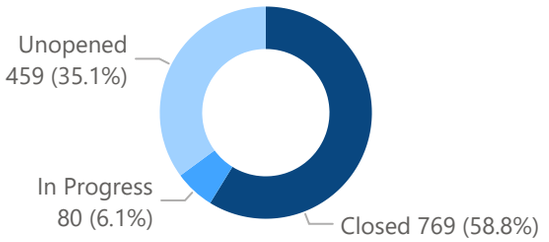
2.3%
Percentage change from the previous month

31
Number of agencies who received referrals



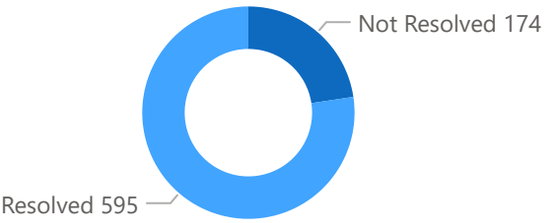
ACTION on CATEGORY 3 REFERRALS

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



** The report shows data as of 22 March 2025.*

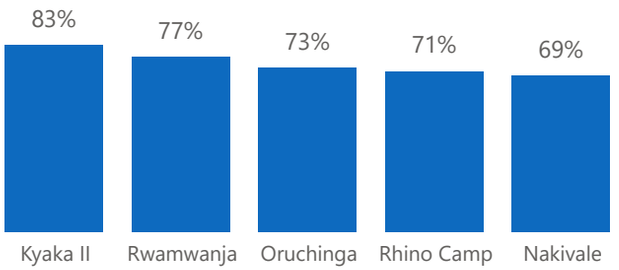
Resolution status of Category 3 closed queries (**)



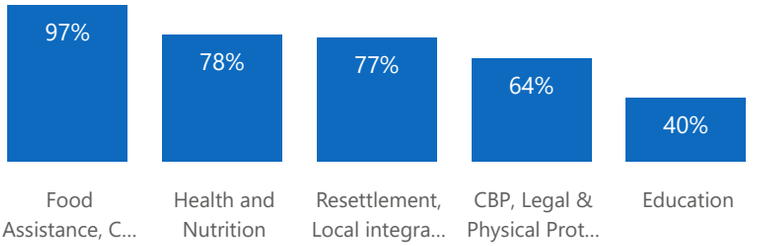
*** The main reasons for lack of resolution include inability to contact the person raising the query and lack of resources / capacity.*

MONTHLY SPOTLIGHT

Top five settlements with highest percentage of closed referrals



Top five sectors with highest percentage of closed referrals

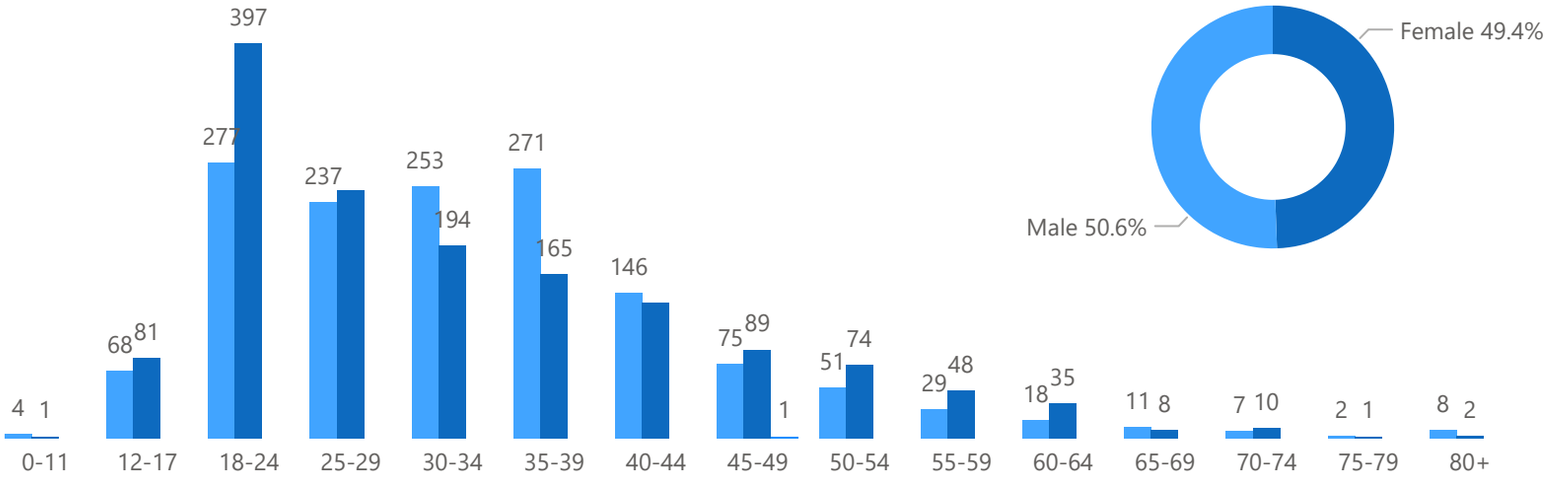


POSITIVE FEEDBACK RECEIVED

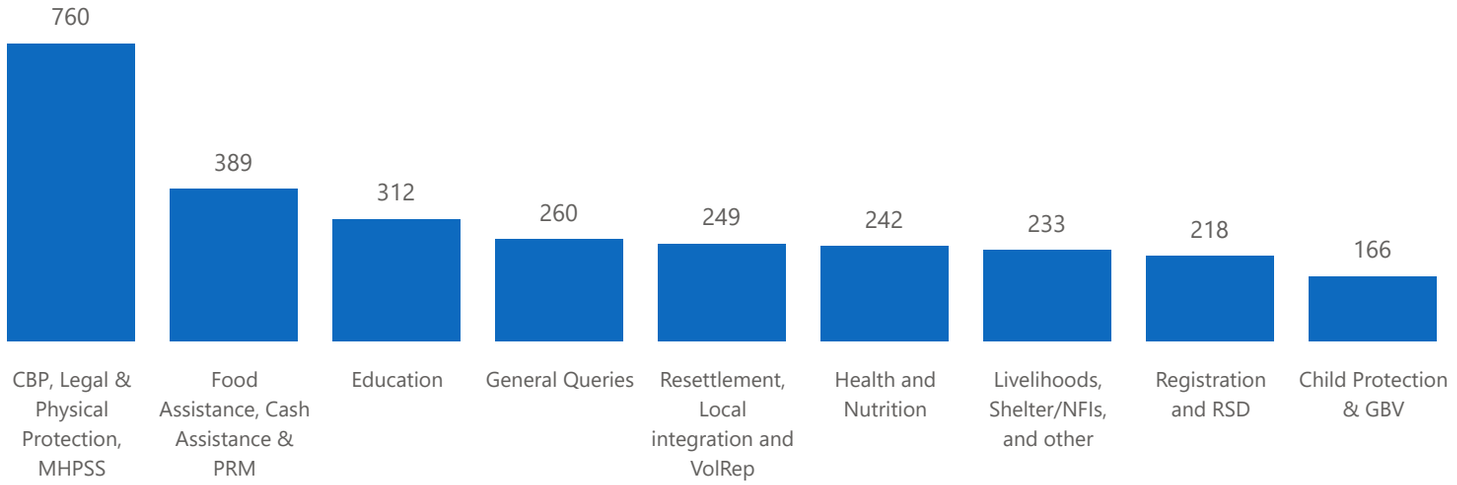
- The FDSP called to appreciate the FRRM helpline for the guidance provided when he was stranded in another district after being taken by unknown people. With the help of the police, he was rescued and safely transported back to the settlement. - **Legal and Physical Protection, Kiryandongo, (01 Mar 2025)**
- The FDSP called to appreciate the partner, NRC and the FRRM helpline for facilitating the repair of her leaking shelter and provision of a bicycle to ease her mobility. - **Community Based Protection, Imvepi, (06 Mar 2025)**
- The FDSP called to appreciate the partner, IRC for relocating her to another village in response to GBV related issues she raised through the FRRM helpline. - **GBV, Bidibidi, (14 Mar 2025)**
- The FDSP called to appreciate WFP for the services that they have been providing to the refugees for all the years most especially the food and cash distribution. - **Food Assistance, Palorinya, (21 Mar 2025)**
- The partner, ALIGHT was appreciated for mediating and facilitating with required documentation for the splitting family attestations after he and wife divorced due to GBV related issues. He is grateful as they were able to get new attestations from OPM with support from ALIGHT. The FRRM helpline was appreaciated for addressing the case to ALIGHT. - **GBV, Rwamwanja, (10 Mar 2025)**
- The FDSP expressed his appreciation to OPM for supporting issuing new family attestations to him and his ex-wife after the family was split after a divorce. - **Registration, Rwamwanja, (10 Mar 2025)**
- The FDSP, a new arrival at Matanda Transit Center called to appreciate the partner, ALIGHT for welcoming and taking care of him and other refugees at the transit center. - **Community Based Protection, Matanda TC, (26 Mar 2025)**
- The FDSP reports that on 1st December 2024, NRC provided him with 1,820,000 UGX as capital to start a business. However, he used the money for his child's medical needs instead. Despite this, he called NRC to express his appreciation. - **Livelihoods, Kampala, (17 Mar 2025)**

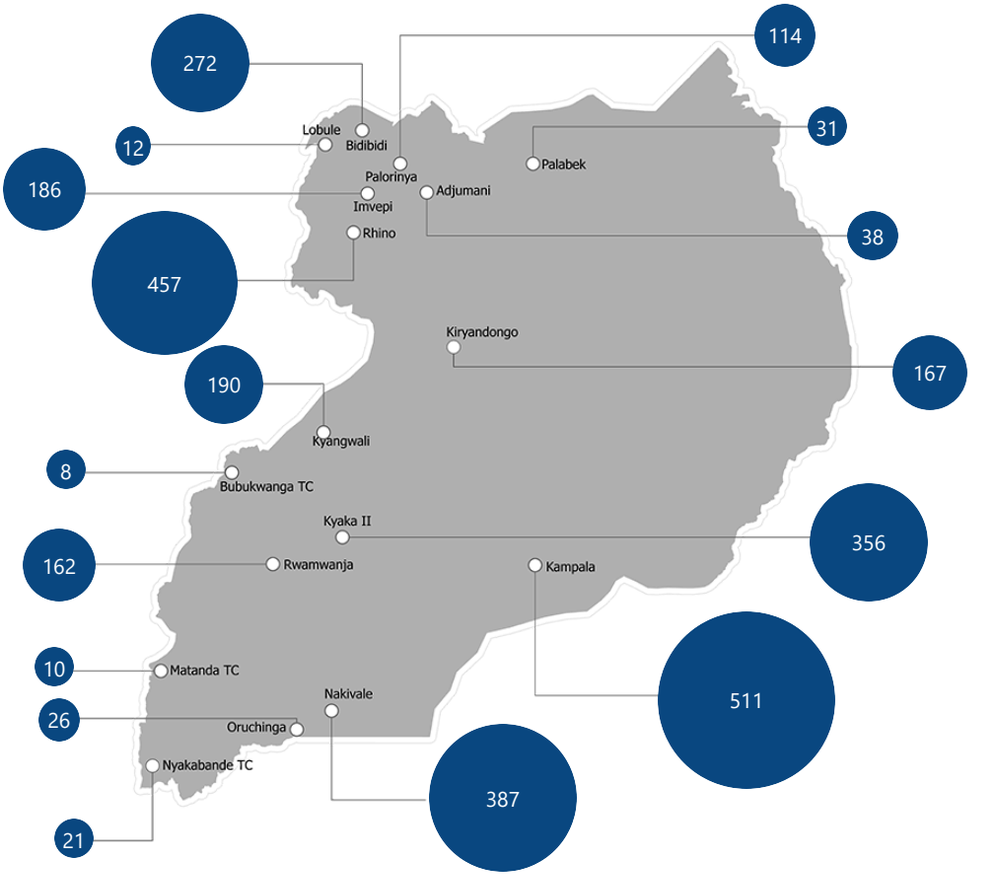
DEMOGRAPHICS, SECTORS AND LOCATIONS

New Queries by Gender and Age Group



New Queries by Sector

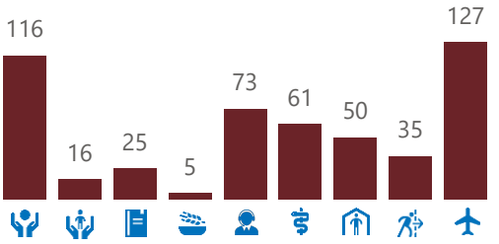




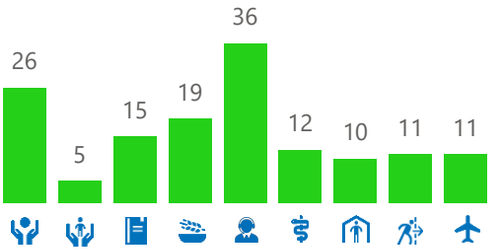
NEW QUERIES by SECTOR and LOCATION

- 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

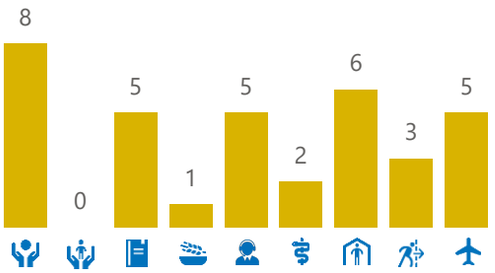
Kampala - Urban



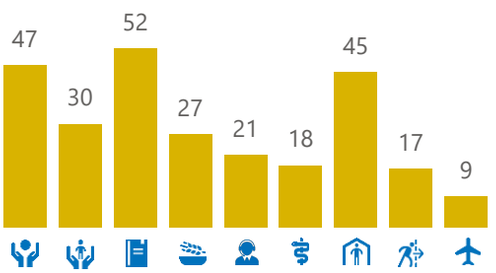
Kiryandongo - Mid West



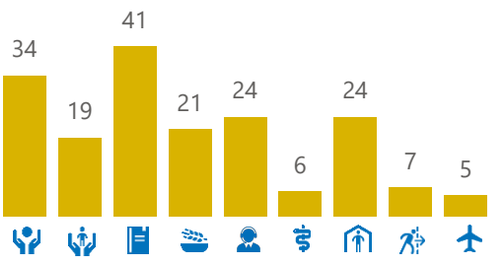
Adjumani - West Nile



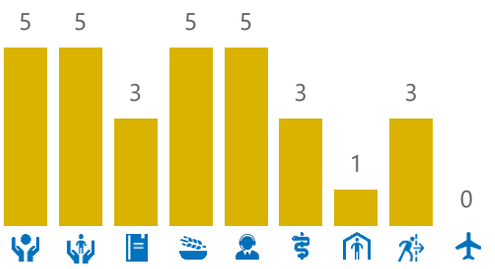
Bidibidi - West Nile



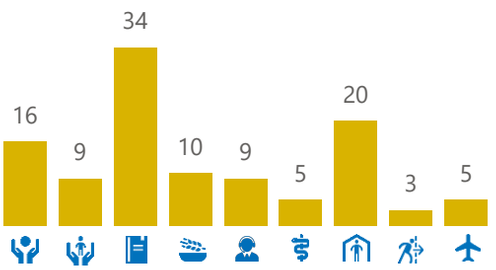
Imvepi - West Nile



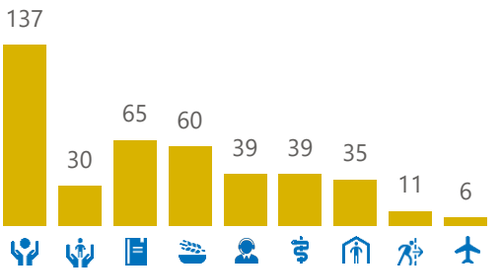
Palabek - West Nile



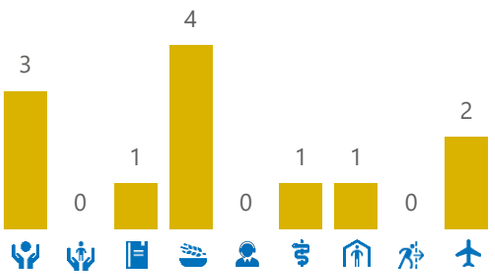
Palorinya - West Nile



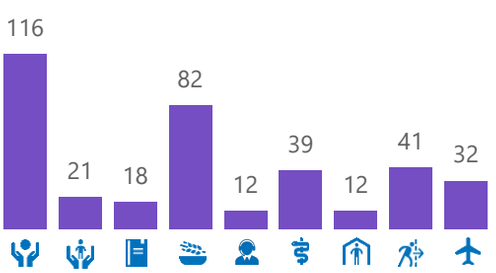
Rhino Camp - West Nile



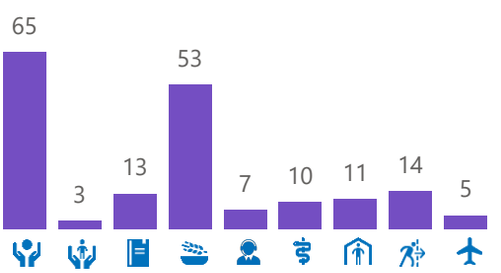
Lobule - West Nile



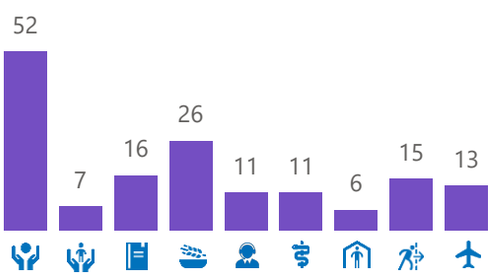
Nakivale - South West



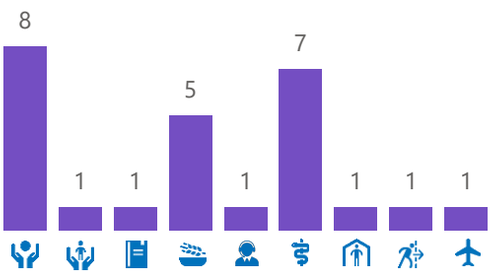
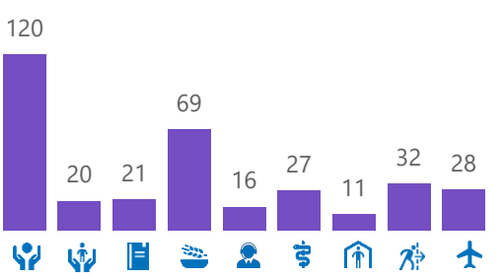
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West