Feedback, Referral, and Resolution Mechanism (FRRM)

January 2025 Newsletter

FRRM V3 community engagement and awareness session in Palorinya settlement in November 2024. Photo ©UNHCR_RMU

MONTHLY HIGHLIGHTS

The Inter-agency FRRM helpline received a total of 24,045 calls and 3,870 new queries during January 2025 representing a 51.1% increase compared to December 2024. 2,035 (52.6%) new queries came from females and 1,835 (47.4%) from males.

At the helpline level, 1,906 (49.25%) queries were resolved using FAQs. The remaining included 39 (1.01%) biodata updates and 1,925 (49.74%) 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 5,201 Category 3 referrals (requests for assistance) during the month and this included 725 from those received and closed within the month and 4,476 from the previous month's backlog across all locations. Overall, among referrals received during the month, 63.75% were resolved, 7.55% were still being actioned on and 28.69% remained unopened.

Rhino Camp Settlement registered the highest number of new queries (676) in the month. Kampala - Urban followed with 664 new queries; Nakivale Settlement with 504 new queries; Kyaka II Settlement with 461 new queries; and Bidibidi Settlement with 353 new queries.

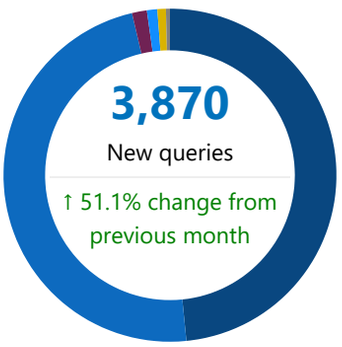
Compared to December 2024, by sector, Community Based Protection registered 866 new queries indicating a 69.8% increase. This was followed by Health and Nutrition with 397 new queries and a 71.9% increase; General Queries with 368 new queries and a 29.1% increase; Durable Solutions (Resettlement, Local integration and Voluntary repatriation) with 342 new queries and a 57.6% increase; Education with 338 new queries and a 160.0% increase.

52.6%
of callers in January were **women and girls**

49.3%
of the calls were resolved directly **by the helpline**

50.7%
of the calls were referred to **UNHCR and partners**

SUMMARY STATISTICS



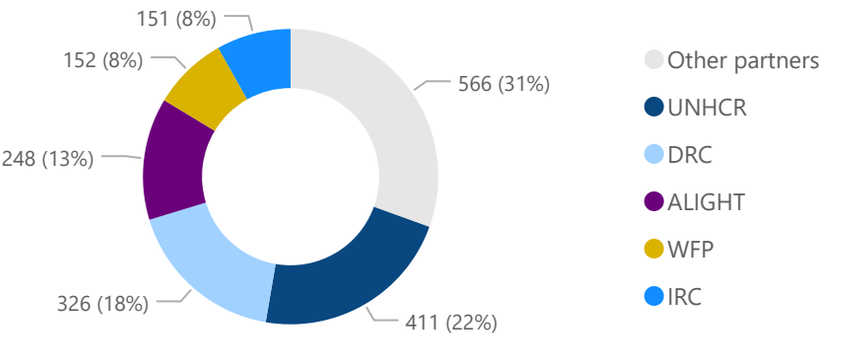
Call Category	New queries	% of total queries	% change from previous month
0 Biodata updates	39	1.0%	↑ 62.5%
1 General and/or positive feedback (no response required)	32	0.8%	↑ 0.4%
2 Information request answered directly using standard FAQs	1,874	48.4%	↑ 0.6%
3 Request for support and assistance through a referral	1,854	47.9%	↑ 41.1%
4 Calls relating to allegations of fraud, corruption	56	1.4%	↑ 75.0%
5 Calls regarding serious life-threatening cases	15	0.4%	↑ 150.0%

REFERRALS to UNHCR and PARTNERS

1,854
Number of Category 3 referrals received

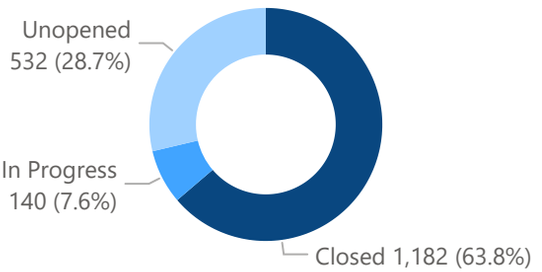
41.1%
Percentage change from the previous month

28
Number of agencies who received referrals

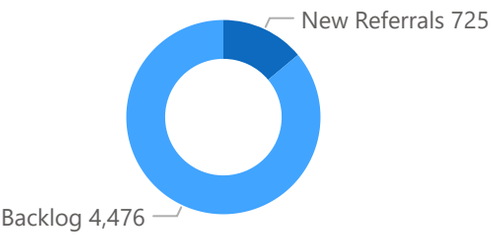


ACTION on CATEGORY 3 REFERRALS

Status of Category 3 referrals by time of reporting

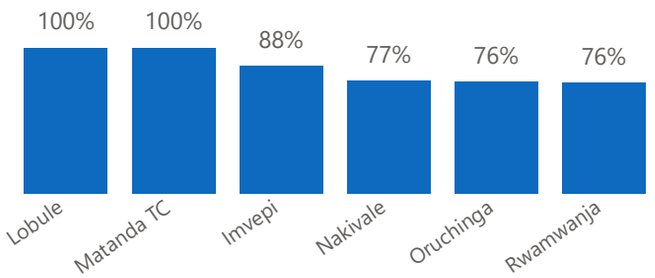


Category 3 referrals resolved by UNHCR and partners in the current month and from the backlog since the beginning of the year

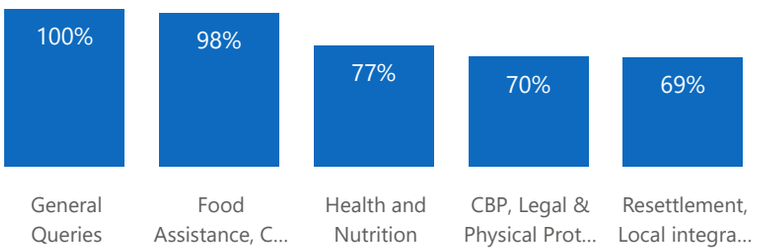


MONTHLY SPOTLIGHT

Top five settlements with highest percentage of closed referrals



Top five sectors with highest percentage of closed referrals

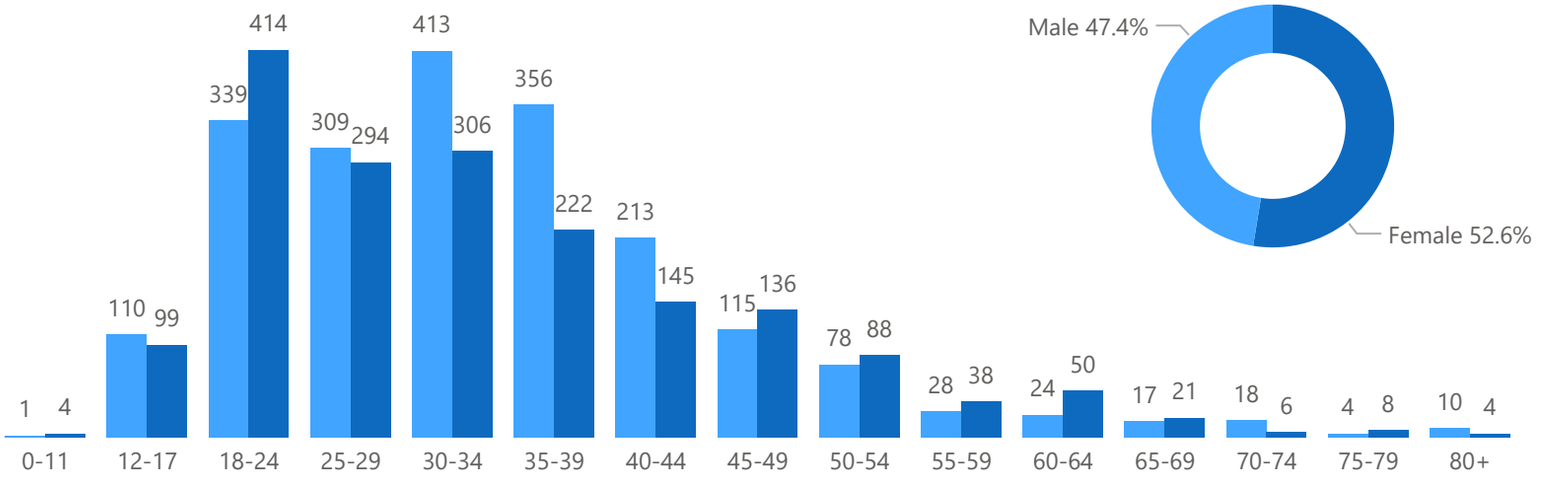


POSITIVE FEEDBACK RECEIVED

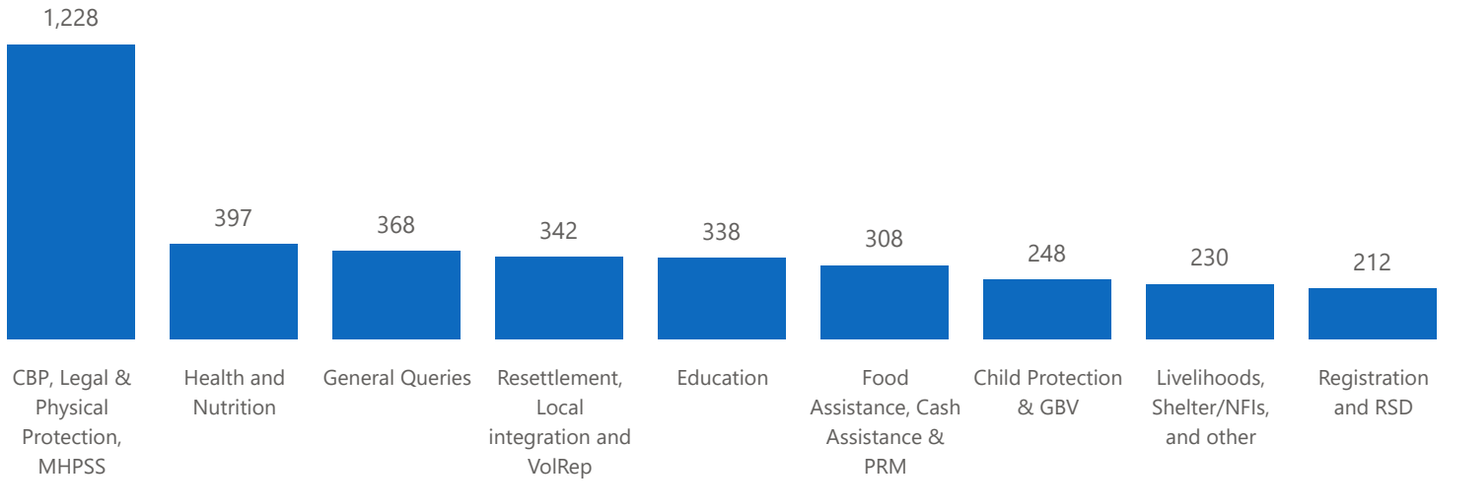
- The FDSP called and thank LWF for the support they gave him in the area of vocational skill training (motor vehicle engineering) from palabek refugee where he got A+ in his certificates and he was able to get employment for himself in Pajok (south Sudan). - **Livelihoods, Palabek, (16 Jan 2025)**
- The FDSP called to express her gratitude to the partner, RLP and UNHCR for the food assistance and 2 month rental support provided to her family. - **Community Based Protection, Kampala, (13 Jan 2025)**
- The FDSP called to give thanks to the helpline for helping her joint TPO counselling program which started in November till December 2024 . in the caller statements, she was feeling suicidal in November but now she is okay and also TPO gave her training on how she can manage her farm and by December 2024 she received 400,000 Ugx from TPO for the farm management and also on the 1/9/25 she received 300,000 Ugx from TPO. - **MHPSS, Imvepi, (10 Jan 2025)**
- The FDSP called to provide general appreciation to UNHCR, OPM, partners and the FRRM helpline for the general humanitarian services provided to the FDSPs in the country. - **General Queries, Rhino Camp, (06 Jan 2025)**
- The FDSP had challenges registering her newborn children whom she had given birth to outside the. Her issue was addressed to UNHCR and OPM through the FRRM helpline and the children were eventually registered. She is grateful for the support. - **Registration, Rhino Camp, (28 Jan 2025)**
- The FDSP expressed gratitude towards the partner, ALIGHT for the legal support in securing his release from police custody in response to a case raised through the FRRM helpline concerning his arrest. - **Legal and Physical Protection, Kyangwali, (29 Jan 2025)**

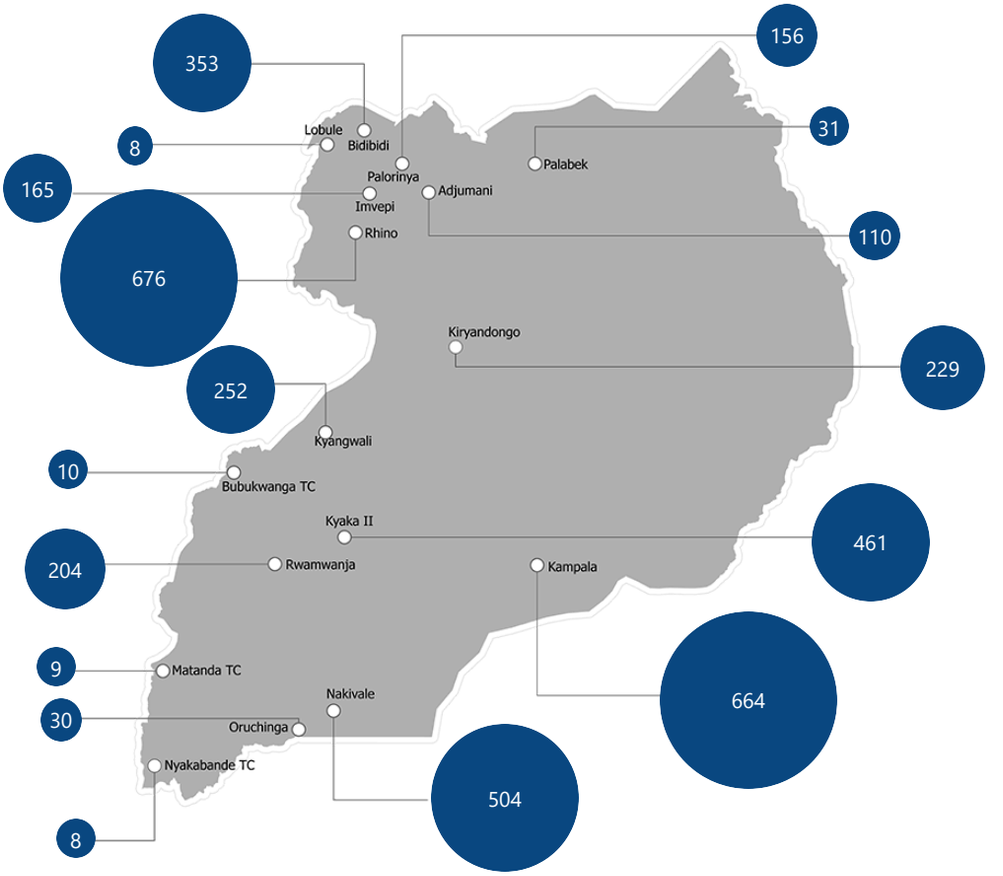
DEMOGRAPHICS, SECTORS AND LOCATIONS

New Queries by Gender and Age Group



New Queries by Sector

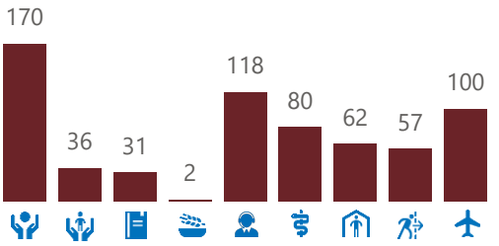




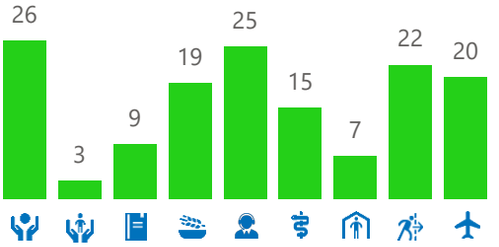
NEW QUERIES by SECTOR and LOCATION

- 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

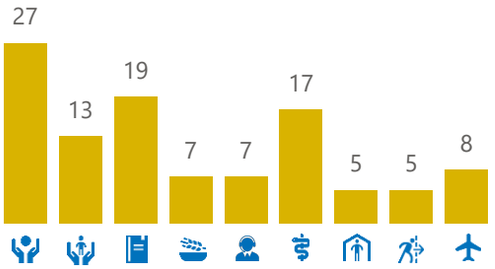
Kampala - Urban



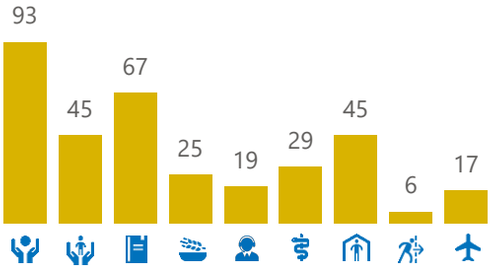
Kiryandongo - Mid West



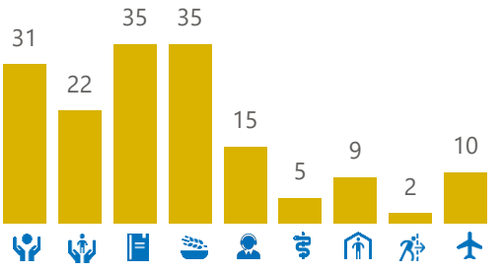
Adjumani - West Nile



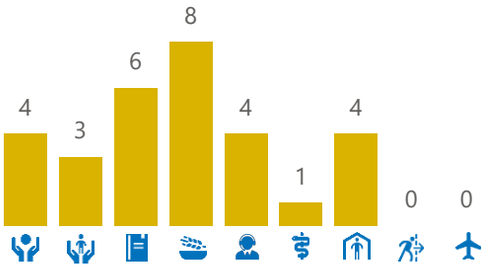
Bidibidi - West Nile



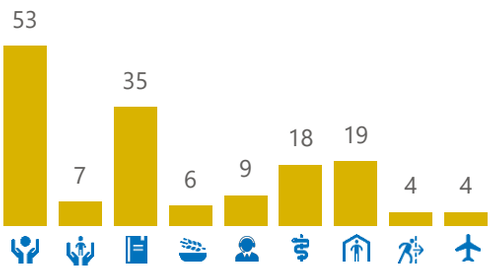
Imvepi - West Nile



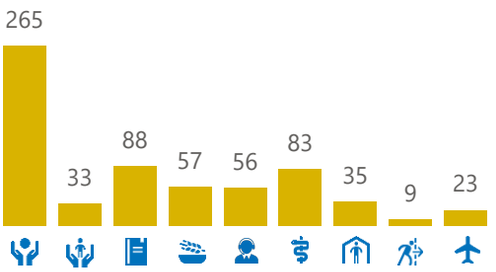
Palabek - West Nile



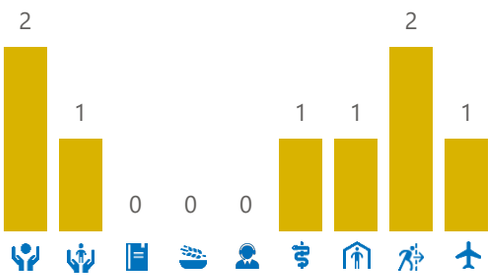
Palorinya - West Nile



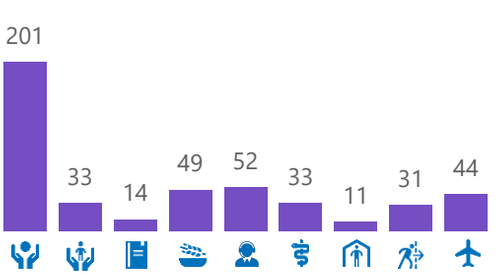
Rhino Camp - West Nile



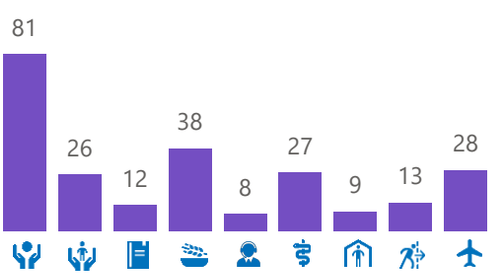
Lobule - West Nile



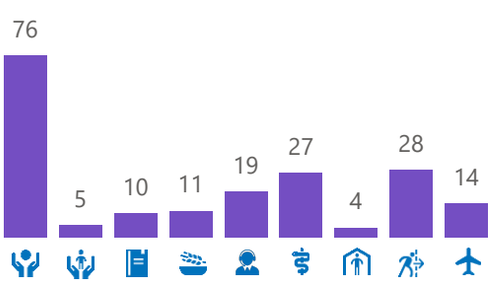
Nakivale - South West



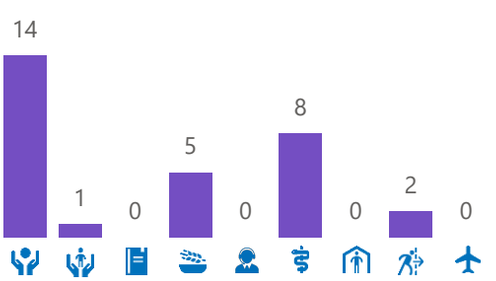
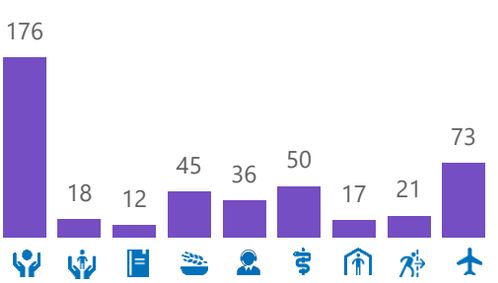
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West