

Zambia

23 February 2018

Since September 2017, **14,941** refugees have been registered at Kenani Transit Centre in Luapula Province.

A combined total of **600** children have been registered by Plan and Save the Children in various categories of classes at the CFCs.

Five boreholes have been drilled in Mantapala Refugee Settlement by World Vision International

KEY FIGURES

906

Refugees have been relocated from Kenani to Mantapala in five transfers

150

refugee families have built and moved in to their homes in Mantapala

76,000

Projected number of Congolese by 31 December 2018

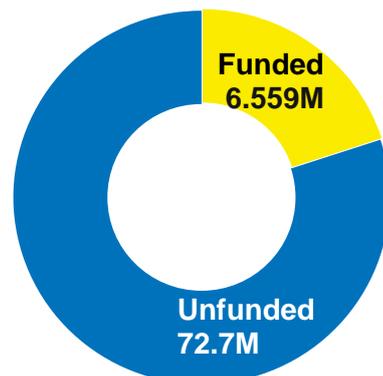
The Ministry of Health, with support from UN agencies and other partners, provides integrated health services at at Kenani and Mantapala. © UNHCR/Bruce Mulenga..



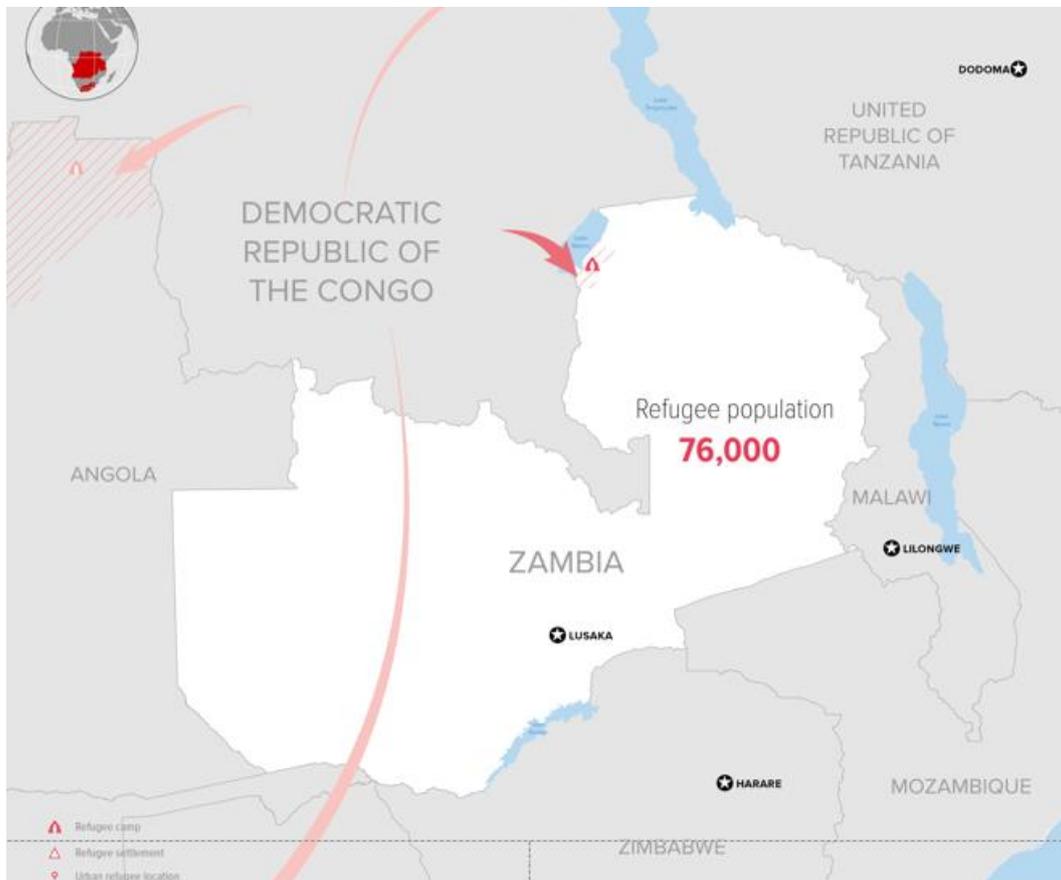
Each head of the family at Kenani is given a plot to erect a shelter for the family. Above, a mother and her children outside their home stead. UNHCR/Kelvin Shimoh

ESTIMATED TOTAL INTER-AGENCY FUNDING REQUIRED FOR THE CONGOLESE RESPONSE

USD 79,266,700



Update on Achievements



76,000 Projected number of Congolese by December 2018

Operational Context

The protracted political stalemate in the Democratic Republic of Congo (DRC), characterized by delays to hold presidential elections has spiraled into pockets of instability across parts of the country, notably the eastern region, where clashes between militia groups and government forces have continued unabated.

Though a continuous stream of Congolese refugees have found international protection in Zambia for decades, the recent political instability has resulted in a humanitarian crisis that has led to an increased number of persons fleeing to neighboring countries, including Zambia. Most of the arrivals in recent months are from Haute Katanga's Pweto areas, and Tanganyika's Moba hinterland. While most of the new arrivals enter Zambia through the Chiengi border, some are crossing into the country through entry points including Nsumbu, Kaputa and Mpulungu in the Northern Province, Kipushi and Kakoma in the North Western Province as well as Kasumbalesa and Sakania in the Copperbelt Province. Some new arrivals have also gone directly to Lusaka, the country's capital. Refugees arriving through other entry points other than Chiengi are relocated to Meheba and Mayukwayukwa Refugee Settlements, while a few from Kaputa have been transferred to Kenani.

There are currently 40,917 registered Congolese in Zambia residing in the three refugee settlements, a transit centre, urban areas and those who are self-settled. The 40,917 include the recent arrivals and the protracted caseload. For the recent arrivals, the cumulative number of those registered in Nchelenge (Kenani and Mantapala) is 14,941, Lusaka, 2,539, Meheba, 2,065 and Mayukwayukwa, 36 (total 19,581).

With Kenani having reached its maximum holding capacity, the main focus now is to relocate all refugees at Kenani to the newly established Mantapala refugee settlement.

As of 23 February 2018, the settlement housed 906 relocated refugees.



Save the Children and Plan International, UNHCR's partners at Kenani, have set up two Children Friendly Centres (CFCs) where refugee children take part in various recreational activities. Congolese children playing at one of the CFCs. UNHCR/Bruce Mulenga.

Achievements



PROTECTION

Achievements and Impact

- Over the last few weeks, new arrivals from the DRC have continued to seek protection in Zambia, but in smaller numbers. These new arrivals are located in Chiengi, Luapula, Nsumbu, Mpulungu and Kaputa in the Northern Province.
- Among the recent arrivals are refugees who had initially settled in Zambian villages and new arrivals coming directly from the DRC. Both categories of new arrivals are being transferred to the reception centre in Chiengi, for onward relocation to Kenani.
- From interviews conducted with some of the new arrivals, other than fleeing fighting, one of the reasons they are coming to Zambia is for family re-unification.
- Though the daily average of new arrivals has decreased in recent weeks, refugees indicate that the situation in the DRC is still very volatile. As a result, it can be surmised that Congolese who are currently internally displaced could in all

likelihood seek refuge in neighbouring countries, including Zambia. While new arrivals continue to be registered, some refugees at Kenani have expressed interest to voluntarily or spontaneously return to the villages they were staying in on the Zambian side. A few have indicated willingness to return to the DRC.

- Relocation to Mantapala from Kenani has continued, with the fifth relocation of 246 Congolese refugees undertaken on 23 February. The relocation exercise is organized jointly by the Government, UNHCR, the International Organisation for Migration (IOM) and other partners.. The fifth relocation brings the total number of refugees in Mantapala to 906 individuals. Preparations for continued relocation is on-going.
- UNHCR and the Ministry of Community Development and Social Services (MCDSS) held a meeting on 20 February on the movement of Unaccompanied Minors (UASC) to Mantapala. Consequently, Home visits will be organised for the UASC to assess their protection needs and the implication of their relocation to Mantapala.

Identified Needs and Remaining Gaps

- Apart from Luapula, there is need for minimum inter-agency preparedness in all border areas including North-Western, Copperbelt and Northern provinces in anticipation of large scale influx from the DRC along e Zambia's borders.
- For UNHCR partner organisations to undertake full-scale relocation, a number of critical facilities at minimum have to be in place. This includes a fully functional health post in Mantapala.
- Although new-born babies are being registered daily at Kenani Transit Centre, government-issued birth certificates have not yet been provided.



EDUCATION

Achievements and Impact

- Teacher training for selected Congolese Early Childhood Education (ECE) teachers and caregivers took place between 05-09 February and covered topics such as the Zambian curriculum in pre-literacy, pre-mathematics, life and health skills. Additionally, skills such as ECE instructional materials, time tabling and lesson planning were also provided.
- The Nchelenge District Education Board Secretary (DEBS) provided a shortlist of trained teachers who will be assigned to Plan International and Save the Children. The remaining teachers will be placed on a roster for Mantapala Refugee Settlement.
- Classes have begun in both Plan International and Save the Children child friendly spaces.

- Plan International and Save the Children, have registered a total of 600 pupils – 300 each – which in the main, include middle and reception classes over two streams.
- During the selection process, both Plan International and Save the Children sought gender parity as the overarching criteria.
- The DEBS office is conducting bi-weekly visits to monitor lesson planning, schemes of work, and coordination of teaching between Congolese caregivers and teachers with their Zambian counterparts.
- The identification of sites for primary and secondary schools in Mantapala has been confirmed with the UNHCR Site Planner. Primary schools will be located in “Minor Service Areas” (within a span of 1.5km within a community area) and secondary schools will be located in “Major Service Areas” (3km within a community area).
- Plan International and Save the Children are currently determining the number of classroom blocks required for the proposed plan of two clusters per minor service area.
- The Teacher Resource Center in Nchelenge donated early childhood education textbooks, teachers’ books, learners’ books, and books for lesson plan preparations, rulers, rubbers, and pens to both Plan International and Save the Children child friendly spaces).
- A temporary learning space has been assigned to Plan International in Mantapala Base Camp (Base camp is an area where the relocated refugees stay for some days as they await allocation of plots). Save the Children will be bringing two tents for both child protection and temporal learning space.
- Half food rations at Kenani is impacting children’s education as it is making it difficult for them to focus during class.

Identified Needs and Remaining Gaps

- Due to staff turnover, there are handover challenges amongst partner organizations in the education sector.
- Although formal ECE classes have begun at Kenani, the number of children reached (approximately 600) excludes many ECE level students.
- There are currently no active temporary learning spaces in Mantapala. However, this will be rectified in the coming weeks.



HEALTH



The Ministry of Health, with support from UN agencies and other partners, provides integrated health services at Kenani and Mantapala. Mothers are gathered at Kenani Health Centre during an Under-five clinic session. UNHCR/Bruce Mulenga.

Achievements and Impact

- The Ministry of Health (MoH) has continued providing integrated healthcare services to refugees in Kenani and Mantapala.
- The Government is working on a MoU with MSF Spain to provide emergency health services in Kenani and Mantapala. The MoU will be signed soon. .
- The surrounding host communities are accessing health services at Kenani and Mantapala. About 80 percent of medical consultations in Mantapala are from the host communities.
- As of 23 February, no outbreak of notifiable diseases, including cholera and measles, had been reported in either Kenani or Mantapala.
- Training of 20 community health workers (CHWs) was completed in Nchelenge, supported by UNHCR. The CHWs will work in Kenani and Mantapala.
- The exhaustive nutrition assessment for children under five, five - 14 year old (y/o) girls, pregnant and lactating women, and 15 - 49 y/o non-pregnant and non-lactating women, has been completed. Preliminary results suggest serious malnutrition prevalence especially for children under five (13% prevalence of Global Acute Malnutrition -GAM) and young girls.
- Voluntary HIV testing and counseling across Kenani supported by Zambia Prevention Care and Treatment - ZPCT (USAID Project) - has been completed. Out of 1,020 individuals tested, four were reactive (very low infection rate at 0.4%).

- The Inter-Agency Emergency Health Kit (IAEHK) that was ordered by UNHCR has arrived in Lusaka. It is undergoing customs clearance before its deployed to the field.
- Crude mortality rate (0.3 death/10000/day) and under-five mortality rate (1.3 death/10000/day) for the past seven days were below the emergency (Sphere) standard threshold.
- Since September 2017, a total of 460 women have been on antenatal care registry, while 6,321 children - between six months to 14 years old (84% coverage) - have been vaccinated against measles.

Identified Needs and Remaining Gaps

- More health staff (nurses and others) are needed in Mantapala. For temporary health delivery, there is need to have at least four health staff. Currently, there are only two nurses.
- Sustainable transport vehicle arrangement for health staff to Mantapala is also required. Currently, there is only one UNHCR vehicle available.
- There is need to scale up maternal and child health services in Mantapala as the relocation of refugees to the settlement increases every week. About 80 percent of patients accessing health service in Mantapala are from the host communities including children under five years of age. The scale-up will be supported through CERF funds.
- As CERF funds arrive, MoH-District Health Office (DHO) needs to provide maternal and child health equipment and supplies to Mantapala. Discussions with the DHO are ongoing.
- The nutrition programme needs to be strengthened through continued supply of supplementary and therapeutic food by deploying a nutritionist and introducing blanket supplementary feeding for children under-five years of age.
- The 50 percent cut in food rations for the general population will exacerbate the existing levels of malnutrition in the refugee population, especially in children under the age of five.

FOOD SECURITY AND NUTRITION



UNHCR provides various core relief items, while WFP provides food to refugees at Kenani and Mantapala. Some rubble halls have been erected by the two agencies to stock food and CRIs. UNHCR/Bruce Mulenga.

Achievements and Impact

- To date 514.94 Metric Tonnes of commodities have been distributed by World Food Programme (WFP), through its implementing partner Action Africa Help (AAH), to 14,910 refugees at Kenani and Mantapala.
- Rations are provided by WFP for AAH/UNHCR to provide wet feeding for new arrivals at Kenani. An initial quantity of food was provided to UNHCR/ZRCS for the Reception Centres in the amount of 1.3 MT for over 361 people.
- WFP is deploying a mass storage unit (MSU) to Mantapala in anticipation of the March distribution. UNHCR is charged with compacting the site in preparation for the MSU.
- A Government-led nutrition assessment has been completed and final results have been released by the National Food and Nutrition Commission (NFNC). Raw data sets have been requested by WFP for review by WFP/UNICEF to confirm the Global Acute Malnutrition (GAM) rates at the Transit Centre.

Identified Needs and Remaining Gaps

- Due to funding constraints, February and March ration distributions have decreased to 50%. Supply Chain has commenced procuring additional commodities with recently awarded CERF funding. This could enable WFP to provide full rations from April.

WATER AND SANITATION



Various WASH and Sanitation services are provided to the refugees in Kenani and Mantapala. Several toilet blocks have been erected UNHCR/Bruce Mulenga.

Achievements and Impact

- Five boreholes have been drilled in Mantapala. Three are equipped with hand pumps while the fourth is recommended for mechanization as it has a yield of over one litre per second. The fifth borehole has just been completed.
- World Vision has procured and installed a generator on one of the solar powered boreholes in Kenani to address the low production challenge due to the experienced rains. This has increased water supply in Kenani as the generator pumps water during the night while solar is used during the day.
- The portable treatment plant is now supplying 10,000 litres per day up from 5,000 litres to meet the needs of the growing population at Mantapala.

Identified Needs and Remaining Gaps

- Poor access roads due to heavy rains have continued to affect the drilling of boreholes. This has resulted in delays and over-expenditure, mostly on allowances for the drilling team. Even as the Zambia National Service (ZNS) opens up access roads, it takes a number of days before roads can be well compacted for use by rigs and other heavy duty equipment.
- Gravel is required for borehole development in Mantapala. The product is now being sourced 130 km (beyond Mushota) away from Mantapala.

- Despite the provision of a water treatment plant and boreholes in Mantapala, refugees are doing their laundry by the stream which has resulted in complaints from the locals. Sensitisation on this matter will be conducted.



SHELTER AND NFIS

Achievements and Impact

- The Luapula Provincial Technical Committee met on Wednesday 21 February and is now working on the development plan for Mantapala, which should be out in the few coming days.
- 150 refugee families have built and moved into their homes in Mantapala.
- A Rub hall is ready for installation at Mantapala and the site has been compacted.

Identified Needs and Remaining Gaps

- A storage facility to protect off-loaded luggage for refugees from the elements (rain).



CAMP COORDINATION AND CAMP MANAGEMENT



Kenani has several plots zoned in various sections where family plots have been erected by refugees. An aerial view of Kenani © Eddie Mwanaleza

Achievements and Impact

- The Office of the Commissioner for Refugees (CoR), in collaboration with UNHCR, coordinates partners in the implementation of humanitarian activities at Kenani and Mantapala.
- Weekly co-ordination meetings at Nchelenge and Lusaka, co-chaired by COR/UNHCR are ongoing.
- Various refugee committees, such as community police, SGBV and fostering of Unaccompanied and Separated Children (UASC) community task force, WASH committees, have been formed aiming to enhance camp security and hygiene, as well as to discuss issues of safe care arrangements.
- Most partner organisations are beginning to establish their presence in Mantapala. This is expected to enhance service delivery.
- Regular bi-weekly meetings with refugee leaders in Kenani by the COR and humanitarian agencies in Nchelenge have been taking place.

Identified Needs and Remaining Gaps

- There is a need for increased and permanent presence of humanitarian staff in Mantapala.
- Access roads in Mantapala are still inadequate due to works being slowed down by rains, and, at times, lack of resources for fuel to operate the machines.
- No available office infrastructure, like office accommodations for staff of UNHCR/COR and partners.
- Lack of means of communications, e.g. phone network coverage.



ACCESS TO ENERGY

Achievements and Impact

- The Refugee Officer, through the District Commissioner's Office, has started discussions with the Nchelenge District Forestry Office on assistance in managing the felling of trees in Mantapala

Identified Needs and Remaining Gaps

- NTR



COMMUNITY EMPOWERMENT AND SELF RELIANCE

Achievements and Impact

- In view of the fact that some refugees are being relocated to Mantapala from Kenani, UNHCR has identified Caritas Czech Republic to begin the implementation of early livelihoods interventions, before a more comprehensive intervention package is offered by the Food and Agriculture Organisation (FAO), WFP and other agencies, subject to funding and further in-depth assessment.
- A joint results matrix has been developed by the Livelihoods Sector Interagency Team to streamline livelihoods interventions in Mantapala based on the joint inter-agency comprehensive livelihoods assessment conducted in November 2017.
- UNHCR in partnership with the Government of Zambia and other partners is developing a Livelihoods Strategy for Refugees in Zambia for 2018-2022, following the recently rolled out Comprehensive Refugee Response Framework (CRRF). This will encompass the new arrivals from the DRC and the host community.

Identified Needs and Remaining Gaps

- Access to farming as a livelihood activity is still limited at Kenani due to insufficient land/ space required.
- Because of rains, some of the pre-conditions (demarcation of land, water-points, access roads, markets, infrastructure such as education and health) for livelihood activities are hindering implementation.



LOGISTICS

Achievements and Impact

- The Office of the Commissioner for Refugees has engaged the Road Development Agency (RDA) in discussions to begin repairs of the Nchenge – Mantapala access route. Because of poor road conditions, relocation convoys are currently using an alternative longer route through Kawambwa town.
- Jointly undertaken by the Government, UNHCR, IOM and partners, the relocation of Congolese refugees from Kenani to Mantapala is on-going. The aim is to move all the refugees from the transit centre to the new refugee settlement, both within Nchenge.
- UNHCR, in collaboration with the Office of the Commissioner for Refugees, has continued to transport refugees from villages within the Chiengi/DRC border area to Kenani. New arrivals that enter through other locations in Luapula, Copperbelt

and North Western Provinces are relocated to Meheba and Mayukwayukwa, with a few in Northern, such as Kaputa, transferred to Kenani.

Identified Needs and Remaining Gaps

- Heavy rains have made some roads, especially along the border area inaccessible.
- Long distances from the border areas to the settlements in the west and north-west present a relocation challenge in terms of cost and other logistics.

Working in partnership

- An Advanced Preparedness Assessment (APA) mission by UNHCR to help the operation in planning for the a joint risk analysis was conducted for refugee influx, contingency plan activation triggers, review of field level draft contingency plans/update of national level country plan and priority preparedness actions. To ensure a co-ordinated response, the Government, humanitarian and development actors in Zambia will implement the recommendations.
- The refugee response is led and coordinated by the Government of the Republic of Zambia. Under the Refugee Act ([GOVERNMENT OF ZAMBIA ACT No. 1 of 2017](#)), the Commissioner of Refugees (COR), within the Ministry of Home Affairs is, mandated to deal with refugee matters. UNHCR is the primary interlocutor and lead agency for all refugee matters and UNHCR is supporting and coordinating through the [Refugee Coordination Model](#) the response efforts in support of the Government. To respond to the Congolese refugee emergency in a holistic and coordinated manner, the Government of the Republic of Zambia has constituted Inter-Ministerial Committee (IMC) composed of key line ministries.
- Given the regional dimensions of the DRC crisis, a Regional Refugee Coordinator for the DRC situation, Ms. Anne Encontre has been appointed by the High Commissioner for Refugees to ensure an overarching vision and coherent engagement across the region in pursuit of protection and solutions. She will engage with relevant national and regional political, humanitarian and development actors such as the African Union (AU), the International Conference on the Great Lakes Region (ICGLR), the Special Envoy of the Secretary General for the Great Lakes Region (SESG) and the United Nations Organization Stabilization Mission in the DRC (MONUSCO).

Partners in the response

Government

Ministry of Home Affairs (Office of the Commissioner for Refugees)

Ministry of Health

Ministry of Education

Ministry of Community Development and Social Services

Nchelenge District Administration

Chiengi District Administration

UN

RCO - UN Resident Coordinator's Office

UNDSS - United Nations Department for Safety and Security

UNHCR - United Nations High Commissioner for Refugees

UNICEF - United Nations Children's Fund

WFP - World Food Programme

UNFPA - United Nations Population Fund

FAO - Food and Agriculture Organization

IOM - International Organization for Migration

Local and international NGOs/CSOs

Action Aid

AAHZ – Action Africa Help Zambia

CRS – Catholic Relief Services (in-coming)

CARE International

Caritas Czech Republic

Lutheran World Federation

MSF – Spain

NCA – Norwegian Church Aid/Alliance Action

OXFAM

Save the Children

WVI – World Vision International

Plan International

Self Help Africa

Zambia Red Cross Society/IFRC

Agencies are very grateful for the financial support provided by donors, who have contributed to their activities with un-earmarked and broadly earmarked funds, as well as for those who have contributed directly to the operations in Zambia.

Special thanks to the Central Emergency Response Fund for the contribution of **US\$6,559,772** for the Congolese Emergency situation.

A high level familiarization visit by EU Ambassadors accredited to Zambia was undertaken to Kenani and Mantapala on Thursday 15 February 2018. The team was composed of the Ambassadors of the EU, Italy, France and Head of the DFID Office in Zambia. Briefed and

accompanied by senior Government officials, the Ambassadors toured various facilities in Kenani and Mantapala, saw the work done, as well as what needed to be done and mingled with refugees. The Ambassadors indicated that they will endeavour to mobilize funds to support the Congolese response. Over 19 Humanitarian and development partners are working on the ground actively supporting the Government of Zambia to ensure a timely and coordinated response to the needs of the Congolese refugees in Zambia.

Financial requirements by agency:

REGIONAL & ZAMBIA REFUGEE RESPONSE PLAN: A regional Refugee Response Plan for the DRC situation is being prepared which will cover Angola, Burundi, Central African Republic, Rwanda, Republic of Congo, South Sudan, Tanzania, Uganda, and Zambia.

The country-level plan for the Zambia Refugee Response brings together the collective efforts and financial requirements of over 19 partners (UN and INGOs) and will be launched by mid-march. The total estimated inter-agency budget is **US\$79,266,700**,

CONTACTS:

Government Contacts:

Mr. Abdon Mawere, Commissioner for Refugees, Ministry of Home Affairs, email: abbie.m@hotmail.com, tel:+260211255473

UNCT Contacts:

Janet Rogan, UN Resident Co-ordinator in Zambia, UN System, email:

janet.rogan@one.un.org, tel: Office: +260 211 254417 | Mobile: +260 975 146 994

Pierrine Aylara, UNHCR Representative, aylara@unhcr.org, Tel: Office: 0977862000/1 or +260 977862002

Mr. Kelvin Shimoh, UNHCR Public Information Associate

shimo@unhcr.org Tel: +260-211-0977862008, Mobile: +260 979585832

Mr. Markku Aikomus, Senior Regional External Relations Officer, UNHCR Regional Representation for Southern Africa, Office: +27(0)12 762 7488, Mobile: +27(0)81 797 7456

www.unhcr.org | [Twitter](#) | [Facebook](#)

www.unhcr.org **Twitter:** @unhcrZambia, Facebook: <https://facebook.com/unhcrzambia/>
<http://www.unhcr.org/zambia.html>, <http://reporting.unhcr.org/node/10322>

INTER-AGENCY OPERATIONAL UPDATE

Annex 1. Statistics

ZAMBIA

Refugees and Asylum Seekers from Democratic Republic of Congo in Zambia (Countrywide)

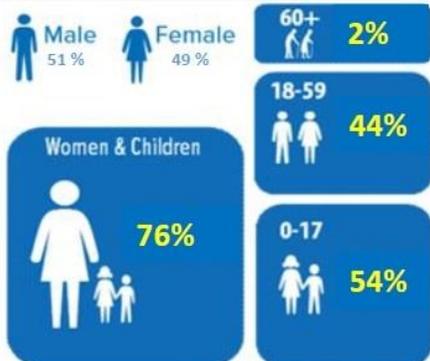
22th February 2018



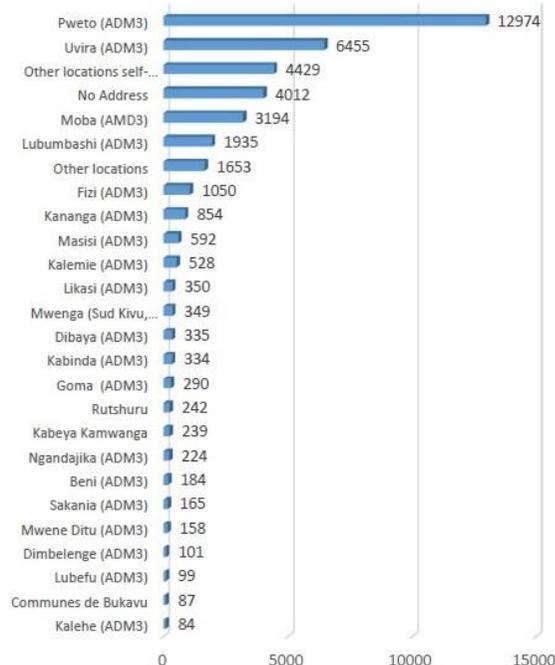
KEY FIGURES



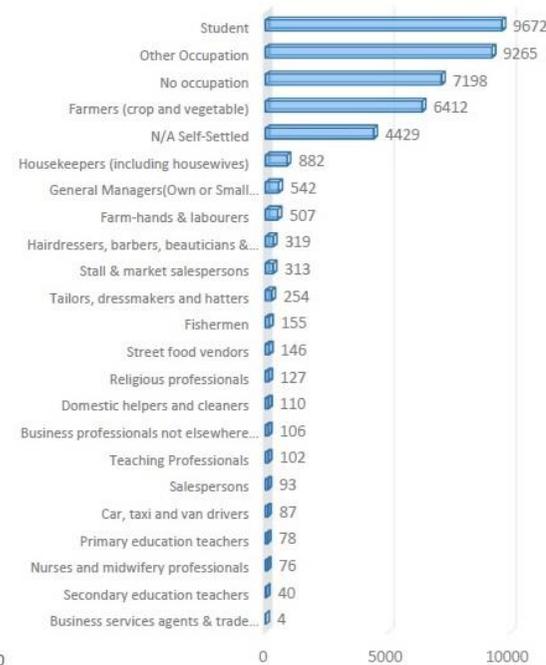
DEMOGRAPHICS



AREAS OF ORIGIN



OCCUPATION INFORMATION



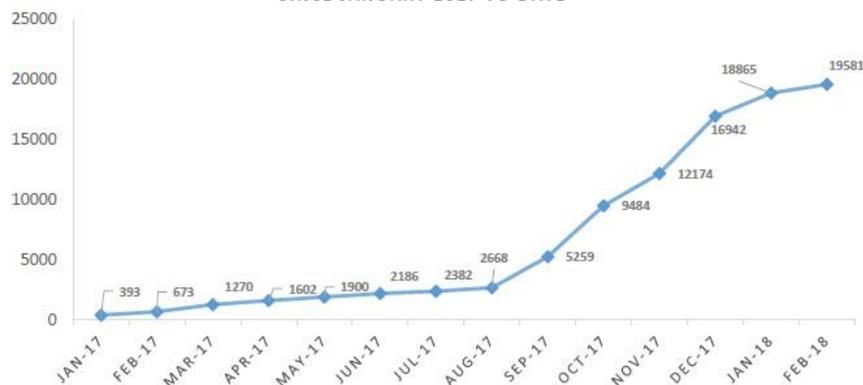
DRC Monthly New Arrivals Since January 2017 to Date

Location	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Grand Total
Lusaka	83	277	153	128	92	187	112	139	292	214	256	272	115	219	2,539
Meheba	285	2	443	204	200	99	84	147	240	68	7	168	36	82	2,065
Mayukwayukwa	25	1	1	0	6	0	0	0	0	0	0	1	0	2	36
Nchelenge	0	0	0	0	0	0	0	0	2,059	3,943	2,427	4,327	1,772	413	14,941
Grand Total	393	280	597	332	298	286	196	286	2591	4225	2690	4768	1923	716	19581

DRC Monthly new arrivals Trend Since January 2017 to date



DRC MONTHLY NEW ARRIVALS CUMULATIVE TREND SINCE JANUARY 2017 TO DATE



Identified Persons with Specific Needs From DRC

Vulnerability by Age Group	0 - 4 Years	05 - 11 Years	12 - 17 Years	18 - 59 Years	60 Plus	Grand Total
Child at risk	21	300	376	68	0	765
Disability	14	44	40	241	59	398
Family unity	0	0	0	7	0	7
Older person at risk	0	0	0	6	193	199
Serious medical condition	4	23	25	163	32	247
Single parent	1	3	7	996	45	1052
Specific legal and physical protection needs	61	109	80	285	28	563
Unaccompanied or separated child	94	700	1173	209	0	2176
Woman at risk	1	0	2	269	23	295
Grand Total	196	1179	1703	2244	380	5702

DRC Influx Start Date 30 Aug 2017 & Biometric Registration Start Date 25 Sep 2017 in Luapula Province.