



# Protection Dashboard

Quarter 4

## Uganda Refugee Response Plan (RRP) 2024-2025 January - December 2024

### Overview

The overall protection objective is to ensure that refugees and asylum-seekers have access to asylum, fair and accelerated asylum procedures as well as full enjoyment of their rights as set forth in international and domestic laws. It remains crucial for UNHCR and partners to continue to strengthen the capacity of the government institutions to respond to emergencies, support improvements in registration and the asylum system whilst providing life-saving services, as well as monitoring, mitigating protection risks, building resilience of the forcibly displaced and stateless persons, and enhancing durable solutions. Efforts will be made to reinforce comprehensive feedback and response mechanisms to ensure accountability to affected populations (AAP). In addition, special focus will be given to the vulnerable groups with the objective of ensuring that they have equal access to protection assistance and the opportunity to participate in community self-management and decision-making. Meanwhile, peaceful coexistence among communities as well as the provision of mental health and psychosocial support services (MHPSS) will remain a priority.

### Product Scope

This product covers an overview of the sector, key achievements, funding situation including, Registration, Refugee Status Determination (RSD), Community-Based Protection (CBP), Mental Health Psychosocial Support (MHPSS), Legal and Feedback Referral and Resolution Mechanism (FRRM) as part of Protection leaving out CP and GBV which have been analysed in separate dashboards.

### The Result Analysis:

**Refugee Status Determination (RSD):** By the end of the fourth quarter, the Refugee Eligibility Committee (REC) had held **10 sessions** and adjudicated **24,162** applications of **34,105** individuals from the Democratic Republic of Congo (DRC), Rwanda, Burundi, and Eritrea. The recognition rate was **96%**. By the end of the fourth quarter the Appeals Board had adjudicated a total of **202** individuals, out of these 335 individuals were set aside and RAB decision was confirmed in **391** individuals.

**Access to Justice:** By the end of quarter four, **167,906** individuals (84,561F/83,345M) accessed legal assistance representing a **95%** performance above the annual set target. **98,098** of the totals (52,461F/ 45,637M) representing **58% accessed legal sensitization** on Uganda laws while **69,808** (32,100F/ 37,708M) received legal assistance that includes legal counseling, legal representation, mobile court, and detention monitoring.

**Accountability to Affected Populations (AAP):** The operation addressed **61,916** Complaints through effective feedback mechanisms by the end of quarter four, representing **94%** performance achievements against the annual planned target. **26,121** of the totals were addressed through the FRRM helpline while **35,795** were addressed by partners through other means. **638** of the addressed complaints were from host communities, **8,141** from other refugees, **30,531** from South Sudanese, and **22,606** from Congolese. The majority of the inquiries are related to community-based protection, resettlement, and food assistance.

### Community-Based Protection (CBP):

A joint commemoration of the International Peace Day under the theme “Cultivating a Culture of Peace” and World Mental Health Day under the theme “It’s time to Prioritize Mental Health in the Workplace” was held in Adjumani on 17 October.

In November, IGAD launched the Regional Refugee engagement forum in Kampala, Uganda. The discussions revolved around partnerships, collaboration, policies, voluntary repatriation, freedom of movement in the region and resource mobilization for sustainability of such initiatives.

UNHCR participated in a meeting organized by the Refugee-Led Organization (RLO) consortium, together with Members of Parliament of Uganda (MPs) to discuss refugees’ contributions to Uganda in food production, taxes, social protection, employment opportunities for Ugandans, etc. However, the MPs raised some concerns on security, environment, infrastructure, health and requested UNHCR’s support in humanitarian response to natural disasters in Uganda.

International Day of Persons with Disabilities was commemorated on 5 December 2024 under the theme, “Amplifying the leadership of persons with disability to an inclusive and sustainable future”.

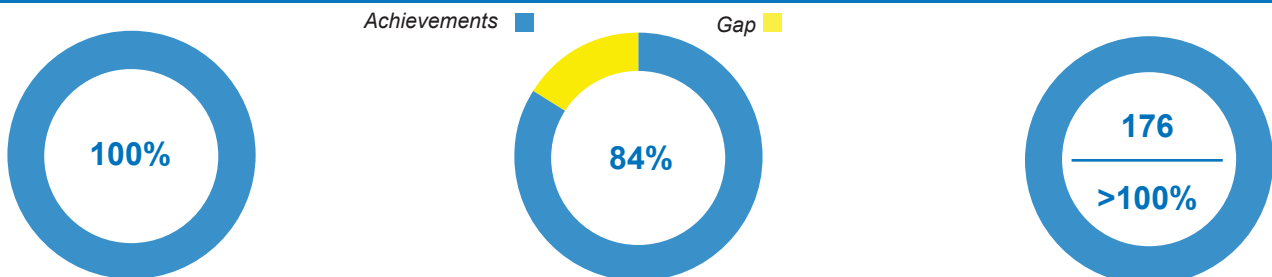
**Support to Persons with Specific Needs (PSNs) and Mental Health and Psychosocial Support (MHPSS):** By end of quarter 4, a total of **97,232** PSNs (59,592F/31,709M) were supported, representing **79%** annual performance achievement. In terms of quarterly performance, **51%** of the total recorded achievements were attained in quarter. A total of **407,279** refugees and nationals from the host community received various forms of Mental Health and Psychosocial Services (MHPSS), representing **4%** above the set target. More DRC nationals received MHPSS compared to all other nationalities, **185,993** Congolese reached out of the annual target of **96,522**, representing an overperformance of **93%** above the annual target. The overperformance by the Congolese is attributed to the increased number inflow of forcibly displaced new arrivals from Eastern DRC into Uganda.

### Key challenges and priorities:

Given the ongoing rise in the RSD backlog, the Office of the Prime Minister (OPM) intends to launch an accelerated and simplified RSD exercise in the last quarter of the year. This initiative aims to reduce the current backlog, which stands at 49,000 cases

In Q4 was the transition to the new version of the Inter-Agency Feedback and Referral and Resolution Mechanism (FRRM) system, this came with a recognized need for more targeted awareness campaigns, planned to be implemented in 2025 to improve understanding of communication channels and encourage greater utilization among all user groups.

### Key indicators



% of refugees in Uganda who are individually registered in proGres with minimum data set  
Target: 98%

% of eligible asylum seekers whose asylum applications have been adjudicated in line with the RSD procedures and standards (Target: 95%)

Community-led projects or community empowerment projects, where peaceful coexistence is the primary project purpose  
Target: 85

### Funding

Inc CP and GBV



\$178M

Total Required

\$79M

Received 44%

\$99M

Gap 56%

Achievements data: ActivityInfo + proGres v4  
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For more info: <https://data.unhcr.org/en/country/uga>

## Outcome: Access to asylum procedures, including reception, registration, and refugee status determination (RSD)

Indicator	Actual	Target	Actual	Gap
<b>% of refugees in Uganda who are individually registered in proGres with minimum data set</b>				
- Congolese refugees	100%	100%	100%	
- South Sudanese refugees	100%	100%	100%	
- Other refugees	100%	100%	100%	

### Eligible asylum seekers whose asylum applications have been adjudicated in line with the RSD procedures and standards

- Congolese refugees	33%	95%	33%	67%
- Other refugees	91%	95%	91%	9%

Note: Sudanese and South Sudanese refugees are granted refugee status on prima-facie basis.

## OUTCOME: Accountability to all persons of concern is strengthened through meaningful engagement and participation of communities

Indicator	Actual	Target	Actual	Gap
<b>Complaints addressed through effective feedback mechanisms</b>				
- Congolese refugees	28,343	32,000	89%	11%
- South Sudanese refugees	35,325	13,000	>100%	
- Other refugees	11,019	19,000	58%	42%
- Host community	1,002	1,800	56%	44%

## OUTCOME: Persons with specific needs have timely access to appropriate services and participate in community activities and decision-making on an equal basis with others

Indicator	Actual	Target	Actual	Gap
<b>Persons with specific needs provided with support</b>				
- Congolese refugees	70,181	40,000	>100%	
- South Sudanese refugees	26,086	80,000	33%	67%
- Other refugees	660	3,000	22%	78%
- Host community	305	300	>100%	

### Interventions to address barriers

- Congolese refugees	409	50	>100%	
- South Sudanese refugees	2,114	75	>100%	
- Other refugees	303	25	>100%	
- Host community	143	10	>100%	

## OUTCOME: Refugee and host communities populations have improved well being and functioning including very vulnerable people

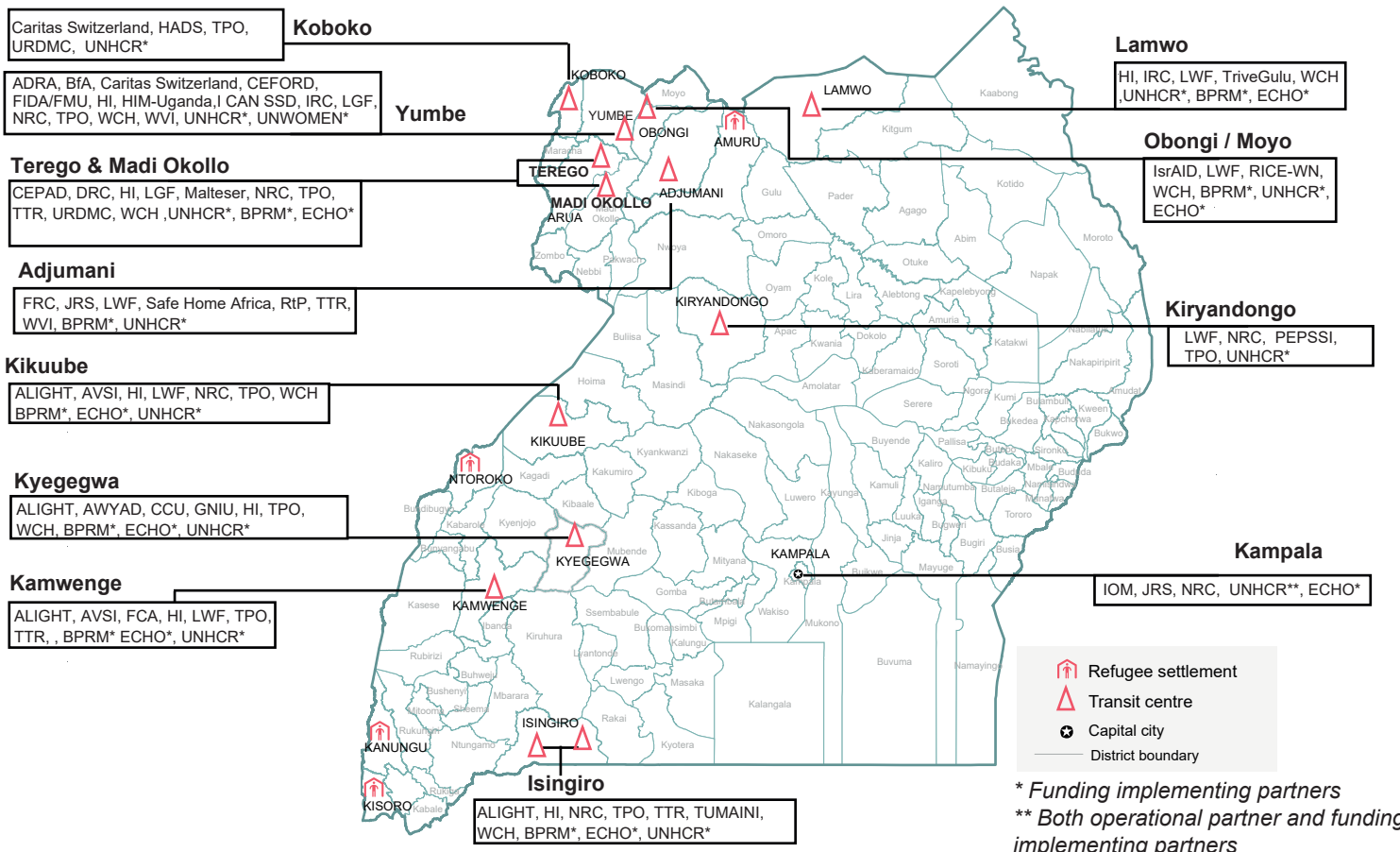
Indicator	Actual	Target	Actual	Gap
<b>Individuals receiving psychosocial support</b>				
- Congolese refugees	185,993	96,522	>100%	
- South Sudanese refugees	162,743	180,831	90%	10%
- Other refugees	10,158	35,664	28%	72%
- Host community	42,251	79,689	53%	47%

# OUTCOME: Physical safety and access to justice by Persons of Concern strengthened

Indicator	Actual	Target	Actual <span style="color: blue;">■</span>	Gap <span style="color: yellow;">■</span>
<b>Refugees receiving legal assistance and legal aid services</b>				
- Congolese refugees	35,327	30,000	>100%	
- South Sudanese refugees	83,854	40,000	>100%	
- Other refugees	25,482	15,000	>100%	
- Host Community	23,243	1,000	>100%	

## Operational Presence

- Adventist Development and Relief Agency (ADRA)
- African Women and Youth Action for Development (AWYAD)
- Alight (formerly American Refugee Committee) (ALIGHT)
- Association of Volunteers in International Service (AVSI)
- Brass for Africa (BfA)
- Caritas Switzerland (Caritas Switzerland)
- Community Consortium Uganda (CCU)
- Community Empowerment for Peace and Development (CEPAD)
- Community Empowerment for Rural Development (CEFORD)
- Danish Refugee Council (DRC)
- Finn Church Aid (FCA)
- Finnish Mission Uganda (FIDA/FMU)
- Finnish Refugee Council (FRC)
- Good Neighbors International Uganda (GNUU)
- His Sickles International Mission (HIM-Uganda)
- Humanitarian Assistance and Development Services (HADS)
- Humanity&Inclusion (HI)
- I CAN South Sudan (I CAN SSD)
- International Rescue Committee (IRC)
- IsraAID (IsraAID)
- Jesuit Refugee Service (JRS)
- Luigi Giussani Foundation (LGF)
- Lutheran World Federation (LWF)
- Malteser International (Malteser)
- Norwegian Refugee Council (NRC)
- Regional Psychosocial Support Initiative (REPSSI)
- Right to Play (RtP)
- Rural Initiative for Community Empowerment in West Nile (RICE-WN)
- Safe Home Africa (Safe Home Africa)
- ThriveGulu (ThriveGulu)
- Transcultural Psychosocial Organization (TPO)
- TUMAINI (TUMAINI)
- Tutapona Trauma Rehabilitation (TTR)
- United Nations Migration Agency (IOM)
- War Child Holland (WCH)
- World Vision International (WVI)



The boundaries and names shown and the designations on this map do not imply official endorsement or acceptance by the United Nations