



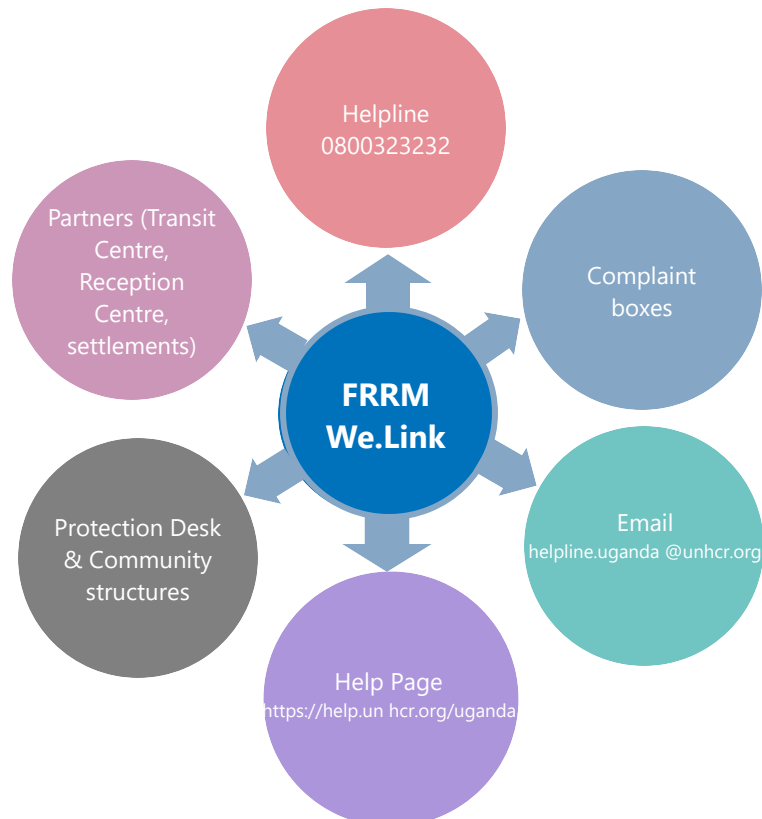
Uliza - We Listen Feedback, Referral, and Resolution Mechanism (FRRM)

2024 Annual Newsletter



FRRM V3 community engagement and awareness session in Kiryandongo settlement in December 2024. Photo ©UNHCR/RMU

OVERVIEW OF THE FRRM ARCHITECTURE



232,745

Total calls received by the FRRM helpline in 2024

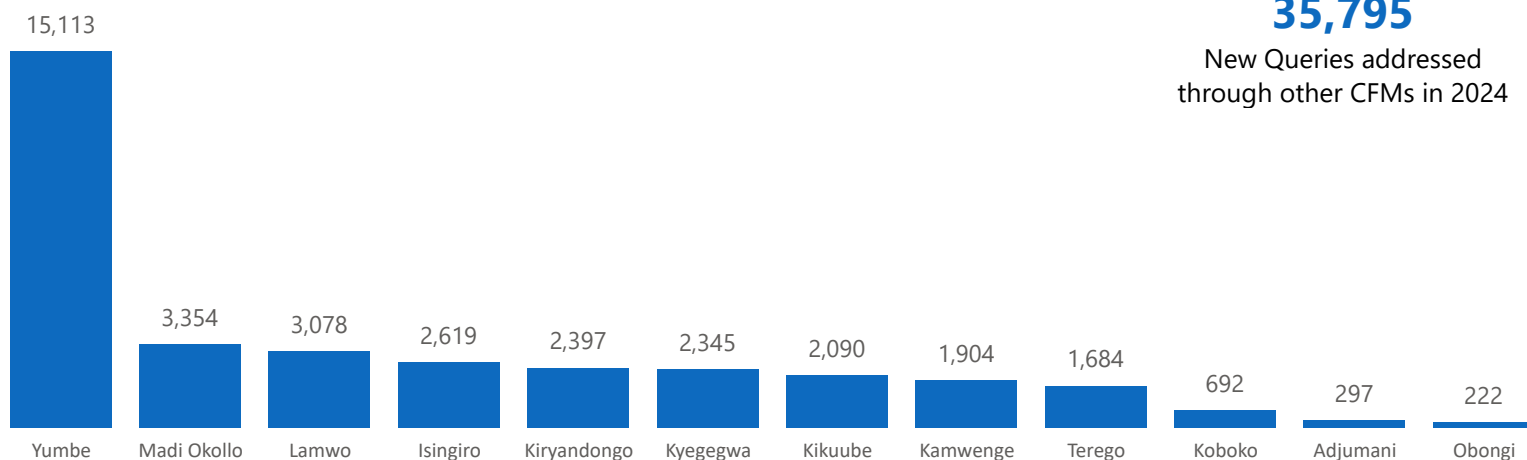
78,509

Total queries and follow-ups recorded in the FRRM helpline in 2024

35,795

Total queries recorded by partners in 2024

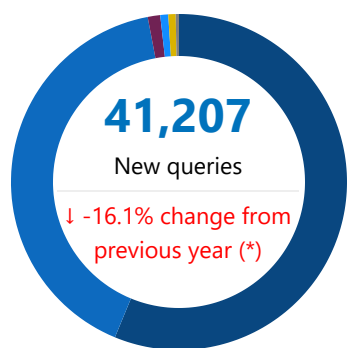
The FRRM architecture encompasses different communication pathways, including the free inter-agency helpline, email, protection desks, complaint boxes, community structures, and the Help Page. It is complemented by different community feedback mechanisms used by partners. The free inter-agency helpline is one of the key pillars of the FRRM and operates 7 days a week with 30 staff members speaking 38 languages. The helpline refers cases to over 1,000 staff from more than 60 partner organizations nationwide. Key milestones from 2024 include the deployment of Version 3 of the FRRM software, with WhatsApp chatbot integration and a mobile application to enhance access at the local level. These upgrades will be rolled out in 2025 and are intended to digitally support localization, promote inclusion, amplify the FDSP and PSN voices, and empower local partners to play a greater role in addressing protection issues.



35,795

New Queries addressed through other CFMs in 2024

SUMMARY STATISTICS FOR 2024

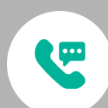


* 2023 queries were higher due to calls related to food prioritization.

Call Category	New queries	% of total queries	% change from previous year
0 Biodata updates	315	0.8%	↓ -11.0%
1 General and/or positive feedback (no response required)	292	0.7%	↑ 14.1%
2 Information request answered directly using standard FAQs	23,170	56.7%	↓ -33.0%
3 Request for support and assistance through a referral	16,806	41.1%	↑ 26.4%
4 Calls relating to allegations of fraud, corruption	494	1.2%	↑ 27.3%
5 Calls regarding serious life-threatening cases	130	0.3%	↓ -49.2%



50.5% of callers in 2024 were **women and girls**



57.4% of the calls were resolved directly by **the helpline** (Category 1 & 2)



42.6% of the calls were referred to **UNHCR and partners** (Category 3,4,5)

HIGHLIGHTS OF THE YEAR FOR INTERAGENCY FRRM HELPLINE



The Inter-agency FRRM responded to a total of **41,207** new queries and **37,302** follow-ups from January to December 2024. The number of queries represents a **16%** decrease compared to 2023, which can be attributed to the increased calls received in 2023 linked to the food prioritization exercise. FRRM helpline received **232,745** calls in total, including answered, dropped, and after-working-hour calls.



20,640 (50.1%) new queries came from females and **20,567 (49.9%)** from males. **23,462 (56.9%)** queries were resolved at the helpline level, using FAQs. The remaining included **315 (0.8%)** biodata updates and **17,430 (42.3%)** queries which included requests for assistance, reports of misconduct, and urgent protection cases, were referred to UNHCR and partners for follow-up and assistance. UNHCR and partners closed **13,653** Category 3 referrals (requests for assistance) during the same period, and this includes **11,503** from those received and closed within the year and **2,150** from the previous year's backlog across all locations. Overall, among referrals received during the period, **78.5%** were resolved, **6.7%** were still being actioned on, and **14.8%** remained unopened.



Nakivale Settlement registered the highest number of new queries (**7,440**) in 2024. **Kampala - Urban** followed with **6,819** new queries; **Kyaka II Settlement** with **6,806** new queries; **Bidibidi Settlement** with **3,886** new queries; and **Kyangwali Settlement** with **3,604** new queries.



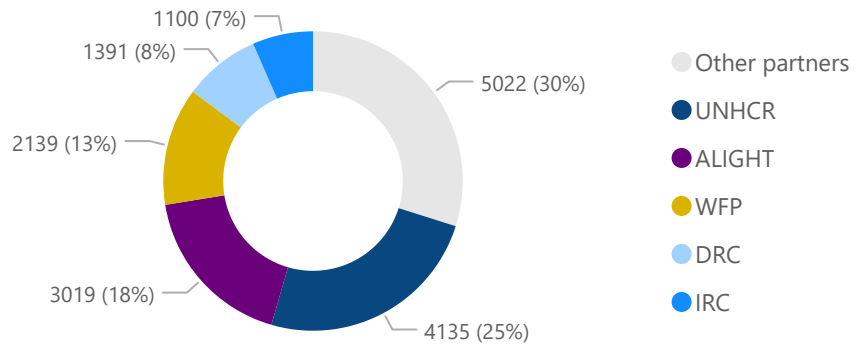
Compared to **2023**, by sector, Community Based Protection registered **6,392** new queries indicating a **38.4%** increase. This was followed by Food Assistance with **5,026** new queries and a **69.3%** decrease; General Queries with **4,929** new queries and a **118.5%** increase; Resettlement, Local integration and Voluntary repatriation with **4,737** new queries and a **1.6%** decrease; Health and Nutrition with **4,058** new queries and a **6.2%** increase.

REFERRALS TO UNHCR AND PARTNERS IN 2024

16,806
Number of Category 3 referrals received

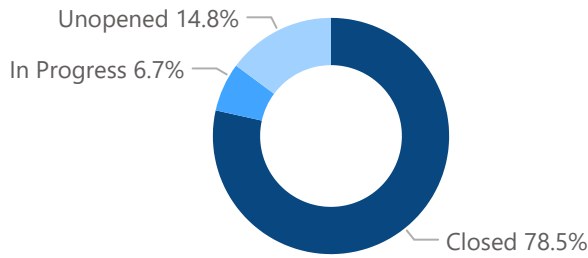
26.4%
Increase compared to 2023

42
Number of agencies who received referrals

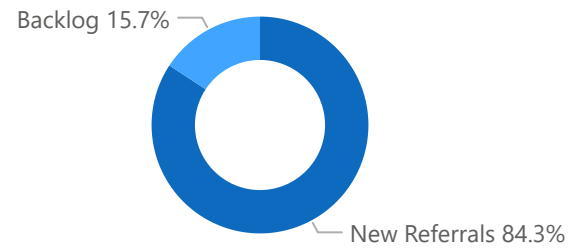


ACTION ON CATEGORY 3 REFERRALS IN 2024

Status of Category 3 referrals by at the end of 2024

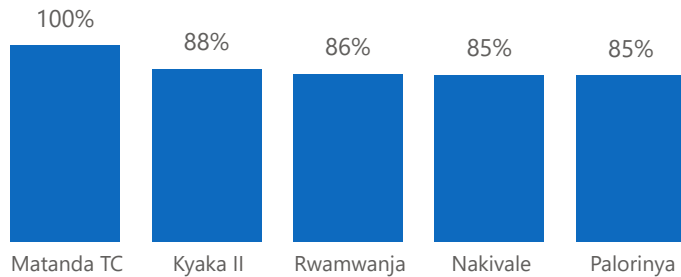


Category 3 referrals resolved by UNHCR and partners in 2024 that were placed within the year and from the backlog

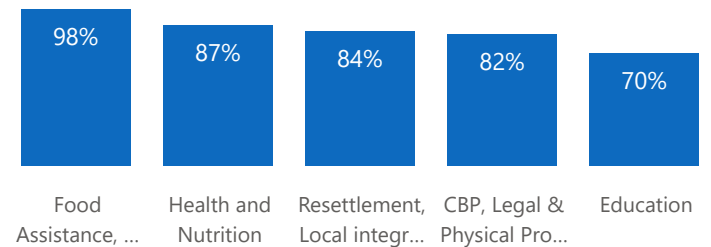


ANNUAL SPOTLIGHT

Top five settlements with highest percentage of closed referrals



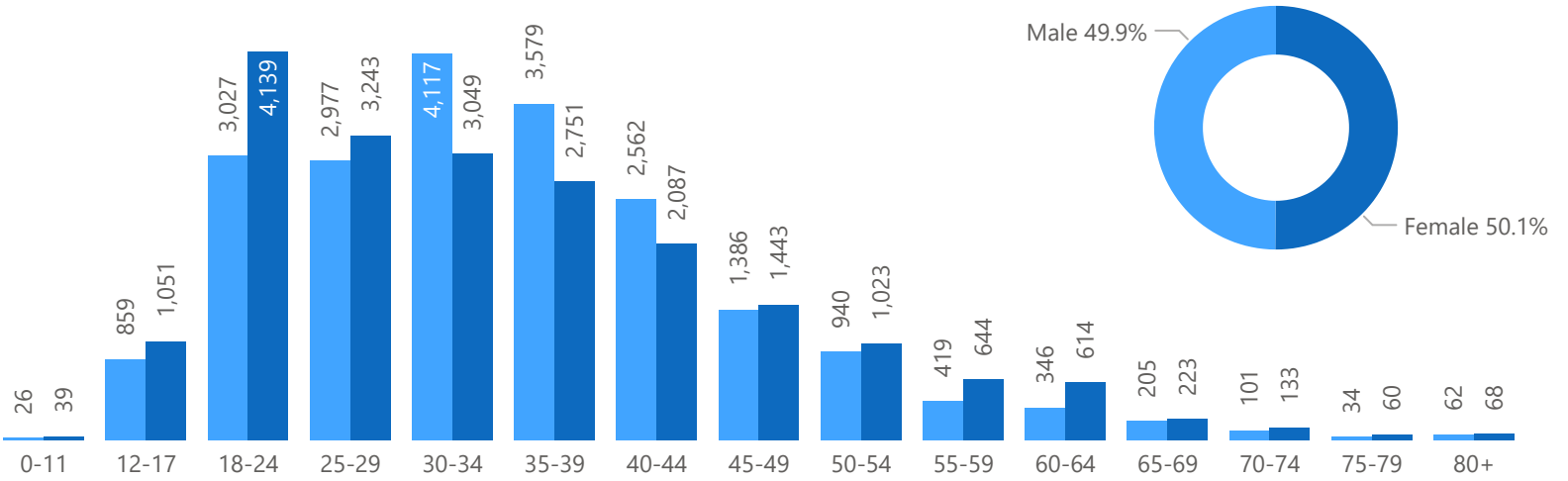
Top five sectors with highest percentage of closed referrals



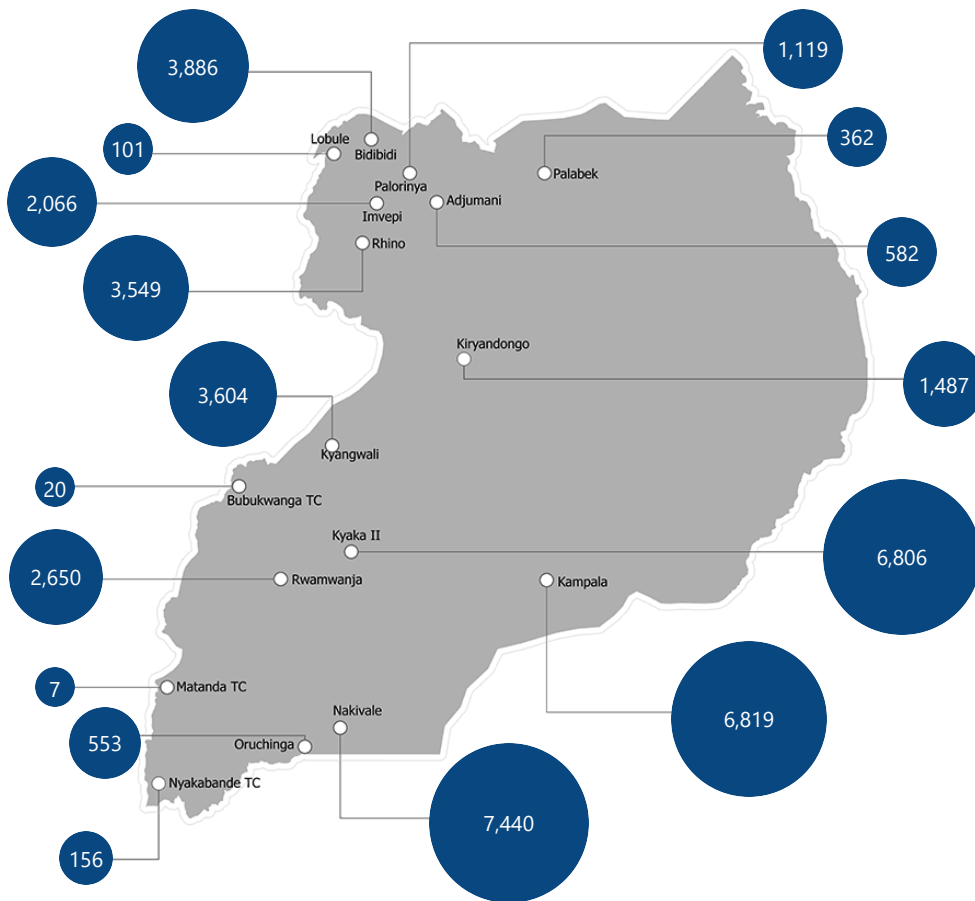
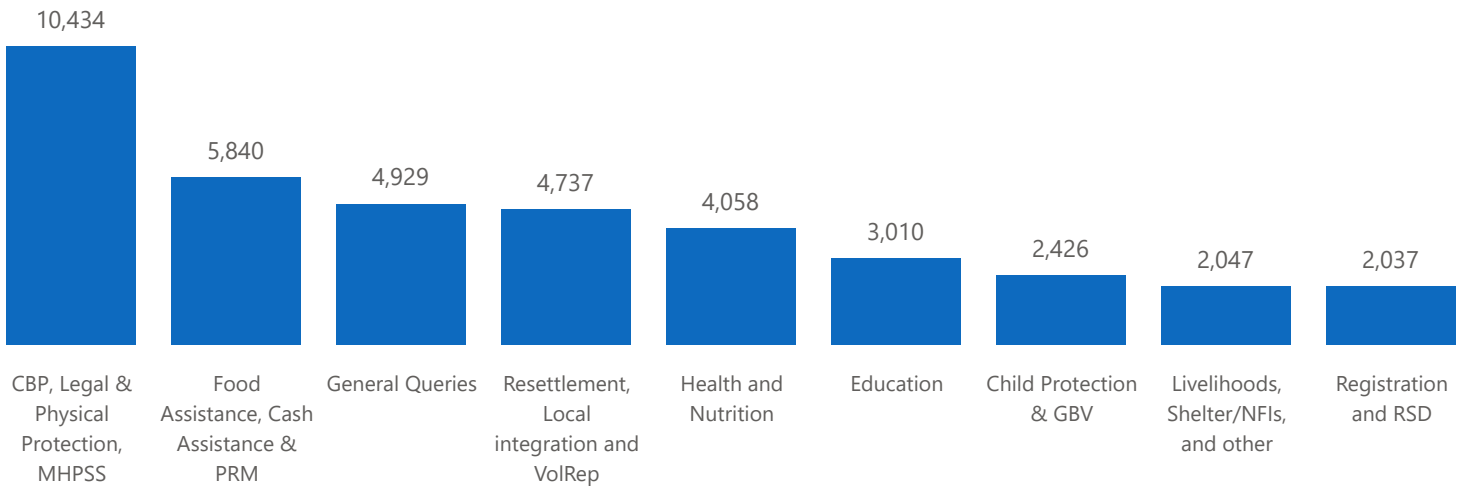
POSITIVE FEEDBACK RECEIVED IN 2024










- The FDSP is grateful to the helpline and the partner, ALIGHT for addressing her shelter need as a PSN. She is grateful that she now has a proper shelter where she lives with her children. - **Community Based Protection, Kyangwali, (05 Jul 2024)**
- The FDSP received school fees support from NRC and called appreciate them and the FRRM because the assistance was timely and came when they were really in need. - **Education, Kampala, (22 Oct 2024)**
- The FDSP is grateful to the helpline for addressing her case to the partner ALIGHT. An assessment visit has been conducted and she has been considered for PSN financial support. She is grateful to ALIGHT and the helpline. - **Community Based Protection, Kyangwali, (22 Oct 2024)**
- The FDSP was excited upon being notified by the partner, DCA of an opportunity to start work by the end of the month of January 2024. He is so grateful to the partner for this livelihood opportunity. - **Livelihoods, Rhino Camp (19 Jan 2024)**
- The partner, LWF was appreciated by the FDSP for following and working on securing his release from police custody. He appreciated the FRRM for addressing his matter to LWF as well. - **Legal and Physical Protection, Kiryandongo, (19 Jul 2024)**
- The FDSP would like to express her gratitude towards the helpline for having addressed her shelter concern to ALIGHT as her house has now been built. - **Community Based Protection, Rwamwanja, (24 May 2024)**
- The partner, ALIGHT is appreciated for distributing NFIs including soap to PSNs in May 2024. He is grateful. - **Community Based Protection, Kyangwali, (29 May 2024)**
- The partner, IRC was appreciated for providing medical support to the caller after her request was raised through the FRRM helpline - **Health and Nutrition, Imvepi, (24 Jul 2024)**
- Through the FRRM helpline, the FDSP was supported to obtain a plot of land by OPM after a long wait and she is grateful. - **Shelter, Sites and NFIs, Kyaka II, (26 Jul 2024)**

New Queries by Gender and Age Group

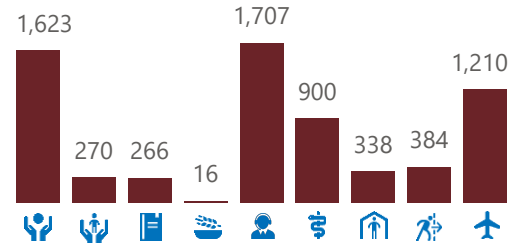


New Queries by Sector in 2024

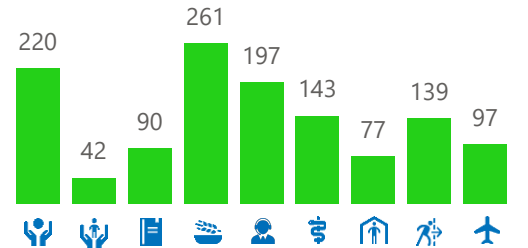


-  CBP, Legal & Physical Protection, MHPSS
-  Child Protection & GBV
-  Education
-  Food , Cash Assistance & PRM
-  General Queries
-  Health and Nutrition
-  Livelihoods, Shelter/NFIs, and other
-  Registration and Refugee Status Determination
-  Resettlement, Local Integration and Voluntary Repatriation

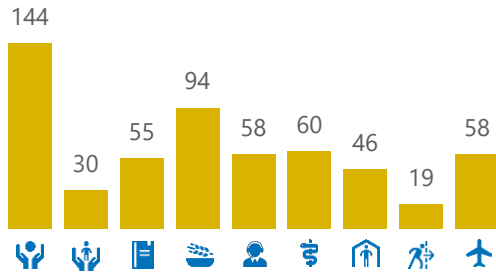
Kampala - Urban



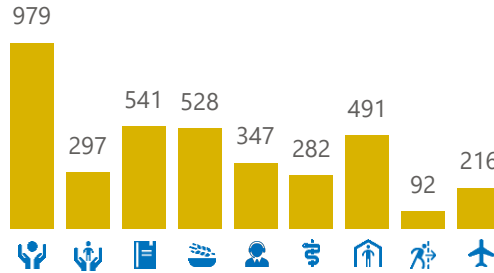
Kiryandongo - Mid West



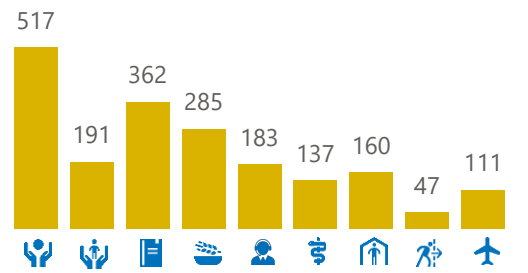
Adjumani - West Nile



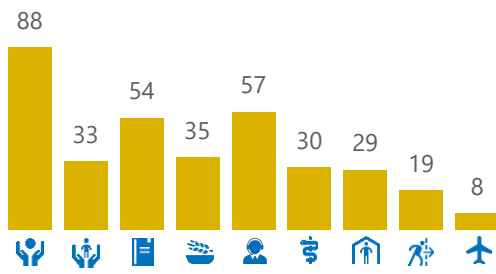
Bidibidi - West Nile



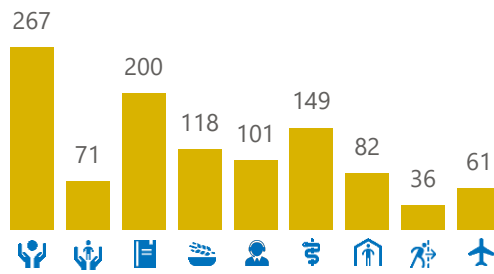
Imvepi - West Nile



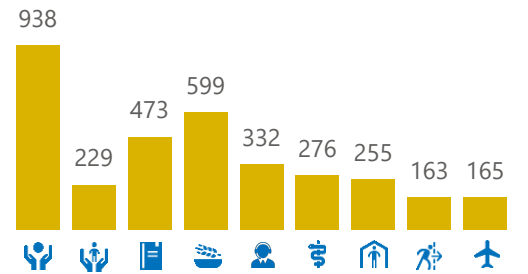
Palabek - West Nile



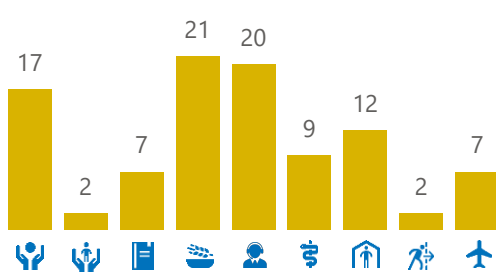
Palorinya - West Nile



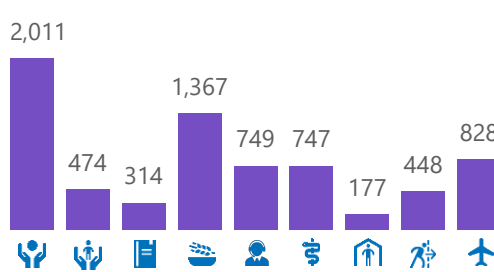
Rhino Camp - West Nile



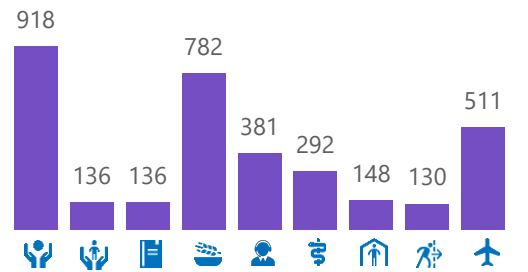
Lobule - West Nile



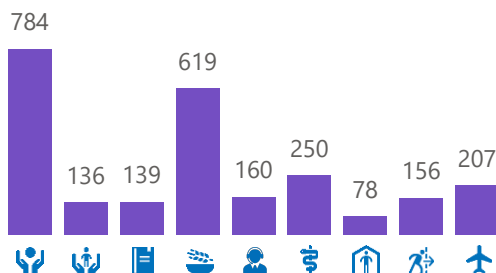
Nakivale - South West



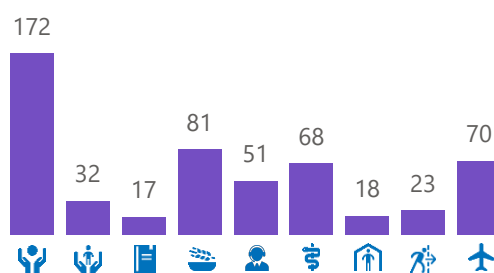
Kyangwali - South West



Rwamwanja - South West



Oruchinga - South West



Kyaka II - South West

