

Outreach and Assessments

Assistance to urban refugee is provided through 4 channels:

Help Desk



Physical presence where refugees can seek assistance from UNHCR staff members

Home Visit



Assessment of refugee vulnerability to allocate cash assistance

Infolines



8h / 5 days service to answer questions and petitions from refugees

Registration



Mobile registration & renewal for extremely vulnerable refugees & UNHCR certificate distribution

Registered refugees outside of camps **386,622**

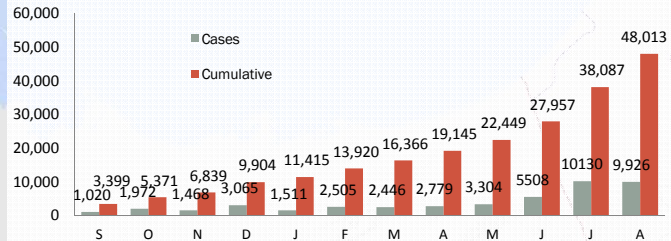
Persons received at help desks **244,507**

Home visits conducted **48,013**

Calls on info line **110,549**

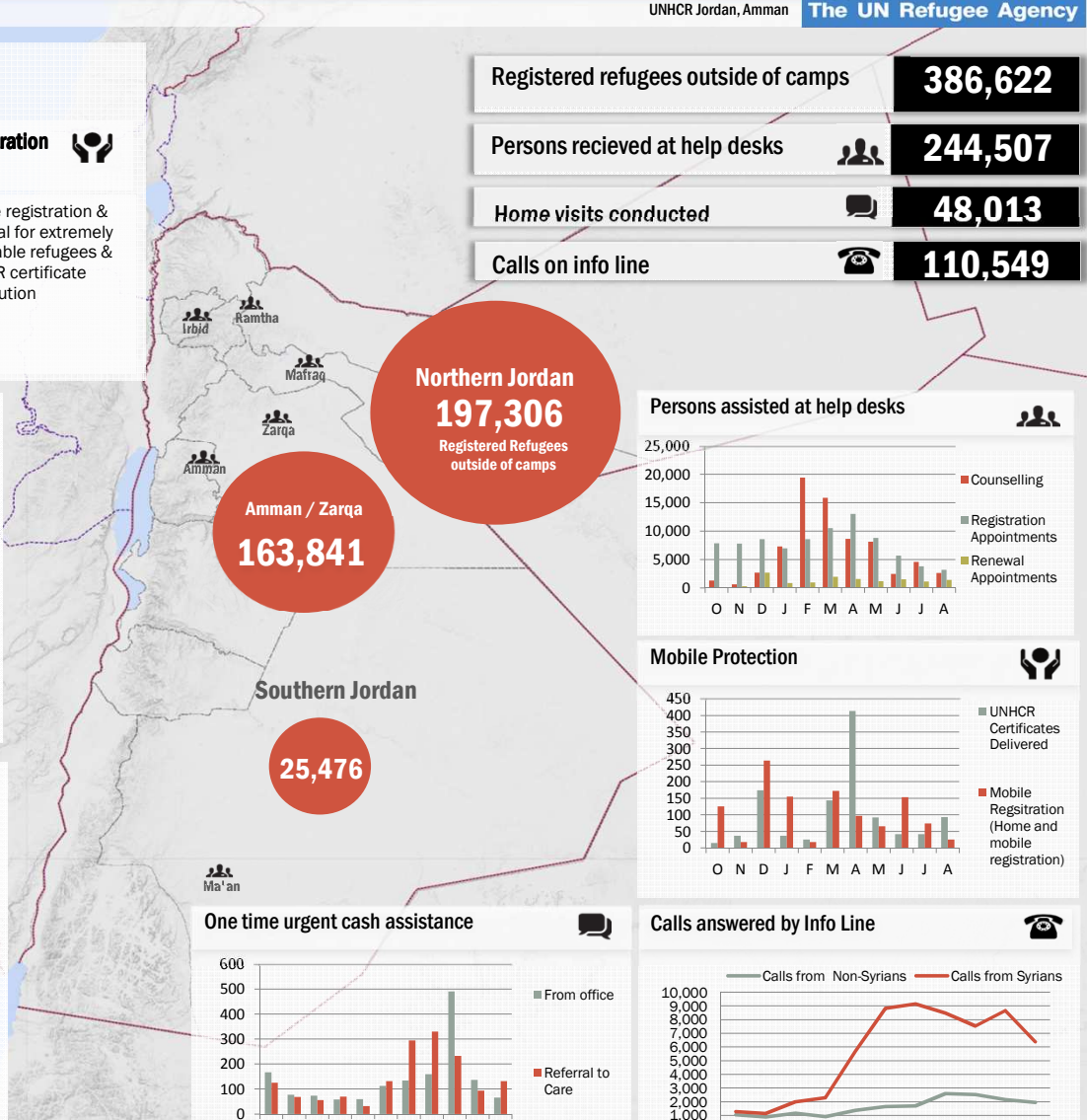
Home Visits (started in Sep. 2012)

Aggregate totals

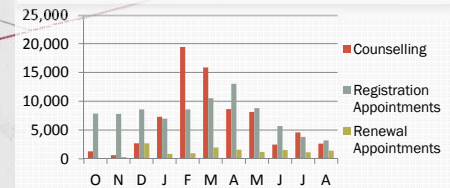


Beneficiaries from Cash Assistance (started in July 2012)

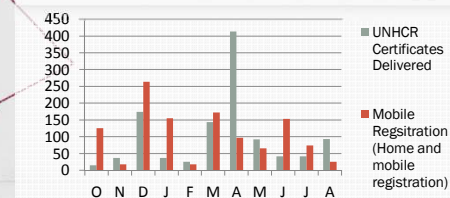
A cash assistance lumpsum is defined according to the family size and number of children or specific needs (in '000)



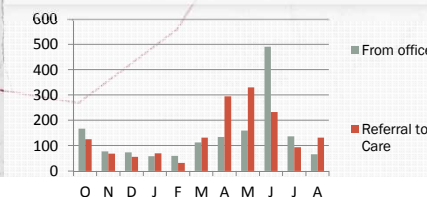
Persons assisted at help desks



Mobile Protection



One time urgent cash assistance



Calls answered by Info Line

