



4,774 Malian refugees

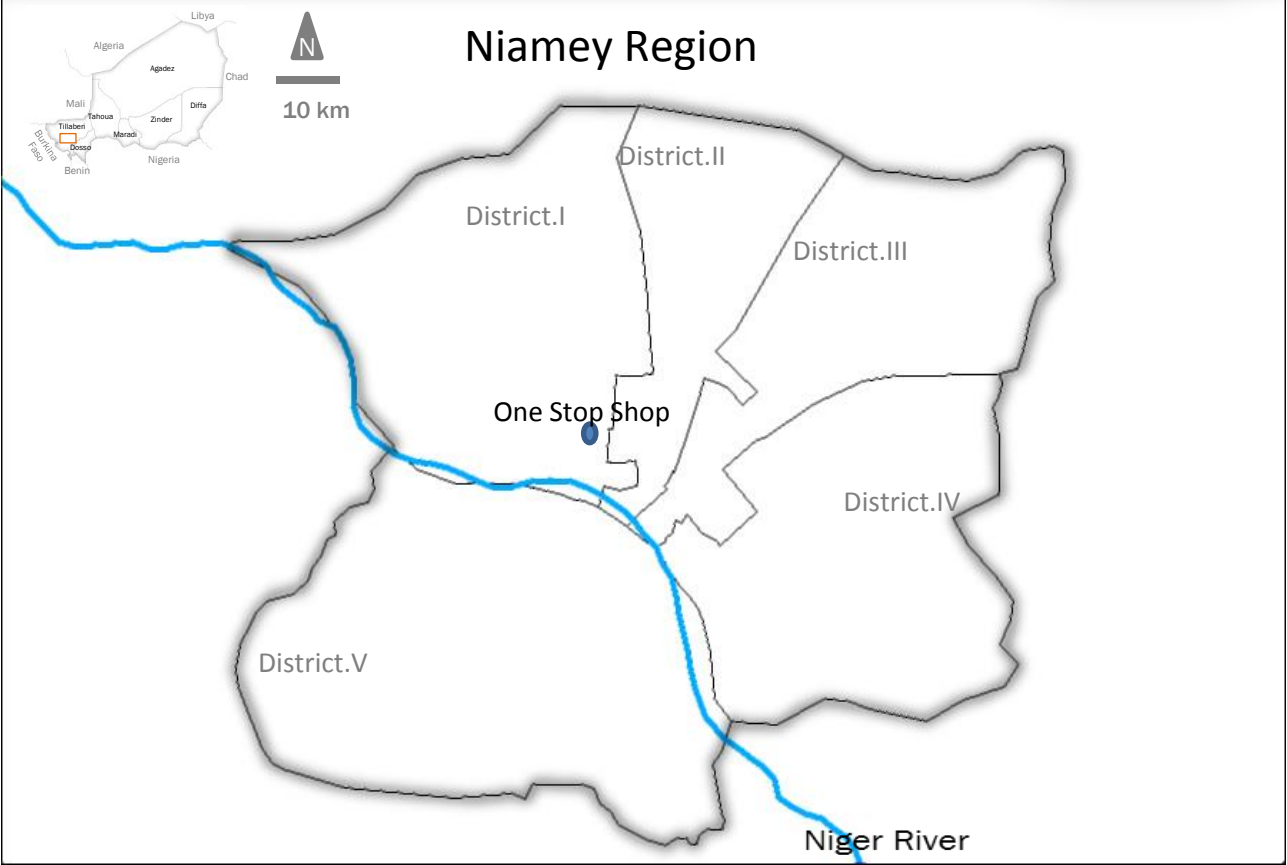
Since violence erupted in northern Mali in January 2012 between the Malian Government and various armed groups, Niamey region has been hosting approximately 5,000 refugees. The majority of them are women and children. The population unmet needs are relating to shelter and livelihoods.

Niamey profile

Niamey is the capital of Niger. It is located on the Niger River in the extreme west of the country with a population estimated to be 1,5 million. Administratively, Niamey is both a city and a region. The Niamey Region is subdivided into five communal districts (CD): communal districts I, II, III, and IV are all on the left side of the river while the district V is on the right bank. More than 75% of refugees are living in the first and second District .

Operational Highlights

Ensure that all refugees are duly registered; secure access to basic assistance and services; and bolster coordination and cooperation with all other stakeholders through a "One Stop Shop"



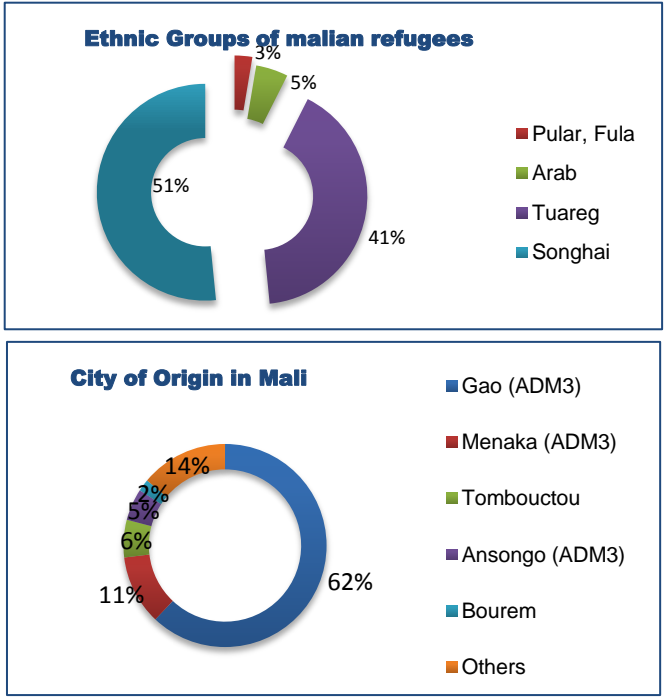
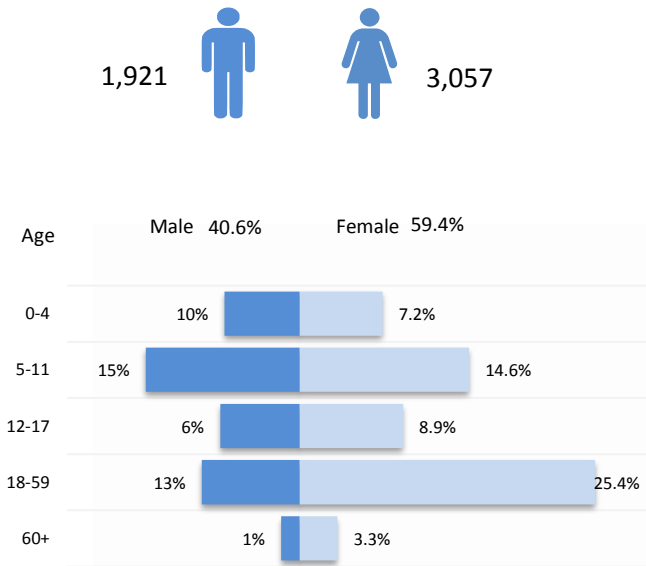
The boundaries and names used on this map do not imply official endorsement or acceptance by the United Nations .

ONE STOP SHOP/ GUICHET UNIQUE

The "One Stop Shop" is a single compound in Niamey that serves as protection and assistance platform for all urban asylum seekers and refugees. Here they are able to access all services to uphold their protection right, access information and multi-sectoral assistance provided by multiple service providers (CNE, UNHCR, etc).

Frequentation		Contacts	GPS Coordinates
Reception capacity/week:	250	Nouveau pave Dar Es Salam	LAT/ N: 13° 32.167' LON/E: 02° 06.103'
Average number of refugees received/week:	82	BP: 12 201 Niamey- Niger	
Average number of patients assisted/week:	16	☎ 0 800 12 12 (Call center)	
Average number of students assisted/week:	13	Workdays	
Average number of certificates renewed/week:	53	from 8:00 AM to 4:30 PM	
Number of complaints received to date:	264		
Number of GBV cases referred to date :	16		

Demographics and Statistics



Protection Issues / Responses

The lack of information from / towards refugees
An Information center has been put in place for the reception and referral to the correct desk to access relevant services, (for screening, registration,documentation, counselling, orientation, and for reporting the protection problems as well as requesting help in the form of material).

Registration and documentation issues
A biometric/continuous registration system has been put in place to capture departures, new arrivals, births and deaths .The gouvernement provides (renews) the personnal documents through the 'Commission Nationale d'Eligibilité au Statut du Réfugié (CNE)' .

Provision of access to medical care
Through a referral asylum seekers and refugees have access to medical care.

Access to education
Refugee children attend local schools.

Client satisfaction and accountability
Complaints and feedback mechanisms have been developed for better delivery of protection and assistance to persons of concern to UNHCR

Shelter, livelihood issues
The most vulnerable refugees have been targeted and will benefit from a cash transfer programme in order to allow them to overcome rent and livelihoods problems.

Gender-based violence and child protection incidents
Prevention and response mechanisms with SOPs are established and being implemented

Percentage of refugees with pendular movement between Mali and Niamey

12.1

Percentage of refugees living in shelter without latrines/toilets

33

