

JOINT OPERATIONAL RESPONSE COORDINATION MEETING MINUTES
DRC REFUGEE EMERGENCY

20th APRIL, 2018

UNHCR REPRESENTATION OFFICE CONFERENCE ROOM, LUSAKA

Introduction:

The meeting began at 10:00 and was co-chaired by Ms. Mwenya Makasa, Senior Refugee Officer, COR and Ms. Giulia Ricciarelli-Ranawat, Senior Protection Officer, UNHCR.

The Co-chairs informed the attendants that they were sitting in for their principals - the Commissioner for Refugees and UNHCR Representative, respectively.

The UNHCR Co-chair asked if any issues from the previous coordination meeting were to be discussed. With no specific issues to be covered, the meeting moved on with an update provided by COR/GRZ.

Agenda:

1. Introductory Remarks
2. Review of key action points of previous meeting
3. Update on overall Congolese influx in Zambia (Lusaka, Meheba, Nchelenge, Ndola)
4. Progress on Mantapala development (site preparations, social infrastructure, shelters)
5. Life-saving sectors - key achievements and challenges (by sector leads)
 - a) General Protection (SGBV and Child Protection, Education, etc.)
 - b) Education
 - c) WASH
 - d) Public Health (Primary Health Care, HIV/AIDS and Reproductive Health)
 - e) Food and Nutrition
 - f) CRI (stocks)
 - g) Livelihoods
6. Resource mobilization and funding situation
7. AOB

Summary Points

- *ACTION POINT 1: COR to follow up with relevant GRZ partners on the road works.*
- *ACTION POINT 2: COR/UNHCR to follow up on the site plans of Mantapala to ensure plot demarcation and other activities are not halted.*
- *As of Wednesday 18 April, 15,231 Congolese refugees (4,944 HH) have been registered in the North, most of which are women and children (80%). The total population in Mantapala is 3,053 and in Kenani 12,118.*
- *No relocation to Mantapala in the past 2 weeks has taken place because of the poor road conditions. Other activities such as site development and food distribution are also affected by the road condition.*

- *Friday 13th April the RRRP for the DRC situation was launched in Geneva and discussions with GRZ about having a national launch of the Zambia chapter of the RRRP have taken place. The current proposal is to have the launch at the end of May. A small inter-agency team, including from COR has been assembled to do the preparations.*
- *The Inter-Ministerial Steering Committee will most likely have a mission to see the situation in Mantapala/Kenani in mid-May. The mission would be followed by the launch of the RRRP Zambia chapter in Lusaka, which will be hosted by the GRZ.*
- *A link to the interagency web-portal has been shared and several documents, including the RRRP and other information can be found in the portal <https://data2.unhcr.org/en/country/zmb>*
- *The road to Mantapala, via Kawambwa, that collapsed is now passable by foot since Thursday 19 April. Vehicles are not able to pass yet. Arrangements are being made so that small vehicles can pass but it is unlikely that buses or trucks will be able to pass as long as the structure is not fully repaired.*
- *RDA confirmed they have received the funds but they haven't started the road works yet. The fear is that with the road to Mantapala, via Kawambwa, having been damaged, the funds to work on the Nchelenge-Mantapala road may be diverted to the other works. The road conditions are halting relocation and transportation of materials to Mantapala.*

Government update

- As of Wednesday 18 April, 15,231 Congolese refugees (4,944 HH) have been registered in the North, most of which are women and children (80%). The total population in Mantapala is 3,053 and in Kenani 12,118.
- No relocation to Mantapala in the past 2 weeks has taken place because of the poor road conditions. Other activities such as site development and food distribution are also affected by the road condition.
- RDA confirmed they have received the funds but they haven't started the road works yet
- 1,450 plots have been demarcated of which 300 are being reserved for vulnerable. CARE will allocate the land to the 300 vulnerable.
- As of now, 7,000 individuals can be relocated to Mantapala. So far 3,000 individuals have been allocated land so there is still time and space for 4,000 more. However, once this number has been reached, more plots will need to be demarcated and a bridge will need to be constructed to expand the land demarcation. More resource mobilization efforts are needed to construct the bridge and open the second section of Mantapala.

UNHCR update

- Friday 13th April the RRRP for the DRC situation was launched in Geneva and discussions with GRZ about having a national launch of the Zambia chapter of the RRRP have taken place. The current proposal is to have the launch at the end of May.
- The Inter-Ministerial Steering Committee will most likely have a mission to see the situation in Mantapala/Kenani in mid-May. The mission would be followed by the launch of the RRRP Zambia chapter in Lusaka, which will be hosted by the GRZ.
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- The road to Mantapala, via Kawambwa, that collapsed is now passable by foot since Thursday 19 April. Vehicles are not able to pass yet. Arrangements are being made so that small vehicles can pass but it is unlikely that buses or trucks will be able to pass as long as the structure is not fully repaired.
- RDA approved a budget but they are not on the ground yet. Due follow-ups by COR is being made. The approved funds are meant for the shorter route, the Nchelenge-Mantapala road – However, with the road via Kawambwa damaged, there is a possibility that the funds approved may be used to repair the Kawambwa route.

Protection

- The lifting of the fishing ban has encouraged several refugees to work on the lake at night. There are claims received by the protection team of loss/theft of torches which are being sold to fishermen. No specific incident has been reported so far.
- It's suspected that the lifting of the fishing ban has opened a new route for irregular movement of refugees from Kenani Transit Centre, with around 16 to 18 refugees having left, but had not crossed through the official border point in Chiengi.
- Furthermore, there are claims that refugees from Kenani have left the transit centre for farming activities in the surrounding villages and that some have bought farms, while others (from Mantapala are getting married to Zambians). These allegations are not substantiated but the Protection team will follow-up to determine veracity of the claims.
- Monitoring of the border area was carried out by Khalsa Aid after having received green light from the Refugee Officer. This NGO has been offering support to Zambian Red Cross. Currently, they are ready to preposition emergency support to assist new arrivals (biscuits and other emergency commodities).
- After a two-day trip, 31 new arrivals reached Kenani TC after their bus got stuck for 2 days coming from Chiengi.
- With the arrival of UNHCRs truck, a convoy to Chiengi to collect all the remaining luggage of refugees is planned for next week.
- Idleness by youth is increasing and reports are saying that domestic violence is increasing due to this. Refugees are selling off what they receive during distribution and friction within the households is growing. Partners should focus on improving the community works and participation spaces to avoid idleness and potential issues that may be caused by this.
- CARE started they're training on SGBV in the week of 16 April. An SGBV expert will be deployed to the north on the week of 23 April to provide strategic support to the current team who are claiming to be overwhelmed with work. More training is needed to ensure that cases are properly addressed, such as the rape case that occurred in February.
- Given that contractors have and will be coming to the Mantapala for site development, there is need to ensure that the code of conduct is shared and understood by everyone, as there will be zero tolerance for any cases that are reported.
- Housing for contractors should be outside the settlement to avoid any cases of abuse or SGBV. CARE to join coordination efforts with UNHCR to ensure that SGBV is prevented once contractors come into Mantapala.
- A child protection committee in the district has been set up. UNICEF is deploying a consultant who will be based in Nchelenge for several months who, among other areas, will be focusing on child protection.
- The distribution of mobility aids to children with disabilities has had positive results and feedback.

Education

- A new manager of PLAN will soon be joining the team in Nchelenge. PLAN staff are already present in Mantapala and foundations are being built for a 1x3 classroom in the settlement. Weather conditions have however affected the work since flooding has damaged the structures.
- The Ministry of General Education suggested that the design should change to make the structures more durable, which will require additional resource mobilization.
- PLAN want to finish all procurement of construction materials and store them in Nchelenge so that they can be easily transported to Mantapala once the rains have stopped and roads are passable.
- UNICEF engineers have been in Mantapala and a report will be made available on their findings on site development.
- Currently, there are no classes happening in Mantapala for children who have relocated. There is some informal education undertaken in the CFS but there is no appropriate infrastructure yet as logistics are being halted due to the bad road conditions.
- Translating the Zambian curriculum to French can have several implications. Discussions with the Ministry of General Education are ongoing to see what the way forward will be.

WASH

Kenani TC:

- Water production 183m³/day. Water availability is 15 litres/person/day in Kenani Transit Centre.
- Number of toilets in Kenani Transit Centre is 293 giving a toilet ratio of 1:42. The drop is due to 125 toilets that have collapsed and to be decommissioned soon.
- Number of bath shelters is 265, giving a ratio of 1:46.

Mantapala Refugee Settlement:

- Water production 78m³/day. Water availability is 26 liters/person/day.
- Nr of toilets is 72 toilets, giving a ratio of 1:42. Recently built temporary toilet have been added.
- Nr of bath shelters is 75 giving a ratio of 1:41. Recently built temporary showers have been added.
- The last inspection on April 14 revealed that two temporary latrines are not being used because of flooding.
- The site planner from UNHCR is trying to dewater the affected area. UNICEF recommends to move the latrines to a dry area to avoid this occurring to other infrastructure as well.
- Borehole 6 and 7 have been completed and the water sample analysis results indicate the water is safe to drink. Borehole 8 is still being drilled and borehole 9 will be drilled once borehole 8 is completed.
- Zambia Red Cross is conducting hygiene promotion in Mantapala and partner AAH is spearheading the efforts to make handwashing facilities available.
- Oxfam is having problems to find contractors to transport materials to Mantapala because of the poor road conditions.
- Revision of BOQ has been finalized and the latrines will only be made at slab level. This will allow to increase the target from 2000 to 3000 households as costs will be less. Individual households are expected to complete the latrines.
- Excavation of pits are ongoing and the substructures are taking more time because of the weather conditions.

Health:

- MSF finalized the first round of the general vaccination campaign.
- There is now less than 1% severe acute malnutrition in children under 5 years old.
- The handover plan of MSF is being made as they are leaving on May 15. Nutrition and health partners have already met and discussed to see who will work on what once MSF leaves. WFP, WHO, UNFPA, DHO and MoH will be involved in the handover.
- UNICEF is taking charge of children and mother health care, vaccination, prevention and treatment of Severe Acute Malnutrition, and is working directly in the handover process.
- COR has written a letter to the Ministry of Health as a complaint was made that when GRZ officials receive training, the staff that are sent to the field are not always those who were trained.
- Another letter has been issued to ensure that GRZ partners attend interagency meeting in Nchelenge to ensure they know what's happening on the ground. The DHO in Nchelenge are usually not present in coordination meetings.
- UNHCR's Public Health Officer has left and a new health technical colleague has been assigned for six months.
- The procured ambulance was sent to Nchelenge on Thursday 19 April.

Food

- April's distribution was successful and cooking oil which had arrived late has now been distributed.
- The dispatch of pallets for Mantapala was halted because of the poor road condition.
- A joint Cash Based Transfer mission by WFP and UNHCR is scheduled to travel to Nchelenge, WFP Head of Programme will lead the WFP team during the week of 23 April.
- 19 metric tons of Corn Soya Blend have been sent to the north for May and June for distribution to Pregnant and Lactating Women (PLW) and an additional six tons will be sent in May.
- Commodities will be distributed at full ration till the end of June. July ration will also be distributed in June in the event that the CERF no cost extension is not granted
- There was a high no-show rate in the last food distribution and the registration team is looking into it to see what the issue is. Colleagues in DRC reported that 99 HH had repatriated and registered with UNHCR protection monitoring teams in DRC but when cross-checking the data with colleagues in Zambia the numbers didn't match. The issue could be that refugees are crossing the border and coming back for different reasons. UNHCR is trying to confirm the situation.
- The next food distribution in May will be key to understand the issue further and see how many people are not showing.
- GRZ in consultation with partners will decide if those who did not show for April and that won't show in May will be deactivated from the food distribution list.

Core Relief Items:

- UNHCR's CRI pipeline is intact.
- 60 tons of firewood for 261 HH were distributed last week by AAH.

Site planning and shelter

- Vulnerable HH have been supported with the construction of their shelters but those refugees who are able are supposed to build their own shelters with supervision from CARE staff.

- There is an incentive system that as they build their shelter, construction materials are given to further develop the structure. However, there are reports that people are being given materials even when the structure is not properly built or without fully respecting the system in place.
- CARE would like to take charge of plastic sheet distribution. Discussions are already taking place with UNHCR field colleagues as they will decide on this and not Lusaka.
- Roads are slowing down site planning and development.
- ZNS is currently doing a drainage system in Mantapala. Hopefully once the rain stops they can complete the works.

Livelihoods

- The Caritas CR team is on the ground and are currently working on facilitating access to markets together with the livelihoods working group colleagues.
- Vegetable seedling of cassava and sweet potatoes, as well as the livestock project are going forward
- Both refugees and host community members will be targeted. MCD will use their criteria to identify vulnerable refugees and vulnerable host community members.
- Refugees and host community members can apply for the entrepreneurship and skill development support.

Logistics:

- The road conditions are halting relocation and transportation of any materials to Mantapala.
- GRZ is prioritizing the short route Nchelenge-Mantapala and the repairs for the longer route is another issue to be discussed. GRZ is trying to mobilize a Chinese contractor to repair the road Kenani-Chiengi once the rains stop.
- Priority from GRZ is to reopen the road to Kawambwa as the road has not been repaired yet.
- ZNS should put gravel on the short route to allow vehicles to pass smoothly.

Resource mobilization and funding situation

- Most works in Mantapala including demarcation, site development etc. have been delayed because of the weather/road and as such participants asked if CERF funds will be extended at no cost. Though UNHCR is not sure if CERF will allow this, a meeting will take place on Monday 23 April where the matter will be discussed and pursued.

AOB:

- WRD preparations are taking place and initial talks have occurred in Lusaka. Final approval of the main event location is being decided. Mantapala is not proposed because of logistical issues so MYK is being proposed. All are invited to participate in WRD planning meeting next week Wednesday 25 at 14:30 in UNHCR.
- UNHCR colleagues and partners in DRC say that the situation in DRC is relatively quiet and some returns from refugees and IDPs are occurring. ICRC sent a team to Pweto to check the situation in general and they confirmed that it's fairly calm. As such, ICRC also confirmed that five unaccompanied children were reunified with their families in Pweto.
- Kasai has seen armed conflict but not widespread, only localized. Lubumbashi and Katanga area is also calm for now.

- Some refugees from Kasai are coming to Zambia but distances are long so it's unlikely that large numbers will come from there but can't be certainty about this.
- Preparedness efforts have taken place through a border monitoring mission to see where to locate CRI in Northwestern and Copperbelt provinces. Exact locations to have a safe place to keep CRIs are being identified by COR. CRIs will be dispatched as soon as locations are identified.
- Should refugee enter Zambia through North-western and Copperbelt provinces, they will be relocated to Meheba. However, its absorption capacity is not ideal and additional resources are needed to improve its reception facilities and capacity and ensure that minimum standards are met.
- Partners are encouraged to invest in Meheba just as much as they are in Mantapala
- Private sector (mines) on the DRC side have set up an evacuation site for their workers in Kolwezi.
- Additional staff from UNHCR will be recruited to increase its border monitoring capacity.
- Mantapala also has to be degazetted and a site plan needs to be completed. The land has been given to GRZ to establish the settlement but as long as the land is not degazetted there is no legal entitlement. A map should be submitted to the interministerial committee to ensure it's endorsed during their next meeting prior to their field visit next month.
- Partners are encouraged to use the web-portal and also share documents and information that may consider necessary to be uploaded.

Closing Remarks: The chairs thanked everyone for their contributions and presence. The next meeting is scheduled for Friday 4 May 2018 at 10:00 in UNHCR Lusaka.

Attendees:

1. Mwenya Makasa, Senior Refugee Officer, Office of the Commissioner for Refugees
2. Giulia Ricciarelli-Ranawat, Senior Protection Officer, UNHCR
3. Kathra Elmi, Budget Associate, WFP
4. Gerald Mwila, WASH Specialist, UNICEF
5. Christine Guinot, Emergency Coordinator, UNICEF
6. Stan Kaltondo, Grants Manager, Plan International
7. Geraldine Zwack, Country Director, CARE
8. Karthik Vanniasingam, Programme Officer, UNHCR
9. Touria Lebbad, Associate Protection Officer, UNHCR
10. Richard Walker, Regional Director, PIN
11. Tea Tihounova, Head of Mission, Caritas CR
12. Jonathan Chisamba, Senior Operations Assistant, IOM
13. Harald Sommer, Country Director, NCA
14. Daniel Garcia, Associate Inter-Agency Liaison & Coordination Officer, UNHCR