

JOINT OPERATIONAL RESPONSE COORDINATION MEETING MINUTES
DRC REFUGEE EMERGENCY

4th MAY, 2018

UNHCR REPRESENTATION OFFICE CONFERENCE ROOM, LUSAKA

Introduction:

The meeting began at 10:10 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 thanked everyone for coming and informed the meeting that some agencies had sent in apologies. The meeting was then followed by introductions.

Agenda:

1. Introductory Remarks
2. Review of key action points of previous meeting
3. Update on overall Congolese influx in Zambia
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

- *COR to follow up with RDA partners on the funding for road works on the Nchelenge-Mantapala Road.*
- *Following the finalisation of the site plan by the province, UNHCR has to share the lay-out plan from the UNHCR Site Planner.*
- *UNHCR will share the address system once it's finalized.*
- *No-show numbers for food distribution will have to be ascertained by COR and UNHCR.*
- *The UNHCR Medical Co-ordinator has to provide full details on the reported high deaths within 48 hours among Zambian children because of late referrals.*

- *A planning meeting by different stakeholders will have to meet to plan possible emergency scenarios. Regional contingency planning meeting is scheduled for the end of the month.*

Government update

- As of Wednesday 2 May 2018, there were 15,310 registered Congolese refugees in Nchelenge, comprising 4,963 households. Of the 15,310, a total of 11,912 were in Kenani Transit Centre, while 3,398 have relocated to Mantapala.
- There were no relocations for the past two weeks due to the bad road as a result of heavy rains and a washed bridge in Kawambwa. A temporary detour bridge in Kawambwa which can hold some trucks has been done, while a permanent solution is sought. In this regard, relocation resumed on 4 May with 516 individuals.
- Though funds have been released to RDA, priority seems to be the repair of the damaged road in Kawambwa. However, the COR has had meetings with the Ministry of Finance and will follow-up to obtain feedback regarding works on the Nchelenge-Mantapala road. As soon as funds are released, works will begin.
- From next week on, up to a 1,000 individuals will be relocated from Kenani transit centre to Mantapala refugee settlement on a weekly basis.
- To accommodate up to 1,000 people, the reception centre in Mantapala refugee settlement has been extended to accommodate the targeted number of relocatees so that the deadline for relocation of June is attained.
- ZNS requires more resources to do access roads within Mantapala. If more people are to be relocated, there will be need for more land, hence the bridges to enable access on the other side of the settlement also have to be done. It is hoped more funds will be given to ZNS.
- With regard to road works in Mantapala, the UNHCR Senior Protection Officer informed the meeting that the RO has spoken to ZNS to look at temporary measures while we look at long term plans. ZNS is doing the costing for two bridges. UNHCR currently has no funds so Government and partners are encouraged to mobilize resources for this regard.
- The site plan from the province is now done. Now awaiting the lay-out plan from the UNHCR Site Planner.

UNHCR update

- There are unconfirmed reports that the situation in the DRC remains highly volatile and more refugees may come to Zambia.
- Irrespective where the new arrivals enter from in Zambia, if they are of the same ethnicity than those in Mantapala, they will be taken to Kenani/Mantapala, while if of different ethnicity, they will go to Meheba or Mayukwayukwa.
- *Available information on the site and lay-out plan will be shared with partners as soon as possible.*
- UNHCR reiterated the fact that the capacity of the reception centre has been doubled to hold over 1,000 individuals.
- Some portions of plots are not fit for plot demarcation because of flooding. No one is being given plots in the flooded areas. Once the 7,000 mark is reached, plots will have to be given on the other side of the stream. Hence the need for ZNS to work on the bridges to allow access to this area of Mantapala.
- Address system is being finalized which will go into the database, and UNHCR will share this information with partners.

Protection

- Overall, the teams are meeting regularly and are coordinating effectively.
- Various committees and referral systems have been put in place, with SGBV and other cases being reported to the respective committee.
- Khalsa Aid is currently doing border monitoring. The situation on the borders is reported to be calm, but the Chiengi-Nchelenge road is impassable. There will be a relocation next week.
- An assessment mission will be undertaken to the Copperbelt and Northwestern provinces to look at the reception capacity. Other than Lubumbashi, we have to keep an eye on the Kasai region. The situation is unstable and it's not known where the people will move from in the DRC.
- A planning meeting by different stakeholders will have to meet to plan possible emergency scenarios.
- Regional contingency planning meeting is scheduled for the end of the month.

Education

- A new Emergency Response Manager for PLAN has joined the team in Nchelenge to oversee operations.
- Plan has held discussions with the DEBS in Nchelenge to look at materials and standards for construction of 1x3 classroom block. A Standards Officer was assigned, who said concrete blocks needed to be procured, instead of the initial blocks. The plans, BoQ for materials and budgets have been revised and will be shared with funders, including UNICEF to see if budgets could be revised.
- Provision of primary education in Kenani continues. There has been no provision of formal education in Mantapala. However, there is provision of informal education through child friendly corners, which is catering for about 501 learners.
- There are trainings that have been planned that are supposed to cater for children with special needs and some teachers as well.
- There were some reports that the community in Kenani were asking if the Congolese curriculum could be used. After engaging them, it was emphasized that the Zambian curriculum will have to apply.
- Progress on construction of 12 classroom blocks is moving on well with the foundation laid and reinforced with the super structure is now rising. The areas where there were problems with water logging have been drained. All the materials have been procured locally.
- Save the Children is accelerating the construction of four 1x3 classroom blocks, but held up by lack of access. Construction companies to work with have been identified. Transportation of construction materials will go ahead next week as long as access to those sites is possible.
- Save the Children permanent team is in place, with a Programme Manager on site in the north.
- Save the Children emphasized the need for same construction designs to be used. Plan will share the designs with all education partners.
- A new Education specialist has been appointed by UNICEF. Estimated date of arrival in Nchelenge is 14 May.

WASH

Kenani Transit centre

- Water production is 163m³/day i.e. 15 litres/person/day.
- The five water supply systems are working to full capacity
- Nr of toilets is 293 giving a toilet ratio of 1:40.

- Nr of bath shelters is 265, giving a ratio of 1:45.

Mantapala Settlement

- Water production is 85m³/day. Water availability is 24.8 litres/person/day.
- Supply is from 7 BHs and a water treatment plant. 2BHs awaits water quality testing.
- Nr of communal toilets is 88; ratio of 1:40. It excludes 1 in 5 HHs using own toilets.
- Number of bath shelters is 81; a ratio of 1:42. It excludes 1 in 7 HHs with own shelters.
- Hygiene promotion is ongoing at the Reception Center and Settlement.

Achievements

- 2 additional BHs (BH8 & BH9) equipped with hand-pumps to be ready after water is tested.
- 4 additional temporary communal latrines (16 d/holes) and 4 bath shelters (16 cubicles) have been commissioned in the settlement.
- NCA has commenced construction of 500 latrines: Oxfam is finalizing procurement processes; meanwhile works on the initial 50 toilets has commenced: WVZ is completing pit excavations.
- MSF has donated a box of 30,520 aquatabs & 45Kg of HTH granular chlorine water treatment.
- Hygiene promotion is ongoing including burying toilets not in use.

Challenges

- Road access inside Mantapala remains a major challenge to the provision of WASH services.
- Drilling machine cannot get to Blocks 5, 6, 7 & 8, hence there is inadequate safe water for use.
- Flooding in the lower parts of Blocks 1, 5, 6, 7 & 8 is affecting construction of toilets.
- WASH partners need the mapping of flood areas to avoid constructing facilities in those areas.

Health

- Report from Nchelenge indicates that deaths within 48 hours are high among Zambian children because of late referrals. This information needs to be crosschecked with the UNHCR medical coordinator. Next meeting will have more information on health.
- UNICEF is working with the DHO in Nchelenge to improve on data collection on health and nutrition.
- MSF is leaving on 15th May. UNICEF is coordinating the health handover to ensure that all health and nutrition activities in both locations move smoothly.
- The UNICEF Emergency Coordinator will travel to the north, and the hand-over of activities once MSF leaves, will be one of the issues she will follow up.
- The need for Health staff to stay in Mantapala was emphasized. UNICEF has a balance some budget categories from CERF funds which might be used to construct temporary shelters for health staff in Mantapala to ensure health and nutrition activities.
- COR wrote to the MoH for someone to sit in the Inter-agency meeting in Lusaka. A follow up to all ministries that are supposed to sit in the inter-agency meeting was done. No response has been received so far, but the MoE has responded and will send someone to attend the next meeting. With the high turn-over of health staff, even after training, there is need for the MoH to keep the staff in Mantapala. The Office of COR will follow-up on this.

Food and Nutrition

- In April, WFP distributed food to 13,940 people. Numbers of people not showing up for food distribution continue to decline. There is a 10% decline between the identified target number and those who come for food distribution.
- There is need to ascertain the varying numbers in food distribution. In response to the refugees not showing up for food distribution, the UNHCR Senior Protection Officer informed the meeting that very few refugees have gone through formal voluntary repatriation, with only eight families formally closed. UNHCR in Pweto had indicated that 99 families with registration certificates from Kenani had registered with them. But these still had family members in Kenani/Mantapala.
- Some unconfirmed reports indicate that those who return to the DRC with their registration certificates are given some form of monetary benefits.
- The no-show for food distribution is still a grey area. For those refugees who miss two food distributions, once they show up for subsequent ones, they will be interviewed by the RO and UNHCR to ascertain why they missed previous distributions. However, they will not be removed from the food distribution.
- WFP had a challenge with procurement, such as beans. Since some of the procurement was done from smallholder farmers, some commodities had debris and community members complained about it.
- There will be need for visibility that WFP is procuring some ingredients locally to show beneficitation to the host community.
- The food basket for June will change to what it was originally, to include CSB – Corn Soya Blend for one month. The population will be sensitized on this.
- Second rub hall for WFP has been erected in Mantapala.
- Discussions could be explored with WFP regarding provision of food to other settlements, in case numbers go beyond 5,000 in Meheba.
- Regarding nutrition, there was a training of volunteers during the last week of March (24 -28) in Mantapala on good feeding practices.
- The nutrition partners in Nchelenge have drafted a draft Nutrition Response Strategy.
- 78% of the children arriving with SAM at the Therapeutic Centre are from the host community. The challenge is that UNICEF currently just has funds to cover only the refugees and will have to see how the locals could benefit.
- Malnutrition numbers are higher in Mantapala than Kenani. More details will be shared in the next meeting.
- If the no cost extension is not granted, WFP may have to conduct a double or triple distribution for June in order to expend the grant before expiry.

Nutrition

- Regarding nutrition, there was a training of 34 volunteers during the last week of March (24 - 28) in Mantapala on good feeding practices.
- The nutrition partners in Nchelenge have drafted a draft Nutrition Response Strategy.
- 78% of the children arriving with SAM at the Therapeutic Centre are from the host community. The challenge is that UNICEF currently has funds to cover the refugees only. .
- Data from the minutes of the last inter agency meeting in Nchelenge indicates that Malnutrition numbers are higher in Mantapala than Kenani. Data needs to be crosschecked.

Core Relief Items:

- UNHCR's CRI pipeline is intact with no shortages.
- UNFPA is providing dignity kits and the target population are women in reproductive age from 12 to 49. The kits include chitenges, which are prized by the refugees. There are currently 550 women above the age of 50 not receiving these. UNFPA has asked UNHCR to distribute the kits. More dignity kits are needed for those above 50. Partners are encouraged to support this should they have additional funds to assist.

Livelihoods

- Once funds are obtained from RRRP, FAO and partners could have full-fledged/enhanced livelihood programming.
- Caritas started livelihood activities last month in Mantapala.
- A Livelihoods Strategy will be launched at the end of the month after consultations in Lusaka and the field.
- A Cash feasibility mission was in the north and has come up with some findings and recommendations. The results will also be shared.

Logistics:

- IOM confirmed that a relocation from Kenani to Mantapala took place on Friday 4 May with 516 individuals.
- From next week (starting Monday 7 May), relocation will have 1,000 people per week- 500 on Thursday and another 500 on Friday.
- There was an appeal for all distributions to be coordinated so that they don't disturb other activities.

Resource mobilization and funding situation

- COR is working on a mission for the Joint Inter-ministerial Committee to the north on 16/17 May. The ministers will visit Kenani first and then Mantapala.
- On the 17th, the committee will hold a meeting in Kawambwa in the morning.
- COR/UNHCR will hold a stakeholders meeting in Nchelenge on the CRRF on the 17th with district and provincial authorities.
- The Zambia country chapter of the RRRP will be launched in Lusaka on 23 May. All stakeholders will be invited.

Closing Remarks: The chairs thanked everyone for their contributions and presence. The next meeting is scheduled for Friday 18 May 2018 at 10:00 at UNHCR Offices in Lusaka.

Attendees:

1. Mwenya Makasa, Senior Refugee Officer, Office of the Commissioner for Refugees
2. Giulia Ricciarelli-Ranawat, Senior Protection Officer, UNHCR
3. Christine Guinot, Emergency Coordinator, UNICEF
4. Tea Tihounova, Head of Mission, Caritas CR
5. Jonathan Chisamba, Senior Operations Assistant, IOM
6. Daniel Garcia, Associate Inter-Agency Liaison & Coordination Officer, UNHCR
7. Douglas Abuuru, Wash Specialist, UNICEF

8. Timothy Mbewe, Business Development Manager, PLAN Zambia
9. Arifur Rahman, Livelihoods Officer, UNHCR
10. Wezi Tembo, Executive Assistant, UNHCR
11. Chipso Kasoma, Assistant Programme Officer, UNHCR
12. Bernard Zgambo, Human and Emergency Manager, WVZ
13. Geri Davis, Project officer, UNDP
14. Dorothy Hector, Emergency Coordinator, WFP
15. Patricia Penetier, Programme Manager, EU
16. Mercy Ngoma, Head of Programme, PLAN International
17. Duncan Harvey, Country Director, Save the Children