

UNHCR RESPONSE IN MOZAMBIQUE, MALAWI AND ZIMBABWE

June 2019

Mozambique: UNHCR distributed relief items to **3,800** persons (791 households) resettled in hard-to-reach areas in southern Buzi District.

Malawi: UNHCR is distributing core relief items to **7,500** households as part of the governments return package for the affected population.

Zimbabwe: Since the start of the UNHCR response, a total of **19,079** affected persons (3,773 households) have received core relief items.



The Assistant Secretary-General for Humanitarian Affairs and the Deputy Emergency Relief Coordinator Ursula Mueller distributing relief items to persons affected by the Tropical Cyclone Idai with UNHCR staff in Mwalija Village in Chikwawa District in Malawi ©UNHCR.

Update On Achievements

Operational Context

On 14 March 2019, Tropical Cyclone Idai became one of the deadliest storms ever recorded to hit Southern Hemisphere. The cyclone caused catastrophic flooding, landslides and large number of casualties across Mozambique, Malawi and Zimbabwe. In **Mozambique**, the hardest hit by the cyclone, nearly 240,000 houses were damaged and

over 111,000 totally destroyed. Approximately 1.85 million people are in need of assistance. Temporary accommodation centres have now been closed and more than 51,000 people are in 46 newly established permanent relocation sites across the four affected provinces of Manica, Sofala, Tete and Zambezia. While Mozambique was still recovering from Tropical Cyclone Idai, even stronger Tropical Cyclone Kenneth made landfall in Cabo Delgado Province on 25 April causing further loss of life and extensive damage to infrastructure and housing. Nearly 200,000 people have been affected in northern Mozambique. In **Malawi**, nearly 870,000 people were affected including some 87,000 people who were displaced from their homes. The most affected districts include Chikwawa, Machinga, Nsanje, Phalombe and Zomba. In addition, some 1,900 Mozambicans entered into Malawi to seek safety in Nsanje District. In eastern **Zimbabwe**, heavy rains and strong winds caused riverine and flash flooding. Over 270,000 people were affected, 122,000 in Chipinge and 115,000 in Chimanimani districts. In addition, approximately 6,000 refugees and asylum-seekers living in Tongogara Refugee Camp were severely impacted as 1,060 houses, latrines and water boreholes were completely or partially damaged.

Tropical Cyclone Idai caused extensive loss of life, large-scale destruction of infrastructure and a surge in humanitarian needs far exceeding the response capacities of governments and humanitarian actors. On 22 March 2019, the Emergency Relief Coordinator activated an [IASC Humanitarian System-Wide Scale-Up](#) in Mozambique for an initial period of three months. UNHCR joined the collective UN system response in all three countries. As UNHCR's response needed to be scaled up significantly, the UN High Commissioner for Refugees Filippo Grandi activated UNHCR emergency procedures covering all three countries in order to facilitate the delivery of the Office's commitments under the IASC system-wide Scale-Up protocols. This allowed UNHCR to take the necessary actions to scale up its operational capacity, including mobilizing and/or re-allocating human, financial, material and other relevant resources. The close involvement in the joint humanitarian response also demonstrates UNHCR's solidarity with the people in the region who have for decades generously hosted refugees and shared their limited resources with them.

UNHCR also deployed emergency teams, consisting primarily of protection staff, to the three affected countries to support the response as well as to lead the [Protection Clusters](#) that have been activated by the Inter-Agency Standing Committee to protect people with specific needs coping with the aftermath of the disaster. UNHCR is particularly concerned about the safety and well-being of women and girls, unaccompanied or separated minors, disabled and elderly people living in overcrowded conditions in multiple makeshift displacement sites. Many female-headed households are also facing heightened risk of exploitation and abuse as their sources of income and livelihoods were destroyed by the cyclone.

UNHCR is coordinating closely with the authorities and partners, including UNICEF and UNFPA, to ensure that protection is mainstreamed throughout the response, including through preventing and responding to gender-based violence as well as sexual exploitation and abuse. Some people have reportedly lost their identity documents when their homes were destroyed or damaged by heavy winds and flooding. As protection cluster (co) leads, UNHCR is working closely with relevant authorities and partners to assess the situation and provide the support needed by the three governments.

As UNHCR was already implementing refugee operations in Mozambique, Malawi and Zimbabwe, the Office was able to join the collective UN system wide response in all the three countries promptly. UNHCR swiftly airlifted approximately 240 MT of shelter and relief items from global stockpiles to the three countries affected to assist initially some 36,000 most vulnerable cyclone survivors. In particular, family tents and plastic tarpaulins were delivered to shelter those who had lost their homes, mosquito nets to protect from malaria, jerry cans and water buckets to store clean water to prevent cholera and other waterborne diseases, solar lanterns to provide light during the night and to recharge mobile phones, as well as sleeping mats and blankets to keep warm.

The Government of Mozambique officially deactivated the national emergency for the Cyclone Idai on 14 May 2019 and initiated the reconstruction phase. An International Pledging Conference to secure support for reconstruction following the devastation caused by cyclones Idai and Kenneth was held on 31 May and 1 June in the city of Beira. Donors pledged almost USD 1.2 billion out of the total requested needs amounting to USD 3.2 billion. Nevertheless, robust humanitarian funding will still be needed to bridge the transition from emergency to recovery.

In Malawi, emergency clusters will be deactivated as of 30 June. The deactivation comes in the context of the Government's launch of the Return and Relocation Strategy and Post Disaster Needs Assessment which aims to support timely return, recovery and a transition to development programming.

In Zimbabwe, it is expected that temporary camps will be required until end 2019, however, CCCM partner funding is expected to stop by the end of July 2019. All clusters have been requested to submit their early recovery plans feeding into the Early Recovery Working Group planning. The World Bank estimates that the recovery cost will be US\$ 640 million.

At the end of a week-long mission to Mozambique, Zimbabwe and Malawi in June to see first-hand the humanitarian response to Tropical Cyclone Idai, Assistant Secretary-General for Humanitarian Affairs and Deputy Emergency Relief Coordinator Ursula Mueller called on the world to support the three countries to address the challenges, risks and impacts of extreme weather events and climate change on the most vulnerable.

Achievements



PROTECTION

MOZAMBIQUE

Achievements and Impact

- UNHCR continues to co-lead the Protection Cluster, with the Governmental counterpart DPGCAS (Provincial Directorate of Gender, Child and Social Action), and is working on the gradual transfer of protection coordination and oversight to the Government as part of Protection Cluster exit strategy.
- The remaining three transit centers (Picoco, Samora Machel and Sao Pedro) in Beira were closed during 15-20 June. Most of the affected persons were transported by the INGC (National Institute for Disaster Management) to relocation sites in Mutua (2,408 persons/602 households) and Savane (1,140 persons/267 households). UNHCR continues to advocate for the respect of the guiding principles for relocation. UNHCR monitored closely the relocation process and identified protection risks with a view of mitigating them.
- The Protection Cluster, at the request of the Provincial Government and DPGCAS, is contributing to a governmental Plan of Action through identifying key protection activities for those resettlement sites which will become permanent urban areas.
- On 4 June, the Protection Cluster organized a joint monitoring visit (DPGCAS, UNFPA, UNICEF, UNHCR and WVI) to Cura and Ndeja sites in Nhamatanda District.
- On 6 June, UNHCR met with Assistant Secretary-General for Humanitarian Affairs and Deputy Emergency Relief Coordinator Ursula Mueller in Beira. UNHCR strongly advocated for robust protection activities in resettlement sites and highlighted the significant underfunding limiting provision of key services to IDPs. After her visit, Ms. Mueller stated to the media that displaced people should be resettled in a way that is safe, dignified, voluntary, informed and durable. She also urged the international community to do more noting that the US\$ 440 million Humanitarian Response Plan is only 34 per cent funded.

Identified Needs and Remaining Gaps

- Underfunding is severely constraining the delivery of services in areas outside Beira including in Sofala Province and in neighbouring Central Mozambique Sofala. A three-day joint assessment mission (INGC, Protection, WASH and CCCM) visited nine sites in Buzi District on 4 - 6 June. Mission discovered that several sites had received so far no or very limited assistance. The lack of resources to bridge the gap between emergency and recovery phases is negatively affecting the population whose basic needs are unmet and who are currently living in dire conditions exposing them to heightened protection risks as well as jeopardizing their safety and dignity.
- There is a need to expand protection monitoring and strengthen sustainable community based protection mechanism including Communication with Communities (CwC) and Community-Based Feedback and Complaints Mechanism (CBCM). Furthermore, there

is a need to strengthen existing community structures and establish protection presence in newly created sites. Additional resources are needed for capacity building of authorities on social protection.

MALAWI

Achievements and Impact

- UNHCR co-leads the Protection Cluster, activated on 19 March, with the Ministry of Gender, Children, Disability and Social Welfare (MoGCDSW). As the Protection Cluster will be deactivated on 30 June, the last Regional Protection Cluster meeting was held on 20 June in Blantyre. The final National Protection Cluster meeting is planned for 2 July, at which point the forum will transition to a sectoral approach in accordance with a letter issued by the Government of Malawi. The Protection sector will be led by UNICEF, in accordance with coordination structures in place prior to the declaration of a state of emergency.
- On 11 June, the Assistant Secretary-General for Humanitarian Affairs and Deputy Emergency Relief Coordinator Ursula Mueller visited Mwalija Village in Chikwawa District where UNHCR provided core relief items to vulnerable households. Beneficiaries received cooking stoves, sleeping mats, blankets, buckets and dignity kits.
- On 13 June, the Protection Cluster co-led by UNHCR delivered a Workshop with District Social Welfare Officers, local police and representatives from the Ministry of Gender, Children, Social Welfare and Disability (MoGCDSW). The Workshop consolidated lessons learned from the humanitarian response to flooding, and will guide the development of an exit strategy.

Identified Needs and Remaining Gaps

- Coordination remains a key gap in managing the protection response. There is also low information sharing within the Protection Cluster, especially through the 5W process. Data management has also been a challenge.
- Based on the protection monitoring, completed in May, child neglect, abuse and exploitation are key protection concerns. Lack of food and the forced sharing were also reported by flood-affected households. Forced sharing takes places when families are forced to share their food or relief items with village chiefs. Female-headed households are particularly vulnerable and are also targeted for sex-for-food. Meanwhile, the provision of services is not meeting the minimum standards.
- During the lessons learned workshop on 13 June, District Social Welfare Officers (DSWO's), reported that there was insufficient training provided at the district level on protection, including on GBV and child protection related issues, and that monitoring and follow up of reported cases could have been strengthened. DSWO's also highlighted that coordination between humanitarian actors (in particular NGOs) could have been enhanced as many DSWO's were not aware of the activities being implemented within the district leading to duplication.

ZIMBABWE

Achievements and Impact

- On 8 - 10 June 2019, an Economic and Social Council (ECOSOC)/OCHA delegation comprising Mr. Omar Rabi representing ECOSOC Vice-President and Ms. Ursula Mueller, Assistant Secretary-General for Humanitarian Affairs and Deputy Emergency Relief Coordinator of OCHA visited Zimbabwe to assess early recovery, gaps, challenges and to mobilize support for early recovery phase. The delegation met with the Minister of Public Service, Labour and Social Welfare, made a courtesy visit to the Provincial Minister and Provincial Administrator in Mutare before proceeding to affected areas in Chimanimani district. During the site visit, various clusters provided briefings. The visit was concluded with a meeting with the Minister of Foreign Affairs and International Trade; a joint meeting with the Minister of Local Government, Public Works and National Housing and Minister of Finance and Economic Development. Before departing the mission had a final meeting with the President of the Republic of Zimbabwe H.E Emmerson Mnangagwa. During her mission, Ms. Mueller highlighted the critical importance of preventing a further deterioration in the situation as the humanitarian needs across Zimbabwe escalate as a consequence of the pre-existing drought and economic situation. The Zimbabwe Flash Appeal—which covers the drought, economic crisis and Cyclone Idai — is just over 26 per cent funded, with US\$75 million received out of US\$ 294 million required.
- The UN Resident Coordinator has communicated preliminary plans to deactivate the cluster system by end of June 2019. The UNRC advised all cluster leads and sub-clusters to come up with recommendations for the phase out of the emergency response. An Early Recovery working group has already been established and will continue its work, however there is need for guidance to the other clusters on transitional mechanisms to adapt.
- A one day Prevention of Sexual Exploitation and Abuse (PSEA) workshop was carried out at UNHCR Harare for staff and partners on 4 June.

Identified Needs and Remaining Gaps

- Concerns have been raised on the prevalence of SGBV and SEA within the response, an issue that has been pointed out by many actors and highlighted by the UN Resident Coordinator. The Protection Cluster is working on setting up a PSEA network that can advocate and guide on issues dealing with prevention, response, coordination of PSEA focal persons, reporting and establishing community complaints and feedback mechanism through sustainable community based protection approach.
- Loss of documentation increases protection risks for the affected population and poses challenges in accessing basic services such as health and education. Many have lost civil registration documents that ensure identification, protection and access to entitlements. An estimated 100,000 people need duplicate civil registration documents. About 700 children affected by cyclone have been supported with family tracing, family

reunification and/or appropriate alternative care within and outside their districts and these will need special consideration in accessing civil registration especially where both parents are missing.



SHELTER AND NFIS

MOZAMBIQUE

Achievements and Impact

- On 7 June, UNHCR, through World Vision International, distributed relief items to 2,416 persons with specific needs and their families in Bandua 1, Bandua Regulo and Chingamidje in Buzi District. These are some of the 'hard-to-reach' resettlement sites which have received little assistance so far. Relief items included kitchen sets, blankets, sleeping mats, mosquito nets, buckets and jerry cans.
- On 22 June, a total of 1,384 affected persons (256 households) received relief items in Ndeja resettlement site in Nhamatanda District.
- Subject to the availability of funding, UNHCR will be providing shelter and essential core relief items to additional 3,000 families.

Identified Needs and Remaining Gaps

- The Shelter/NFI Cluster estimated that approximately 96,000 affected persons in need of assistance have not received any shelter and core relief items so far.

MALAWI

Achievements and Impact

- UNHCR is distributing core relief items to 7,500 households, in collaboration with the Department of Disaster Management Affairs (DODMA), as a part of the Government of Malawi's return package. The activity comprises two phases: The first phase – profiling aims to identify vulnerable households for prioritization as well to identify individuals that had identification cards lost or destroyed during the floods in order to refer them to the Government of Malawi and UNDP for replacement. The first phase was completed on 17 June. The second phase – distribution is ongoing and will be completed on 28 June.

Identified Needs and Remaining Gaps

- UNHCR's is one of the largest contributors to the Government of Malawi's return package. However, with 87,000 households across 15 districts, many areas and flood-affected households remain without assistance.
- Mozambicans (1,892 persons) in Bangula Camp received a return package on 22 June in order to facilitate their return to Mozambique.

ZIMBABWE

Achievements and Impact

- Since the start of the response a total of 19,079 affected persons (3,773 households) have received non-food items in Chipinge, Chimanimani and Buhera district as of 20 June. The distribution was done through coordination with the NFIs/Shelter cluster, the district Civil Protection Unit and partners in Chimanimani, Chipinge and Buhera districts. Total of 430 household received family tents and plastic tarpaulin as part of an emergency shelter provision. Furthermore 1,092 persons with specific needs received solar lamps.
- UNHCR met the Manicaland Minister of State for Provincial Affairs Dr. Ellen Gwaradzimba to hand over relief items on 30 May dedicated to a second round of distribution. The honourable minister expressed gratitude and appreciation whilst the Provincial Administrator and Commissioner for Refugees endorsed the assistance and received the items.

Identified Needs and Remaining Gaps

- Coordination at the district level remains a challenge. The Civil Protection Unit and District Administrator's office do not have the computers, airtime credit or computer skills needed to receive, analyse and share information.

ZIMBABWE (TONGOGARA REFUGEE CAMP)

Achievements and Impact

- Tents have been distributed to 119 households (589 individuals) and 572 tarpaulins to 439 households (2,225 individuals) since the beginning of the cyclone response.
- A total of 69 plots (82,000 m²) have been cleared with the help of refugee labour for the new section of the camp designated for the 288 Refugee Housing Units (RHU). The construction of the foundations of the RHUs will commence in coming weeks.
- The Shelter Working Group has finalized a shelter strategy including a gap analysis which will guide the way forward within the camp taking also into consideration the longstanding issue of congestion of the camp.
- UNHCR's WASH partner GOAL and ten selected enumerators were trained in Knowledge, Attitudes and Practices (KAP) survey. The KAP survey was conducted in nine sections of the camp. A pilot of the KAP Survey tool was done and 450 households were expected to participate. The final KAP Survey report is currently being prepared by GOAL and the UNHCR WASH Expert.

Identified Needs and Remaining Gaps

- As persons of concern affected by the flooding in the camp had to find alternative accommodation in community centres this has led to congestion of the communal centres resulting in a high risk of disease outbreak and protection concerns.

- The Zimbabwe Electricity Supply Authority (ZESA) has embarked on a massive national electricity load shedding programme and the camp water supply which heavily depends on electricity has been impacted. The power outages continue to be one of the biggest challenge that contribute to inadequate water supply in the camp.

Working in partnership

As part of inter-agency Tropical Cyclone Idai response, UNHCR cooperates closely with the governments, the UN Agencies, NGOs and affected communities in Mozambique, Malawi and Zimbabwe.

Financial Information

At the start of the emergency response, UNHCR offices in Mozambique, Malawi and Zimbabwe received appropriation from the Organisation's Operational Reserve to meet the immediate requirements. Overall requirements of US\$ **11.3M** are being discussed in close cooperation with partners.

The **Central Emergency Response Fund (CERF)** has allocated a total of 20M for humanitarian response in the three countries. UNHCR is grateful for the financial support of USD\$ **99,876** for life-saving emergency response to cyclone affected persons in Mozambique, USD\$ **343,409** for life-saving emergency response to Cyclone Idai-affected persons in Malawi and USD\$ **250,020** for Cyclone Idai response in Zimbabwe.

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UNHCR is also grateful to **International Humanitarian City (IHC)** for contributing two relief flights from Dubai to Harare as well as to the **UPS Foundation** for contributing a relief flight from Dubai to Lilongwe.

UNHCR also thanks donors of flexible funding which have allowed the organization to quickly scale up its response. Donors of flexible funding include: [Australia](#), [Belgium](#),

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