

# Zambia

February 2022

UNHCR referred **197** refugees for resettlement to Sweden. The Office also facilitated the US Citizenship and Immigration Service and Resettlement Support Center Circuit Rides to process **837** and **392** refugees respectively.

**1,080** refugee households (4,377 individuals) from the DRC in Mantapala settlement have expressed intention to return. Some **263** households are ready to return immediately when voluntary repatriation will reassume.

A total of **9,701 (M:4,264; F:5437)** out patient department (OPD) consultations were made in urban areas and in the three refugee settlements with **22% (2,095)** being members of the host community.

## 438

new asylum-seekers arrived in Zambia in February mainly from the DRC.

## 150

Individual beneficiaries of the Honey Production Program in Meheba refugee settlement were supported with three beehives each.

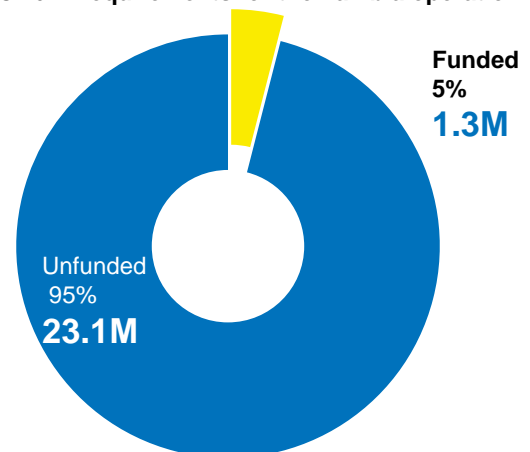
## 9,701

Individuals received out-patient department (OPD) consultation services in February in the three refugee settlements and urban areas.

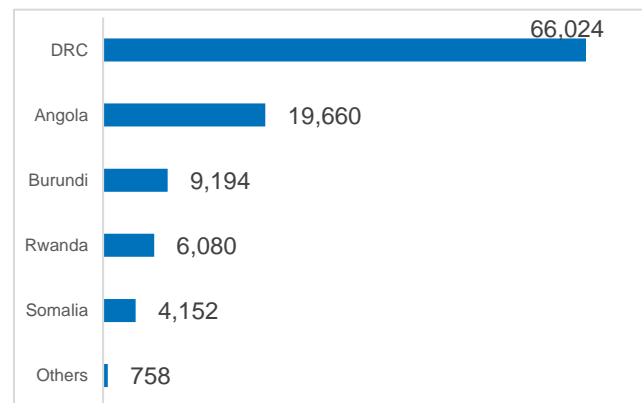
### FUNDING (AS OF 28 FEBRUARY 2022)

## USD 24.4 million

UNHCR's 2022 requirements for the Zambia operation:



### PEOPLE OF CONCERN: **105,868** INDIVIDUALS/ 35,289 HOUSEHOLDS AS OF 28 FEBRUARY 2022



An Urban beneficiary of UNHCR'S Women and Girls at Risk Empowerment Programme in Lusaka administered by UNHCR's livelihoods partner Caritas Czech Republic (CCR) ©UNHCR Zambia

## Operational Context

The Government of the Republic of Zambia (GRZ) leads and coordinates the refugee response in line with its commitments under the Global Compact on Refugees (GCR) and the Comprehensive Refugee Response Framework (CRRF). Under the 2017 Refugee Act, the Office of the Commissioner for Refugees (COR), within the Ministry of Home Affairs and Internal Security (MHA-IS), is mandated to deal with refugee matters. UNHCR supports the Government in the protection, assistance and finding durable solutions for refugees. The response to the arrival of refugees from DRC is coordinated by a committee composed of key line ministries, the UN Resident Coordinator's Office and UNHCR. The Ministry of Home Affairs and Internal Security chairs the Committee.

- As of 28 February, Zambia was hosting **105,868** PoCs (**76,093** refugees, **4,874** asylum-seekers and **24,901** others of concern) comprising **35,289** families/households.
  - Meheba refugee settlement: **35,164** individuals.
  - Mayukwayukwa refugee settlement: **21,532** individuals.
  - Self-Settled (Government estimate): **12,404** individuals.
  - Urban Lusaka and Ndola: **18,490** individuals.
  - Mantapala refugee settlement: **18,278** individuals.
- During the reporting period, there was an increase of **880** individuals (438 new arrivals, 197 new births and 245 In-Situ registrations).
- Out of 105,868, **46%** were women, **47%** children (aged between 0-17 years old) and **4%** elderly (age above 59 years old).
- Out of the new arrivals, **79%** were from the DRC, **11%** from Burundi, **8%** from Somalia and the rest other nationalities.

UNHCR has four offices in Zambia: Representation office in Lusaka, field offices in Solwezi and Kawambwa, and a field unit in Kaoma. UNHCR Zambia has **108** staff throughout the country including **55** national, **24** international and **29** affiliate staff.

## Achievements



### Achievements and Impact

- The GRZ has developed the National Migration Policy to promote safe mobility and to curb human trafficking. Zambia's Minister of Home Affairs and Internal Security announced that the policy will be launched by June this year. The Government believes that a well-managed migration is vital to curbing human trafficking and upholding human rights of migrants. The United Nations will support Zambia in mainstreaming migration in national development policies. UNHCR will work within the UN system to support this process.
- The new Commissioner for Refugees, accompanied by Senior Legal Advisor, undertook a familiarisation visit to Mayukwayukwa refugee settlement in February during which he met with Government and humanitarian staff in the settlement and the town of Kaoma as well as familiarizing himself with various sectors implemented in the settlement such as protection, health, community services and livelihoods,
- Congolese voluntary repatriation meetings were held in Lusaka and Nchelenge. Though the exact date for the continuation of voluntary repatriation is yet to be determined, after consultations with Government and other stakeholders, currently, there are 1,080 households (4,377 individuals) in Mantapala refugee settlement who have expressed their intentions to return. Some 263 households are ready to return as soon as possible. A total of 514 households (4,377) are ready to return within 2022, while 303 households have no timeframe specified for their return. The intended return areas are Haut-Katanga and Tanganyika mainly Pweto, Lubumbashi and Moba respectively.
- To promote minority rights, UNHCR held an information session with 30 PoCs at Lusaka's Makeni refugee transit centre. The session was meant to update individuals on procedures in place regarding

the management of their cases and to hear directly from them on protection concerns currently affecting them. The session was facilitated by the COR and UNHCR.

- UNHCR and COR carried out community engagement/sensitization meetings in the four outreach centres namely in Kanyama, George, Chipata and Chawama as well as at UNHCR Lusaka with refugees and refugee leaders on CBI, resettlement and complementary pathways. In addition, vulnerability assessments were carried out in the communities where PoCs reside.
- UNHCR continued with detention monitoring by visiting UNHCR correctional centres in Lusaka to follow up on the release of PoCs who had been detained by the Immigration Department for various immigration related offenses. Seven PoCs, who had been detained in February, were released.
- In Meheba refugee settlement, the COR has deployed a female Legal Assistant to support the work of the Legal Advisor in the settlement. Increased staffing will promote efficiency in case management and timely internal monitoring and reporting. The presence of female staff in the refugee status determination process will also enhance the identification of gender related claims from the onset and thereby reinforcing the age, gender and diversity approach in refugee protection.
- In Mantapala settlement, Women in Law and Development in Africa (WiLDAF), in collaboration with the Ministry of Community Development and Social Services (MCDSS) and UNHCR, conducted a survey of 50 community members (38 refugees and 12 host community members) to better understand the consequences of substance abuse and gender-based violence. WiLDAF will share the survey results with relevant stakeholders after the data analysis phase.
- In Mayukwayukwa refugee settlement, gender-based violence (GBV) monitors, under the supervision of the Ministry of Community Development and Social Services (MCDSS), conducted awareness-raising campaigns on the rights of children and women through focus group discussions and public meetings in various parts of the settlement. A total of 284 individuals were reached during the exercise.

### Identified Need and Remaining Gap

- Accommodation is required to host the police staff in the three refugee settlements.



## EDUCATION

### Achievements and Impact

- UNHCR Lusaka carried out sensitization meetings with refugee communities and leaders to share information on available education support services provided by UNHCR. The information also covered the DAFI tertiary scholarship programme for refugees and the recent 200 Cavendish University partial scholarships.
- CCR continued to receive applications for education support in Lusaka. COR, UNHCR and partners, such as Ministry of Community Development and Social Services, commenced vulnerability assessments to provide education support to refugee children in 2022.
- In Meheba refugee settlement, UNHCR handed over 30 laptops procured under the Education Cannot Wait funding to COR, which were delivered to Meheba Zone H, Meheba G and Meheba F schools. Each school received 10 laptops to enhance their Internet Communication Technology (ICT) classes.
- UNHCR and Plan International handed over a 1x2 Classroom block in Block-17 in Mantapala refugee settlement to the Ministry of Education (MoE). The classrooms, initially with a focus on Early Childhood Education (ECE), will significantly reduce the distance the children walk to school. A total of 160 ECE learners have initially been enrolled in the school after an ECE training program was organised by MoE and UNICEF for additional teachers.
- The Ministry of Education, through the District Education Board Secretary (DEBS) in Nchelenge District, conducted capacity building trainings for 10 Zambian teachers (five female and five male) on catch up lessons which aim to conduct remedial lessons in literacy and numeracy for learners in lower primary grades to build their academic foundation.

### Identified Need and Remaining Gap

A school in Zone E of Meheba refugee settlement does not have any solar system, therefore it is unable to provide ICT classes for the students. Additional resources are required to install a solar system.

**HEALTH****Achievements and Impact**

- UNHCR continued supporting Government, through the Ministry of Health (MoH), to provide improved healthcare services to refugees and the host community. A total of 9,701 (M:4,264; F:5,437) out patient department (OPD) consultations were made countrywide, with 22% (2,095) being members from the host community. Out of the total attendance, 11% (1,112) were children under five years of age while 486 were male and 626 females.
- Sensitization and awareness campaigns in the context of COVID-19 prevention were on-going in the three refugee settlements, reaching a total of 7,454 PoCs. During the month under review, COVID-19 cumulative statistics among the PoCs remained at 238 (M:105;F:133), out of which 99% (236) recovered while the cumulative number of deaths remained at two.
- With regard to COVID-19 vaccinations, 5,311 PoCs were vaccinated, with 1,937 PoCs having received the first dose, while 3,428 were fully vaccinated by the end of the reporting month.
- As a way of supporting the Government through MoH to fight the COVID-19 pandemic in Mantapala refugee settlement and neighboring host communities, UNHCR supplied and handed over 3,050 surgical gloves, 570 surgical gowns, 23 infrared thermometers, 300 disposable face shields, 660x 500mls of hand sanitizer, 100 pieces of protective Goggles, 5,900 medical masks, 11,800 surgical masks, 10 pieces of fingertip pulse oximeters and 10 Sphygmomanometers to enhance case management and infection prevention and control.

**Identified Needs and Remaining Gaps**

- COVID-19 vaccine uptake hesitancy among the PoCs and host community continued as a challenge. However, UNHCR continued supporting community health workers (CHWs) to promote uptake of the tests and vaccines among PoCs and host community members.

**FOOD SECURITY AND NUTRITION****Achievements and Impact**

- COR, a partner Action Africa Help (AAH), WFP, and UNHCR collaborated to hold a pre- and post-distribution meetings with refugee leaders to discuss food assistance. Food assistance through Cash-based Transfer (CBT) programme has recently experienced less complications than it did in 2021, according to refugee leaders. They did, however, express worry over the Mobile Telecommunication Network (MTN) agents' lack of availability during distribution, which led some refugees to travel outside the settlement to obtain cash from other MTN agents in Nchelenge. The leaders also stressed the importance of sharing the schedule of in-kind food distributions with the community ahead of time so that refugees can pick up their entitlements on time at distribution centres. Action items were agreed upon during the meeting to address the challenges identified by the refugee leaders.
- In February, a UNHCR Multi-functional Team (MFT) on cash-based intervention (CBI) finalized and updated its Standard Operating Procedures (SOPs). The operation is targeting 3,000 beneficiaries with a total budget of USD 600,000 and expects to disburse the first quarterly payment by the end of March 2022.
- In Meheba refugee settlement, A total of 11 malnourished children under five years old were supported with Ready-to-Use Therapeutic Food (RUFT) nutrition supplements through the Ministry of Health Nutrition program.

**Identified Needs and Remaining Gaps**

- The supplementary feeding program for 2022 in Meheba refugee settlement under COR has not started due to the delayed provision of funds. A workplan meeting has been set to discuss and ensure the start of the program.

**WATER, SANITATION AND ENERGY****Achievements and Impact**

- World Vision Zambia (WVZ), with funding support from UNICEF, completed the roofing of eight permanent ventilated pit latrines at Chiengi Transit Centre. The next stage will be installing finishes, wall plastering and painting.
- In Mantapala refugee settlement, UNICEF and WVZ handed over 26 permanent institutional latrines with 57 drop holes to COR. The institutions/locations include the Market in Block-13, the School in Block-17, and the Design and Technology Workshop. The latrines were built with funding support from the German state-owned investment and development bank (KfW) through UNICEF and in collaboration with UNHCR.
- Community Health Workers in Meheba refugee settlement concluded supervising of cleaning of water points/fencing. A total of 210 water points were cleaned in all four blocks as well as five non-functioning water points repaired.
- In Meheba refugee settlement, the completed structures of 28 x 2 VIP latrines constructed by Brick World, a partner, were monitored by a multi-functional team (MFT) as they are about to be handed over for use at Kamiba clinic, Meheba B clinic, Jagaimo clinic and Meheba A Clinic.
- Routine operation and maintenance works were conducted in Mayukwayukwa refugee settlement on submersible water pump supplying water to Mayukwayukwa Combined School. The identified faults on the submersible water pump were successfully rectified and water supply was restored. Furthermore, routine monitoring of construction of sanitation facilities in institutions (schools, clinics, offices, markets) in the settlement was conducted by a team from UNHCR, GOPA Infra and Department of Water Affairs. Progress on construction of sanitation facilities in the settlement is at about 89% complete (8 out of 10 sites completed), while overall progress (settlement and host community) is at 68% completed

**Identified Needs and Remaining Gaps**

- The repair and replacement of water tanks has been identified as gap in Meheba refugee settlement. The issue has been shared with UNICEF for their consideration and action. Furthermore, granular chlorine is urgently required to chlorinate water points due to the rising water level during rainy season.
- In Mayukwayukwa refugee settlement, construction of standard septic tank at Safe Haven is needed,

**SHELTER, INFRASTRUCTURE AND NFI****Achievements and Impact**

- NTR

**Identified Need and Remaining Gap**

- NTR

**CAMP COORDINATION AND CAMP MANAGEMENT**

- In 2018, Zambia adopted the mainstreaming approach to address refugee-related matters. The approach requires that all the line ministries (Agriculture, Health, Education and Community Development and Social Services) operating in the three refugee settlements and urban areas providing services to refugees collaborate with COR, the main interlocutor for UNHCR. This measure is in line with and reinforces the Government's shift from sectoral to multi-sectoral and outcome-based programming as embedded in the 7th National Development Plan. The approach is also in line with the Zambia-United Nations Sustainable Development Partnership Framework, which governs how the United Nations in Zambia aligns with and supports the Zambian Government in delivering development, and the Comprehensive Refugee Response Framework (CRRF) as embedded in the Global Compact on Refugees (GCR).



## COMMUNITY EMPOWERMENT AND SELF RELIANCE

### Achievements and Impact

- In Meheba refugee settlement, a total of 75 beekeepers from the target of 150 participants on the honey production support program were supported with three bee hives each. Honey production in Meheba is being promoted as an alternative value chain for refugee farmers considering climate change crisis which has greatly affected rain fed agricultural production which is practiced by the majority of small-scale farmers.
- In February, UNHCR, through its main livelihoods project partner CCR, begun beneficiary identification and selection processes for 2022 livelihoods implementation. Owing to inadequate funding, a limited number of PoCs will be directly supported in 2022 representing only 25% of those supported through UNHCR funding in 2021. In view of the prevailing situation, UNHCR will build on its facilitative role reaching out to other operational and development partners to include refugees. Resultantly, gains made to include refugees in farmer input support programmes by Government and Development partners will be strengthened through engagement with Ministry of Agriculture, Harvest Plus and World Vision implementing an ultra-poor graduation project.
- A delegation from the European Union and WVZ accompanied by the UNHCR Representative in Zambia visited Mantapala settlement to inspect WASH infrastructure, including latrines and water mechanization systems, the ultra-poor graduation model project, as well as the SGBV one-stop centre. The delegation also visited a dam constructed by World Vision for the local community in Luwingu District, Luapula Province. The aim of visiting the dam was to understand its impact on the local people and to consider replicating it in the settlement to enhance agricultural production among refugees and the host community members.

### Identified Needs and Remaining Gaps

- Monitoring of 2021 beneficiaries was challenging due to bad road conditions caused by rains in Meheba refugee settlement. As the project vehicle was not able to maneuver the slippery roads, staff opted to walk long distances to reach beneficiaries.
- Monitoring of 2021 beneficiaries in Mantapala and Lusaka was also made difficult by the withdrawal/reduction of CCR field staff in these locations. The sector has made a request for community incentive livelihood mentors to be enrolled in Mantapala (3) and under CCR in Lusaka (1).
- There has been increased interest in 2021 livelihoods support owing to high number of applications received in Lusaka urban programme. Additional applicants will be shortlisted and kept on waiting list if any additional resources are received during the year.
- Livelihood support in Meheba refugee settlement remains a need for refugees and people of concern who do not wish to engage in agriculture in preference for trade. The law remains restrictive on the engagement of refugees in formal work and made it conditional on being in possession of an investors permit for self-employment or a work permit for those employed. Continued advocacy with Government of the Republic of Zambia on legislative review at Lusaka level continues.



## DURABLE SOLUTIONS

### Achievements and Impact

- UNHCR referred **197** individuals for resettlement to Sweden. It also facilitated the US Citizenship and Immigration Services in-country Circuit Ride, during which the US scheduled to interview and adjudicate on **837** of UNHCR referred refugees. UNHCR also facilitated the US Government's Resettlement Support Center's Circuit Ride, during which the US planned on conducting pre-screening interviews for **392** of UNHCR referred refugees. In addition, the Resettlement Unit in Lusaka joined colleagues in sensitization meetings with refugee community members to provide accurate information on resettlement and complementary pathways.

### Identified Needs and Remaining Gaps

- There is need for additional interpreters. This is being addressed by considering approving the salary increase and recruiting previously contracted interpreters as well as new interpreters.

## Partnerships and Refugee Inclusion

- The coordination and management of refugee settlements is led by the Government as per its mandate under the Refugee Act (Act No. 1 of 2017).
- UNHCR works collaboratively the COR in the Ministry of Home Affairs and Internal Security and other key government line ministries, the United Nations Country Team (UNCT) and the local and international non-governmental organizations (I-NGOs) including Action Africa Help, Plan International, Caritas Czech Republic, CARE International and World Vision Zambia, Cavendish University etc.
- The Government of the Republic of Zambia, UNHCR and partners provide community-based protection and social support to PoCs in Lusaka as well as in Meheba (Western Province), Mayukwayukwa (North-western Province) and Mantapala (Luapula Province) refugee settlements.

## Financial Information

Total UNHCR financial requirements for Zambia amounts to **US\$ 24.4 million**. Total recorded contributions for the UNHCR operation in Zambia as of 28 February 2022 amount to **US\$1,267,294** (95% funding gap). UNHCR is grateful to all donors for continuous support.

### Other Softly Earmarked Contributions (in US\$)

Norway | Private donors

### Unearmarked Contributions (in US\$)

Sweden 77.6 million | Norway 72.5 million | Netherlands 37.2 million | Denmark 35.6 million | Germany 27.6 million | Switzerland 18.4 million | Belgium 11.9 million | Ireland 11.8 million

Algeria | Armenia | Bulgaria | Canada | Estonia | Finland | Iceland | Liechtenstein | Lithuania | Luxembourg | Monaco | Montenegro | Peru | Qatar | Republic of Korea | Saudi Arabia | Singapore | Thailand | Turkey | Uruguay | Private donors

### CONTACTS

**Pierrine Aylara**, Representative, [aylara@unhcr.org](mailto:aylara@unhcr.org), +260 977862000/1 or +260 977471613

**Kelvin Shimoh**, Public Information Associate, [shimo@unhcr.org](mailto:shimo@unhcr.org), +26097786200/1 or +260979585832

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