

# Zambia

May 2022

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The Resettlement Team in Zambia continued to submit cases to meet the **200** individual quota allocated by Finland with a possibility of over-submission by a margin of 40 individuals to attain a total of **240** individuals.

In coordination with partners, WFP distributed cash for monthly food assistance to **17,546** refugees (**8,936** females and **8,610** males) in Mantapala settlement

**297**

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

**47,911**

Individuals were reached with messages on communicable diseases such as Covid-19 under Risk Communication.

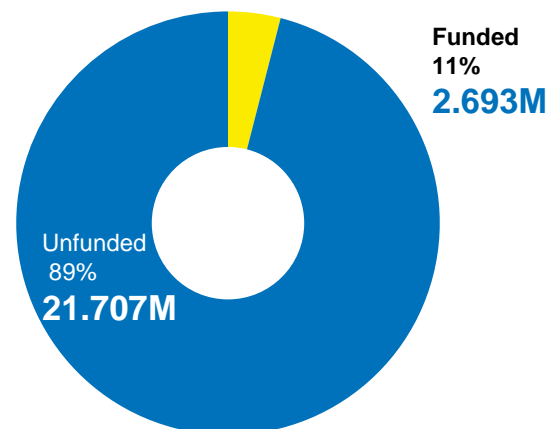
**14,376**

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

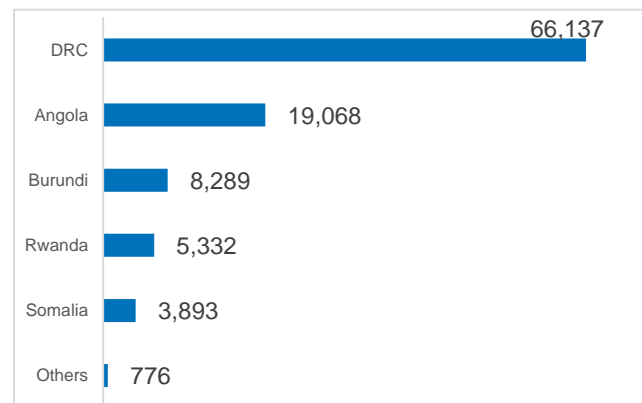
FUNDING (AS OF 31 MAY 2022)

**USD 24.4 million**

UNHCR's 2022 requirements for the Zambia operation:



PEOPLE OF CONCERN: 103,495 INDIVIDUALS/ 33,646 HOUSEHOLDS AS OF 31 MAY 2022



UNHCR and Office of the Commissioner staff conducting a verification exercise in Lusaka@UNHCR/Kelvin Shimoh

## 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 31 May, Zambia was hosting **103, 495 PoCs (73,906 Refugees; 5,915 Asylum seekers and 23,674 Others of Concern)** (comprising **33,646 families/households. Average Family Size = 3**).
- Under the reporting period there was an increase of 2,013 Individuals (297 new arrivals, 558 new births and 1,158 In-Situ registrations, however, there was drop of 3,895 Individuals from the figures of April 2022 representing 4% of the countrywide population was observed - mainly as result of inactivation of PoCs who missed 2022 the verification in Meheba refugee settlement.
  - Meheba refugee settlement: **31,772** individuals.
  - Mayukwayukwa refugee settlement: **22,310** individuals.
  - Self-Settled (Government estimate): **12,404** individuals.
  - Urban (Lusaka and Ndola): **18,400** individuals.
  - Mantapala refugee settlement: **18,659** individuals.

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



### PROTECTION

#### Achievements and Impact

- The issuance of Rwandan National identification cards through Rwanda High Commission in Lusaka Zambia was launched on 22 April 2022. Thereafter, UNHCR, jointly with the Office of the Commissioner for Refugees, embarked on a 2-day sensitization program targeting Rwandan Nationals in Zambia who included Refugees and Former refugees. The purpose of the sensitizations was to disseminate information to communities on the new development and procedures involved in accessing the identification documents without having to travel to Rwanda. Four sensitization sessions were held in Lusaka at community outreach centres) with 86 individuals in attendance.
- The registration of refugee families who wish to voluntarily repatriate continued in Mantapala settlement with the cumulative number of individuals now registered for voluntary return standing at 11,031 comprising 2,698 families. The Congolese voluntary repatriation is scheduled to resume in July.
- The verification exercise commenced in Mayukwayukwa refugee settlement on 27 May and was aimed at updating the database with various information of PoCs. The verification in Mayukwayukwa comes after the conclusion of the exercise in Meheba refugee settlement.
- The UNHCR Special Envoy for the Horn of Africa, Ambassador Mohamed Abdi Affey, was in Zambia on an official visit from 25 – 28 May 2022. During his visit, Ambassador Mohamed Abdi Affey held consultative meetings with senior government officials, members of the diplomatic corps, UN agencies and Somali refugees. The UNHCR Special Envoy was in the country to show solidarity and appeal to the international community to rally behind the people and government of Zambia and to provide them with a meaningful support for their hospitality in hosting refugees. At the conclusion of his visit, during a press briefing, Ambassador Affey. Said he hoped that the challenges the refugees face in relation to documentation, inclusion and integration would be prioritized by the Government who can rely on UNHCR's full support. Ambassador Mohamed Abdi Affey's visit to Zambia came at a crucial time when the Government and UNHCR are implementing the Global Compact on Refugees (GCR) and the

Comprehensive Refugee Response Framework (CRRF). In addition, the Government and UNHCR are addressing the integration of qualifying former refugees who wish to remain in Zambia.

- In Meheba refugee settlement, 52 girls and 57 boys from unaccompanied and separated children were targeted and visited through routine support and home visits. The general observations were that the children need support for school materials and clothes. Support for school requirements will be provided after education assessments are completed.
- UNHCR Protection conducted Gender-Based Violence (GBV) and prevention of sexual exploitation and abuse (PSEA) refresher meeting for the 10 Community Development Workers (CDWs), GBV monitors and Child and Youth Care Workers (CYCWs). These community workers were encouraged to be alert in conducting their routine work especially during the Verification exercise.

### Identified Need and Remaining Gap

- The withdrawal of cases from prosecution by GBV survivors is one of the challenges in gender-based violence prevention, mitigation and response in Mantapala settlement. UNHCR and its partners continue to educate community members about the importance of reporting crimes and allowing law enforcement to handle them.



## EDUCATION

### Achievements and Impact

- The Education Unit worked on 'The UNICORE 2022 Project', offering 69 refugee students in selected countries in the SA Region the opportunity to attend a master's degree programme at one of several Italian universities. Zambia is one of the selected countries. Eligible refugees must have recently completed (from 2017) their first degrees. UNHCR and partner Caritas have embarked on a sensitization campaigns for eligible refugees across the country to apply. Out of those who applied online directly, about 11 have been invited for interviews by various universities. UNHCR and partner continue to avail facilities and internet support to the 11 selected candidates to attend inter.
- Schools in Zambia, including those in the refugee settlements, re-opened for the second term on 9 May 2022 and will be in session until 5 August 2022. All school were sanitized and had sanitary materials – such as handwashing facilities put in place - before the re-opening.

### Identified Need and Remaining Gap

- A number of refugees with bachelor's degrees were not eligible to apply due to the 2017 cut of date of obtaining the first degrees. UNHCR will continue to expand its networking and advocacy to secure more opportunities for the many deserving refugees to access tertiary education.



## HEALTH

### Achievements and Impact

- Outpatient (OPD) healthcare services were provided during the month under review, reaching 14,376 clients out of which 45% (6,500) comprised male clients while 55% (7,884) were female. There was an increase by 49% (7084) in OPD attendance from 7,292 recorded the previous month. This may be attributed to the season as well as the refugee influx during the verification exercise in the settlements. The OPD clients from the host community constituted 27% (3,882) who presented with various medical conditions. Under five attendance increased from 2,384 reported in the previous month to 4,079 - which is 28% of the total OPD attendance
- Women in Childbearing Age and adolescents accessed Sexual and Reproductive Health services within the settlement health facilities. A total of 542 Antenatal bookings were recorded as 1<sup>st</sup> visit, while 419 revisits by pregnant women were reported. Health facility deliveries were 108, out of which 97( 89%) were conducted by Skilled birth Attendants. Two hundred and seven(207) women and adolescent girls accessed modern contraceptives while 11,271 pieces of condoms were distributed to prevent sexually transmitted diseases (STIs) and unplanned pregnancies. During the reporting period, 524 HIV tests were

conducted out of which only one (01) client tested positive and was commenced on ART in Meheba refugee settlement.

- The common causes of morbidity during the reporting period included confirmed Malaria cases which constituted 38% (5499), Respiratory Tract Infection (RTI): 22% (3,200), while Acute Watery Diarrhoea claimed 2% (293) of the total OPD attendance. With the support of supplementary medicines and medical supplies from UNHCR, the Ministry of Health (MoH) managed to treat and provide care to the patients and clients in the refugee settlements and only referred 105 patients for secondary and tertiary health care.
- Zambia has continued reporting low COVID-19 cases in the recent past. However, it is noted that the low figures may be attributed to the low testing capacity. The pandemic is still on, and government has continued heightening the vaccination drive in an effort to reach 70% of the targeted eligible population by end of June 2022. By 31 May 2022, only 5,548,020 of the target population was vaccinated with at least one dose to which refugees contributed 12,848. Since the pandemic's outbreak two years ago, the country recorded 321,779 cases and 3,987 deaths. The refugee statistics contributed 296 cases and two deaths respectively. Covid-19 Rapid Diagnostic testing was conducted reaching 1,572 PoCs compared to 819 in the previous month translating to 91% increase. The high uptake of both the tests and vaccine is attributed to the vaccination campaign re-launched by government leveraging on the refugee verification exercise in the settlements
- Risk Communication and Community Engagement was conducted with emphasis on COVID-19 and other communicable diseases such as Polio, Cholera, Typhoid fever, HIV and Scabies prevention, reaching 47,911 (M:19,573; F:28,341).

### Identified Needs and Remaining Gaps

- The misinformation about COVID-19 vaccine still hinders many individuals from getting vaccinated and so protect themselves and others. Even those who are fully vaccinated are shunning to get booster dose due to myths and misconceptions about the vaccine. However, UNHCR in collaboration with MOH has continued providing platform for awareness and sensitization to ensure PoCs and host community make informed decisions.



## FOOD SECURITY AND NUTRITION

### Achievements and Impact

- In coordination with partners, WFP distributed cash for monthly food assistance to 17,546 refugees (8,936 females and 8,610 males) representing 4,441 households through the WFP Cash-based Transfer (CBT) network in Mantapala settlement. A digital payment service, plugPAY, enabled the refugees to receive the cash of ZMW118 per person using their preferred payment method.
- WFP distributed food rations comprising maize meal, beans, salt, and corn-soya blend (CSB) to 601 refugees (245 households) who were not yet registered on the Cash-based Transfer (CBT) system in Mantapala settlement. To assist with distribution exercises in the settlement, UNHCR has launched the online Global Distribution Tool (GDT). During this distribution, the Global Distribution Tool (GDT) system was used to verify 384 refugees (195 females and 189 males) representing 168 households as they had been included in the system.

### Identified Needs and Remaining Gaps

- NTR



## WATER, SANITATION AND ENERGY

### Achievements and Impact

- The Water Department carried out repairs on a pipe for the water system that supplies water to the staff houses in Meheba refugee settlement after it developed a major leakage that resulted in bad water quality.

- A total of 65 water points were maintained in Mantapala settlement, which includes six solar-powered water boreholes mounted with two overhead tanks which have a water storage capacity of 10,000 litres each. The boreholes supplied 32 litres of water per person per day.
- UNICEF completed the construction of three water boreholes located in the market in Block-8, the Safe House in Block-12, and the Early Childhood Education School in Block-17 through a contractor, China Gangsu.
- UNICEF, through Brick World Zambia Company, resumed the construction of 100-metre drainage in Block-13 in Mantapala settlement. The drainage is part of the system to manage the flow of surface water and prevent floods in this part of the settlement. The construction was halted in late 2021 because of the rains which hampered progress.
- From 22-25 May 2022, three (3) new boreholes were successfully drilled in Mayukwayukwa refugee settlement's sectors 8 and 10, and at Mayukwayukwa Combined School, to improve provision of clean water supply to the PoCs. Furthermore, construction of eight (8) temporal latrines were successfully completed at Mayukwayukwa market, to improve provision of sanitation to PoCs.

### Identified Needs and Remaining Gaps

- NTR



## SHELTER, INFRASTRUCTURE AND NFI

### Achievements and Impact

- UNHCR and the Ministry of Community Development and Social Services (MCDSS) completed the verification and validation of 1,016 households in Mantapala settlement who received CBI assistance in the first quarter of 2022. Of those, 71.4 percent said they received the cash assistance without difficulty, while 27 percent received the assistance with a ZMW5 surcharge on every transaction. The beneficiaries (1.6 percent) said they did not receive cash because they had misplaced their SIM cards, PIN numbers, or phone handsets. UNHCR followed up with mobile agents whom the refugees alleged were accused of overcharged beneficiaries. The agents, on their part, explained that the additional cost was intended to represent their profit.

### Identified Need and Remaining Gap

- The poor condition of the road between Mantapala settlement and Nchelenge, caused by seasonal rains, remains one of the major challenges to convoy movements making Nchelenge-Kawambwa-Mantapala-Kawambwa-Nchelenge, the Plan B route to Chiengwe-Pweto, a plan which will not be cost effective in the long-term. Government authorities have been encouraged to make spot improvements to guarantee that large buses and trucks move safely and reliably. Convoy movements cannot take place without posing significant hazards until the rainy season has passed and the most dangerous sections of the road have been fixed.



## 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

- UNHCR engaged the Bank of Zambia (BoZ), through the Payment Systems Department, on the various challenges the refugee population in Zambia is facing in accessing formal financial services. BoZ further supported UNHCR in organizing and facilitating a multi-stakeholder virtual forum to review the current situation, draw and validate a financial inclusion roadmap, with tangible steps, towards gradually improving unrestricted access to financial services by refugee population in Zambia. The virtual event was attended by over 30 government and private sector stakeholders involved in financial service provision. Additionally, During the reporting period, UNHCR team held a meeting with FMO (a Dutch Entrepreneurial Development Bank) to explore potential for collaboration in Zambia. The bank (FMO), an impact investment bank, is considering providing loan and grants to Agora Microfinance Zambia (AMZ) for on-lending to PoCs and immediate hosts. UNHCR is engaging AMZ, to enhance access to financial services to PoCs entre/ agro preneurs in Meheba and Mayukwayukwa.
- UNHCR jointly with COR, and UNESCO held a meeting with the Ministry of Labour and Social Security to review access to labour markets by refugees in Zambia. The Ministry agreed to enjoin UNHCR in the ongoing National Employment and Labour Market Policy review discussions. UNHCR, COR, UNESCO, ILO and other partners will be invited to provide input to the policy. The meeting also agreed on continued targeted advocacy sessions with other actors including Trade Union bodies, Federation of Employers and Immigration department, among others, culminating into a multistakeholder forum on 'access to labour markets by refugees'.
- UNHCR continued to facilitate private sector (Bee Sweet) engagement to develop honey production in the forested Mantapala settlement. During the period UNHCR convened meetings with the Refugee Officer, Nchelenge Forestry Department and Bee Sweet Company in to advance discussions on scaling-up honey production. The Forest Department and the Refugee Officer welcomed the proposed intervention and recognize the need to allow more refugee beekeepers in the forest areas. UNHCR in close collaboration with Forest Department and Bee Sweet Company will develop a concept note and road map to guide the scaling up to 40,000 beehives and establishment of a honey processing plant in area, benefiting both host community members and refugees.
- UNHCR, jointly with COR and Caritas Czech Republic (CCR), conducted a selection and validation process where 190 received applications were screened to develop the final list of 100 Lusaka based refugees to be supported under the UNHCR Business support grants. Separately, asset transfer (Start Up Capital of 4000) via digital mobile money transfer was paid out to 50 beneficiaries.

### Identified Needs and Remaining Gaps

- Insufficient funding to 2022 livelihoods programme poses a challenge as various unmet needs and demands for support continue to emerge, particularly in Mantapala where, WFP has reduced food ratio/ cash transfer amounts by up-to 37%.



### DURABLE SOLUTIONS

#### Achievements and Impact

- The Resettlement Team in Zambia continued to submit cases to meet the 200 individual quota allocated by Finland with a possibility of over-submission by a margin of 40 individuals to attain a total of 240 individuals. The team, likewise, continued to assess cases for submission to the USA and Sweden. The resettlement team also helped to prepare for the US Cultural Orientation Circuit Ride to Zambia scheduled to start on 10 May 2022.

#### Identified Needs and Remaining Gaps

- The resettlement unit continued to encounter challenges with interpreters owing to complaints of low incentives, and number of interpreters to assist to process cases. This has been discussed with the UNHCR Senior management and it is hoped that this will be addressed. The Unit has also continued to train additional interpreters to fill those gaps.
- To meet higher resettlement targets allocated to Zambia in 2022, staffing needs are critical and it is hoped that the United States Department of Population Refugees and Migration (PRM) would approve the requested increase in to fund staffing.

# 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 31 May 2022 amount to **US\$ 2,693,116** (89% funding gap). UNHCR is grateful to all donors for continuous support.

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

United States of America 14.5 million | Private donors Australia 3.7 million Norway | Private donor

### Unearmarked Contributions (in US\$)

Sweden 95.2 million | Norway 72.5 million | Netherlands 37.2 million | Denmark 35.6 million | Germany 27 million | Private donors Spain 26.4 million | France 18.5 million | Switzerland 18.4 million | Private donors Japan 14.9 million | Private donors Republic of Korea 13.2 million | Belgium 11.9 million | Ireland 11.8 million | Italy 10 million | Algeria | Armenia | Bulgaria | Canada | Costa Rica | Estonia | Finland | Iceland | Kuwait | Liechtenstein | Lithuania | Luxembourg | Monaco | Montenegro | New Zealand | Peru | Philippines | Qatar | Republic of Korea | Saudi Arabia | Singapore | Thailand | Turkey | Uruguay | Private donor

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