



UNHCR
The UN Refugee Agency

ZAMBIA

ACHIEVEMENTS' REPORT



Documentation for legal identity, access to full cycle Education and meaningful livelihood are vital to sustain refugee inclusion in Zambia

January - December 2022

UNHCR Assistant High Commissioner for Protection urges Zambia to issue documentation to refugees recognising their legal identity and enabling them to be self-sufficient

Wrapping up a five-day visit to Zambia, UN Refugee Agency's Assistant High Commissioner for Protection, Ms. Gillian Triggs, applauded Zambia's exemplary hospitality towards refugees by making land available and ensuring access to several national services including education and health care.

The Assistant High Commissioner for Protection visited Meheba refugee settlement with senior government officials, Chief Mumena, Zambia's Representative to the UN Permanent Mission in Geneva, dignitaries and ambassadors supporting refugees globally.

Following the visit, Ms. Triggs called on the authorities to consider all legal options possible to regularize the status of refugee children born in Zambia. She urged the government to conclude the legal integration of Angolans and Rwandans whose refugee status has ceased, while underscoring the importance of advancing the socio-economic aspects of their integration within the host communities.

"Children born in Zambia, who have lived here all their lives, have gone to schools in Zambia, speak Zambian languages, sing the national anthem and embrace the traditions of Zambian cultures as Zambians," she observed.

During a meeting with the acting Home Affairs and Internal Security Minister, Ambrose Lufuma, and later with the President of Zambia, H.E. Mr. Hakainde Hichilema, Ms. Triggs commended Zambia for its generosity in hosting refugees and urged the country to meet its Global Compact on Refugees pledges to advance inclusion of refugees ahead of the next Global Refugee Forum in December 2023.

During a multi-stakeholder consultative meeting, attended by Chief Mumena, UNHCR's Head of International Protection appealed for renewed



Zambia is a model in terms of keeping its borders open and providing protection to asylum seekers and refugees over decades, and for that we are grateful!" says **Ms. Gillian Triggs**, UNHCR Assistant High Commissioner for Protection, during a meeting with government partners, traditional leadership and stakeholders in Meheba refugee settlement in Zambia. The High Commissioner visited Meheba refugee settlement as part of her mission to Zambia.

efforts in finding sustainable solutions for refugees who have been living in Zambia, some for as long as 30 years and who are now at risk of statelessness. She underscored the need for legal documentation such as permits and formal identification to enhance self-reliance, access to social services and the full enjoyment of their rights.

Ms. Triggs thanked the donor community, the private sector, NGOs and the UN family, for supporting the government, refugees, and their host communities. She also commended Zambia for its vision for modernising refugee settlements to improve the socio-economic opportunities for refugees and their hosts. The Assistant High Commissioner for Protection stressed the importance of ensuring that refugees enjoy freedom of movement and are given the choice to decide where to live in Zambia.

Ms. Triggs reiterated UNHCR's commitment to work with development actors and the private sector to support the government with its modernisation programme. She also stressed the need to ensure the legal underpinnings exist for effective integration.

Overview

The Government of the Republic of Zambia (GRZ) through the Office of the Commissioner for Refugees (COR), works collaboratively with UNHCR to lead and coordinate the refugee response in line with its commitments under the Global Compact on Refugees (GCR). UNHCR supports the Government in ensuring that international protection standards are met and provides basic assistance to persons we serve while finding durable solutions for them.

Response to Congolese arrivals is in principle coordinated by an Inter-ministerial committee (IMC) composed of key line ministries, the UN- Resident Coordinator's office and UNHCR. The Ministry of Home Affairs and Internal Security (MHA-IS) chairs the Committee.

UNHCR has four offices in Zambia: Representation office in Lusaka, field offices in Solwezi and Kawambwa, and a field unit in Kaoma. UNHCR Zambia had **96** staff throughout the country including **55** national, **21** international and **20** affiliate staff as of 31 December 2022.

Strategic objectives

Vision: "Refugees and others of concern enjoy dignified lives through effective inclusion and participation in socio-economic activities in Zambia and have access to durable solutions".

Key priorities for the period 2022 - 2024

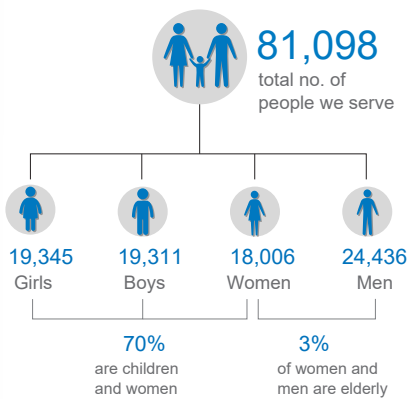
- Refugees and others of concern have access to enhanced protection and durable solutions.
- Humanitarian and development needs of refugees and hosts are met.
- The Government of Republic of Zambia (GRZ) is supported to actualize its Global Refugee Compact (GRC) pledges to include refugees in national systems.
- Refugees and Zambian hosts attain self-reliance (through enhanced use of cash grants).



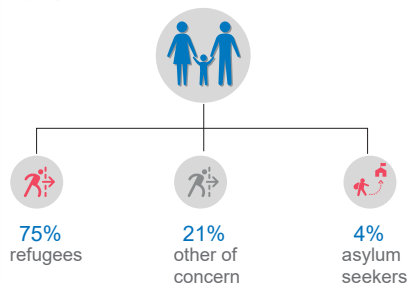
Interventions by partners

Sectors	Partners
CCCM/Shelter /NFI/Infrastruc 	Commissioner for Refugees (COR), UNHCR
Development 	UNDP, Chief Mumena, JICA, AAR Japan, Trident Foundation, First Quantum Minerals, Lumwana Trust Fund, Czech Aid, People In Need
Education 	Ministry of General Education, UNHCR, UNICEF, Brave Heart, UNESCO, Pestalozzi, Umwana Trust Fund, Kids Hope Foundation, People In Need, CARITAS Czech Republic, World Vision, FAWEZA, Cavendish University
Food 	Commissioner for Refugees (COR), UNHCR, WFP, Action Africa Help (AAH)
Health 	Ministry of Health, Commissioner for Refugees (COR), UNHCR, Brave Heart, ORBIS –Eye, UNFPA, WHO, USAID, Johnson, Snow Ink Safe, Johnson Snow Ink Discover, PEPFAR, Churches Association Zambia, Action Africa Help (AAH), UNAIDS, PAMO-Plus
Livelihoods 	Commissioner for Refugees (COR), Ministry of Agriculture, UNHCR, CARITAS Czech Republic, Brave Heart, World Vision, ADRA, AAR, Japan-development, Kids Hope Foundation, Good Neighbors/Tribal Textiles, Bee Sweet Company, Caritas Mansa
Logistic 	UNHCR, Action Africa Help Zambia
Nutrition 	Ministry of Health, UNHCR, Brave Heart, ORBIS –Eye, UNFPA, WHO, USAID, Johnson, Snow Ink Safe, Johnson Snow Ink Discover, PEPFAR, Churches Association Zambia
Protection 	Commissioner for Refugees (COR), UNHCR, Ministry of Community Development and Social Services (MCDSS), Ministry of Justice, IOM, World Vision, UNICEF, Childline/Lifeline, District Joint Operations Committee (Mayukwayukwa), Ministry of Energy, Ministry of Green Economy, Environment and Rural Electrification Agency (REA), WILDAF
WASH 	Commissioner for Refugees (COR), Department of Water Resource Development, Local Authority (Kaoma District Council), World Vision, UNICEF, Ministry of Health, UNHCR, KFW Development Bank, Ministry of Local Government

Population



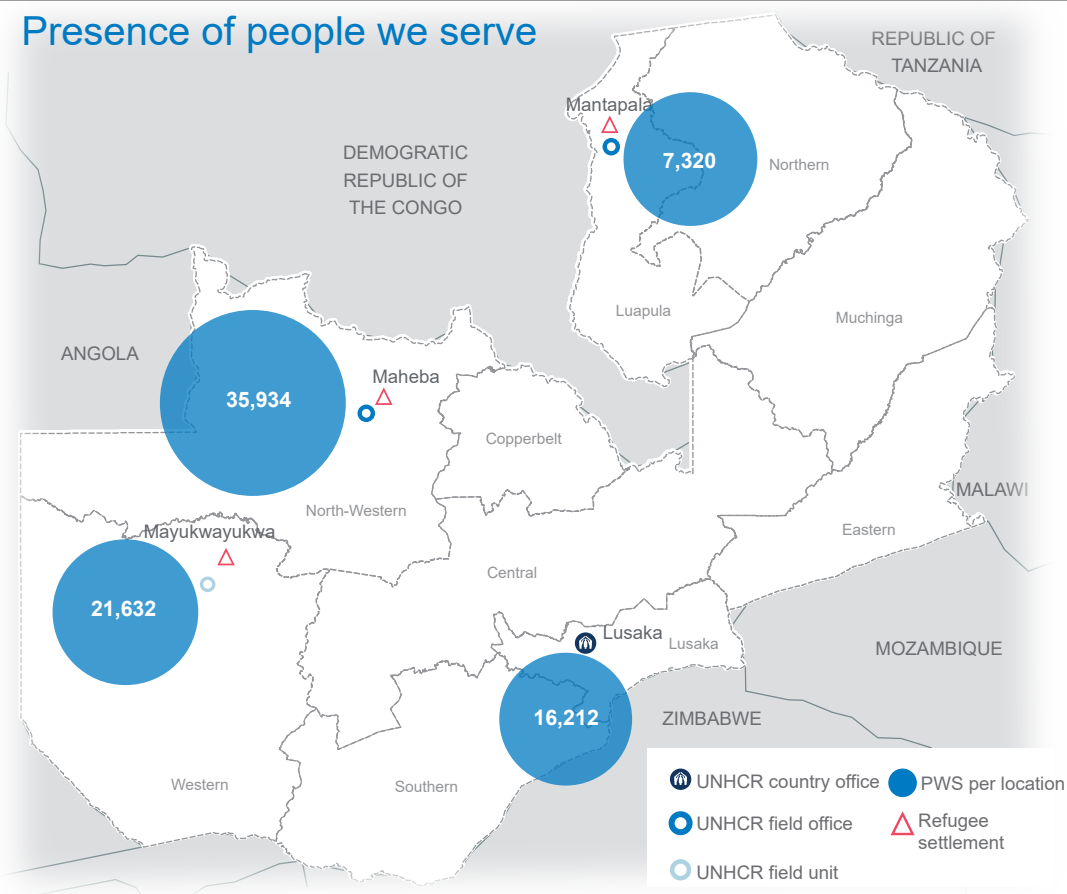
By legal status



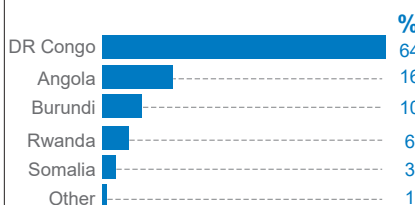
Some of specific needs



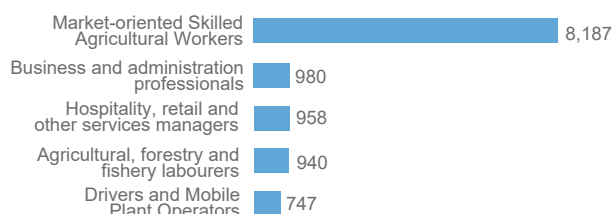
Presence of people we serve



Country of origin



Top 5 people we serve occupation



Key highlights

- **77,411** people we serve were verified, which represented 83% of the targeted population of 92,726. 17% (15,482) did not show up.
- **9,669** individuals comprising **2,605** families have returned to Pweto, Democratic Republic of the Congo under the voluntary repatriation programme since December 2021.
- **18,264** refugees (9,205 girls) enrolled in pre-primary, primary and secondary education and 262 admitted in higher institutions of learning.
- **28,655** people reached by Gender-based violence (GBV) and Mental Health and Psychosocial Support (MHPSS) prevention and response awareness campaigns in 2022 so far.
- **84,624** people we serve have access to Gender-based violence (GBV) services established by UNHCR and partners in all settlements and Lusaka.
- **12,843** individuals were newly registered in the operation between 1 January and 30 November 2022.
- **105** people we serve received grants to start or expand their existing businesses. This include both people we serve (95) and host community members (10).
- **433** farmers have been earmarked to access agricultural inputs under the government's farmers input programme (FISP) for the 2022/23 farming season.
- **377** Cases, comprising 1,636 individuals had been submitted to various resettlement countries for resettlement consideration.

Key achievements by sector



Durable solutions



10 REDUCED INEQUALITIES

Resettlement Complementary pathways

- **377 Cases of 1, 636 individuals** submitted to the USA (989), Sweden (450), Finland (187), Australia (5), Norway (4) and Canada (1) by 30 November 2022 which include 1,493 Congolese (DRC), 52 Burundians, 44 Rwandese, 25 Somalis, 19 Turkish, 2 Ugandans and 1 Angolan.
- **20 cases of 84 individuals** were submitted on urgent and emergency priorities accounting for those with Medical Needs (33), Legal and/or Physical Protection Needs (30), Women and Girls-at-Risk (15) and Survivors of Violence and/or Torture (6).
- **189 individuals** out of **200** were adjudicated upon and accepted by Finland. **450 individuals** continued to be deliberate upon by Sweden. US RSC circuit ride missions continue periodically through the year.
- **5 individuals** under Italy based **UNICORE** program accepted for scholarships.

Local integration initiatives – National Refugee Policy

- **Zero draft Refugee Policy** completed in September 2022 and roadmap presented for finalization by December 2022.

Voluntary repatriation

- **9,669 individuals** from **2,605 families** have been repatriated to Pweto in the Democratic Republic of the Congo (DRC) from Mantapala refugee settlement since December 2021. **11 families** from the urban refugee population have been repatriated.



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"I never imagined that I'd be able to go back to the DRC, but thanks to UNHCR and the Zambian government, I can," says **Christine Mutanda Kawa (24)** as she waits to load her belongings onto one of the DRC-bound trucks in Mantapala settlement. She is voluntarily returning home to Pweto, in DRC, with her two children.



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"One of the things I will miss is my friends. I wish to meet them again so that we can continue to play as we did," says **Jaigan Sila**.

Key achievements by sector



Protection



5 GENDER EQUALITY



10 REDUCED INEQUALITIES



16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Gender Based Violence (GBV)

- **84,624 people** we serve have access to GBV services in all settlements and Lusaka.
- **28,655 people** reached by GBV, Mental Health and Psycho-Social Support (MHPSS) prevention and response awareness campaigns.
- **232 partners** and government staff as well as community volunteers trained on GBV prevention and response. **414** trained community volunteers providing awareness and referrals to GBV services.
- **2 GBV perpetrators** found guilty of defilement and committed to the high Court for sentencing.
- **48 GBV survivors** temporarily hosted at safe houses in Meheba, Mayukwayukwa and Lusaka during case management.
- **1 female police officer** assigned to work in Mayukwayukwa refugee settlement under the Zambia victim support unit to support in handling GBV cases.
- **1 mobile court** established in Mantapala settlement.

Refugee Status Determination (RSD) under mandate

- **6 cases** completed and closed. 2 are recognitions; 2 cases are at second instance following an appeal of decision, 5 cases are in assessment and 13 are being worked on during the last months of 2022.
- **1 safe house** established for key population undergoing mandate RSD.

Community mobilization

- **51,600 leaflets** delivered at representative office in Lusaka on Education, Livelihoods, Referral Pathways, Statelessness, Voluntary Repatriation and Local Integration.

Detention Monitoring

- **16 visits to 3 prisons** (Kamwala, Lusaka Central-Male and Lusaka Central- Female) have been conducted.
- **77 people** we serve were identified in detention from January to December 2022. 74 have been released while two (2) are serving sentences and one (1) has an ongoing court case.
- **15 release interventions** made for detained refugees.

Registration and data management

- As of 31 December 2022, Zambia hosts a total of **81,098 people we serve**.
- **47 households** with inconsistent data in proGres have been resolved through the inconsistency module of ProGres v4.
- **23,904 documents** such as Alien cards for **8,328 individuals** (16% increase) **2,019 birth certificates** (4% increase) ,**114 Marriage certificates**. The number also comprises with **3,418 Health cards**, **2,125 travel document** for Refugee, **171 Convention travel document** and others.



Verification team brief Dr. Prosper M. Ng'andu, the Commissioner of Refugee from Government of Zambia (in the middle) during his visit at Mantapala Verification site in Kawambwa.

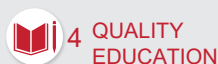


People we serve issued with documentation and were also given opportunity to proofreading the document before leaving Meheba verification.

Key achievements by sector



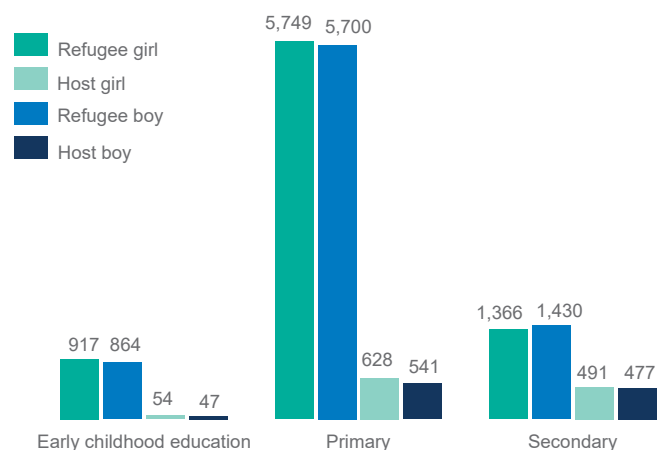
Education



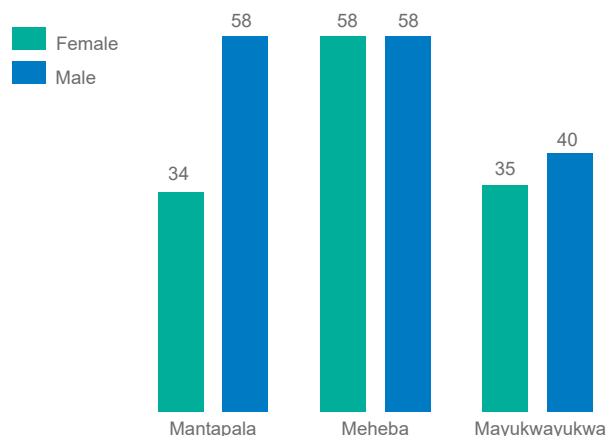
4 QUALITY EDUCATION

- **18,264 (girls 9,097)** 51% of the total number of school age going children (**35,688 - girls 17,809**) have been enrolled across **23 schools** from pre-primary to secondary. **2,238 (girls 1,173)** are from the host community. Indicating about 49% (17,424) of school age children are yet out of school with limited or no access to other skills development programmes.
- **283** (127 females) including **120** incentivized and **163** Government paid teachers have been deployed across schools in the settlements.
- **200** (males 123 and females 77) refugees have been enrolled at Cavendish University Zambia (CUZ) under the UNHCR/CUZ scholarships.
- **30 refugees** have been awarded the DAFI Scholarship to pursue Technical and Vocational Education and Training (TVET) and university degrees in Zambia.
- **6 refugees** received scholarships from the University Corridors for refugees project – UNICORE, a UNHCR supported initiated in Italy, to pursue master's degree courses across universities in Italy.

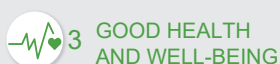
No. of students enrolled in schools and early childhood



No. of teachers per settlements



Health and Nutrition



3 GOOD HEALTH AND WELL-BEING

- **11 health facilities** are supported by UNHCR.
- **12,725 women and girls** accessed sexual reproductive health services. 423 individuals reached with mental health and psychosocial support.
- **7,092 people we serve** tested for COVID-19 from Jan-Nov 2022 bringing the cumulative figure to 13,008 since the inception of the vaccine.
- **8,283 people we serve** got the first dose (cumulative).
- **13,803 people we serve** were fully vaccinated (cumulative).
- **229,706** (male:110,882; female:118,824) individuals sensitized on Covid-19 prevention measures.
- **1,429 under five children with severe acute malnutrition** registered on therapeutic supplementary feeding programme.
- **2,042 under five children with moderate acute malnutrition** registered on therapeutic supplementary feeding programme.
- **139 Sexual Reproductive** volunteers trained in providing youth friendly services and use of Adolescent SRH tool kit.
- **100 Community Promoters** supported with logistics.
- **90 TB** supporters and Health workers trained in active case detection and management including Multi Drug Resistant TB.
- **407 GeneXpert** sample collection kits provided.

Key achievements by sector

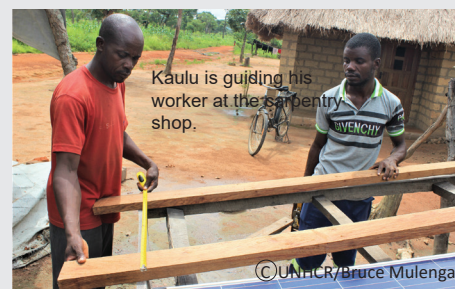


Livelihoods



8 DECENT WORK AND ECONOMIC GROWTH

- **132 people** received grants to start or expand their existing businesses. The group include 118 people we serve and host 14 community members.
- **4 savings** and credit groups (3 for people we serve, 1 for host community) were supported with credit from Agora Microfinance.
- **10,000 items** (curved pots, wall hangings, baskets etc.) were produced by refugee and host community artisans and sold in local and overseas markets through a partnership with Good Neighbors, Tribal Textiles with support from Made 51.
- **10 people** were trained in basic principles of design cutting and tailoring as the first step to the operationalization of the tailoring and design centre in Mantapala refugee settlement.
- **140 farmers** were trained in agronomic practices to produce nutrition-dense crops like Orange fleshed, Vitamin A - rich sweet potatoes and Iron/Zinc rich beans.
- **9 Youths** were trained in financial management and transparency for startups and established businesses that included those managing the ICT center, running restaurants, operating as tailors, and doing petty trading.
- **2 savings groups** were supplied with cash boxes and stationery.



With a little help from UNHCR's livelihoods partner Caritas Czech Republic (CCR) and a stipend from another assistance partner, Norwegian Church Aid (NCA), Kaulu Mututu, 35, a Congolese refugee's productive life in Mantapala settlement has been revamped. With the support of \$230 from CCR and after being paid \$50 by NCA for working on a construction project in the settlement, Kaulu bought some tools and started a small-scale carpentry business from which he earns income from making furniture. Furthermore, the Government's Ministry of Community Development and Social Services (MCDSS) provided Kaulu with free capacity-building training in business skills.

From the funds generated from the carpentry business, Kaulu now owns a two-hectare farm growing maize and rearing poultry, which he bought in 2021 using the savings from his businesses. He has also built a brick house in Mantapala settlement.



Energy, Environment and Climate Change



7 AFORDABLE & CLEAN ENERGY



13 CLIMATE ACTION

- **1 joint cooking and environment assessment** with Geneva Technical Hub (GTH) in Meheba refugee settlement was conducted to identify potential environmental degradation caused by human activity, and to propose tailor-made and context-adapted mitigation measures.
- **1 tripartite Memorandum of Understanding (MoU)** for refugee settlements electrification was developed and signed by COR, Rural Electrification Authority (REA) and UNHCR. The MoU will enable these institutions to mobilize resources individually and jointly for the implementation of the Government of Zambia's 2019 GRF electrification pledge.
- **1 joint proposal** was developed and submitted to Arab Bank for Economic Development in Africa (BADEA) to secure funding for solarization of public lighting in Mantapala, Meheba, and Mayukwayukwa refugee settlements and host communities.



Refugees youth led solar drip irrigated cooperative plot and depending on Agrochemicals such as pesticides, herbicides, fungicides and fertilizers for the production of agricultural market goods in Meheba settlement.

Key achievements by sector



Cash-Based Interventions (CBI)



8 DECENT WORK AND ECONOMIC GROWTH

- Out of **2,286 Persons with Specific Needs (PSNs)** supported with cash grants, **84%** reported **reduced feelings of stress**.



WASH



6 CLEAN WATER AND SANITATION

- **2464.56** cubic meter of potable water produced every day serving the daily water needs of 80,923 people we serve providing on average 26 liters per person per day, thus exceeding the UNHCR post-emergency standard of more than or equal to 20 liters per person per day for water quantity.
- **159 handpumps**, 9 solar powered water systems and 9 diesel-powered water systems provided access to potable water to 93,327 people we serve within less than or equal to 200 meters from their dwellings as well as maintained on average 166 user per usable handpump/well/spring and exceeded the UNHCR post-emergency standards for water access.
- **26 times** water samples were tested for water quality, verified that the potable water provided to 80,923 people we serve is qualifying the UNHCR standards on potable water from protracted source.
- **48 handpump** menders, trained via 11 trainings, maintained 159 handpumps and ensured that people we serve have uninterrupted and sustained access to potable water.
- **9 mechanized** water systems were solarized that in result saved 3,240 liters of fuel per month and reduced carbon footprint by 75 to 90%, another milestone achieved by the CO UNHCR Zambia contributing to greening.
- **80,923 people we serve** were provided access to safe sanitation with privacy and protection with an average of 91% households having a household toilet/latrine and exceeded the UNHCR post-emergency standard by 6%.
- **63%** of 80,923 people we serve were reached with hygiene promotion messages this in result achieved 100% household's access to soap.
- **6 sites** were successfully assessed for Solarization and replacement of existing gensets providing power supply to a number of water systems (both community and institutions), under the Project Flow – new green UNHCR initiative to transform people access to clean water. Solarizing diesel-powered boreholes will reduce both carbon emissions and local air pollution levels. Approximately 180,000 tons carbon emissions will be avoided over a 10-year period as a direct result of Project Flow.



Shelter/Non Food Items



11 SUSTAINABLE CITIES AND COMMUNITIES

- **100 vulnerable persons** and **new arrivals** provided with support to construct temporary (Refugee Housing Units) and semi-permanent (mud walls and grass thatched) shelter in all refugee locations.
- **10,000 new arrivals and vulnerable refugees** (including women and girls of reproductive age) supported with assorted Core Relief Items (CRIs), which include sanitary pads, buckets, soap, tents, sleeping mats, blankets, lamps, kitchen sets, secondhand clothes and female underwear.



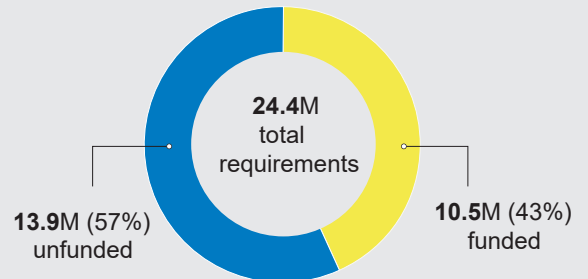
Funding

UNHCR is grateful for the earmarked from the United States of America, Japan, German, European Union, UN Programme on HIV/AIDS, UN Trust Fund for Human Security and softly earmarked funding throughout the past years which has allowed the UNHCR operation in Zambia to continue providing protection, assistance and solutions to people we serve including refugees, asylum-seekers and former refugees in three settlements and urban areas.

UNHCR operation in Zambia has traditionally received limited earmarked funding and is highly dependent on allocation of softly earmarked and unearmarked funding.

Due to lack of adequate resources, UNHCR has not been able to fully implement its programme in Zambia and therefore critical gaps remain impacting the quality of services provided for people we serve.

Funding as of December 2022



UNHCR is grateful to all donors for continuous support

