



CONGOLESE SITUATION

RESPONDING TO THE NEEDS OF DISPLACED CONGOLESE AND REFUGEES

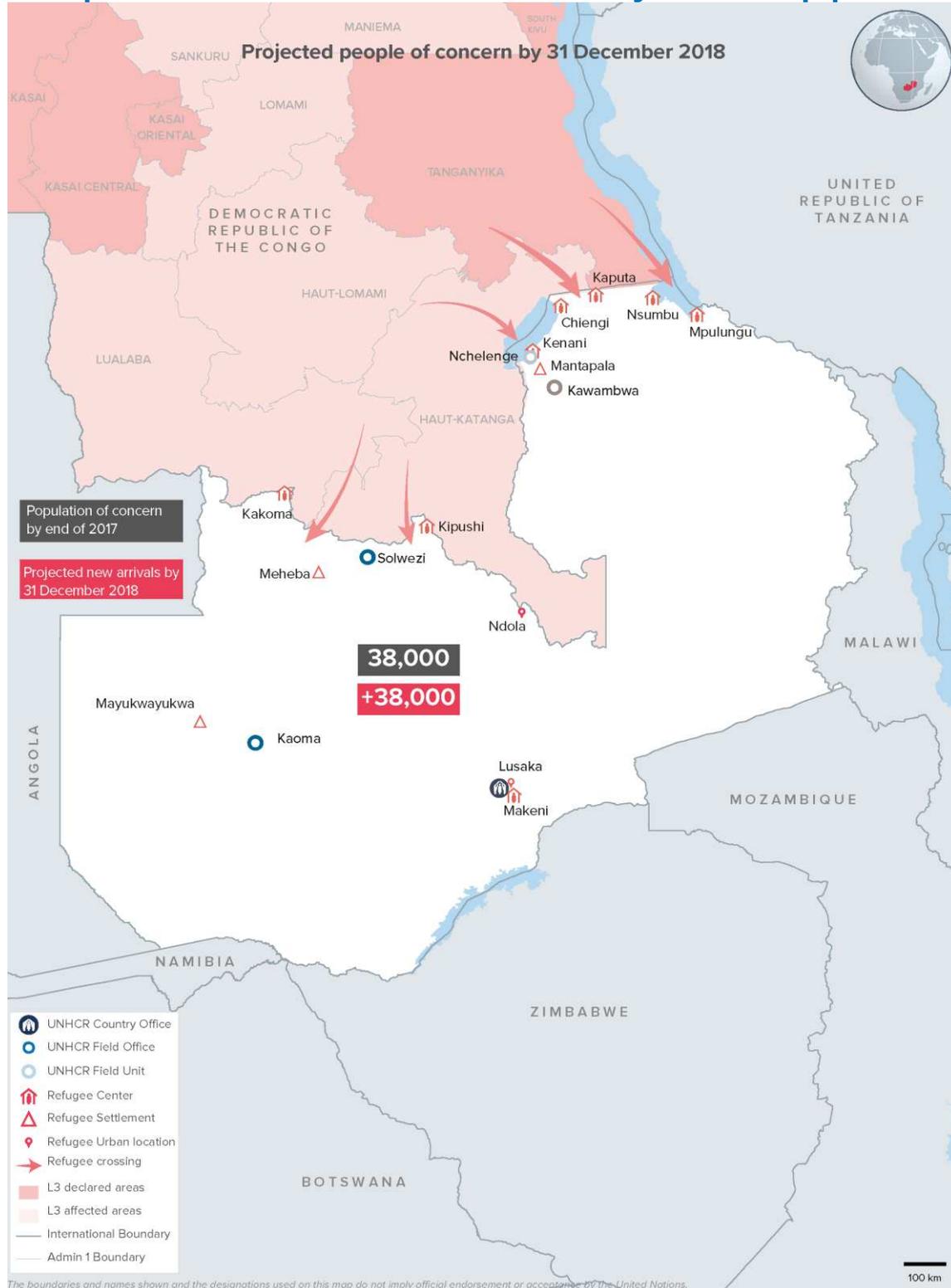
ANNEX - ZAMBIA

Supplementary Appeal

January - December 2018

Zambia

Map of the area covered by this appeal



Overview



807,000

Congolese refugees expected to be hosted in the region by end 2018



76,000

Congolese refugees expected to be hosted in Zambia by end 2018



76%

Of Congolese refugees are women and children



UNHCR Presence

48 existing national and international staff
4 offices in the country

The Zambia country annex is part of the supplementary appeal for Congolese situation, which outlines UNHCR's protection interventions planned in 2018 and its response to the additional and most urgent needs of people of concern fleeing from the DRC.

Since 30 August 2017, Zambia has witnessed an upsurge in new arrivals from the Democratic Republic of the Congo (DRC), mainly fleeing armed conflict in Pweto in Haut Katanga and Moba in Tanganyika Provinces, with a few from North and South Kivu. While most of the new arrivals enter through the Chiengi border area, some are also crossing into Zambia through other entry points.

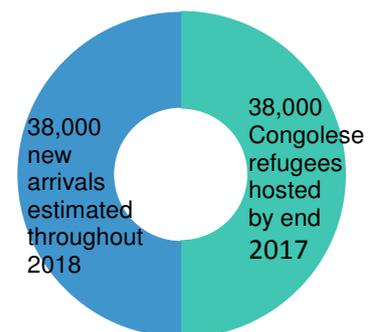
Half of the Congolese refugee population in Zambia resides at Kenani transit centre in Nchelenge district, Luapuala Province in northern Zambia, where UNHCR and partners provide emergency life-saving assistance. New arrivals from the DRC entering through other border entry points, as well as those who have been in Zambia for a protracted period, are hosted in Meheba and Mayukwayukwa refugee settlements, in the North Western and Western Provinces of Zambia, while others reside among local communities and in urban areas.

Together with the Government, UNHCR, UN agencies and partners are mobilizing efforts to provide protection and assistance to refugees in the new settlement in Mantapala, Nchelenge district, to where all refugees from Kenani transit centre will be relocated. Through the Ministry of Home Affairs and UNHCR, the Government coordinates with other line ministries involved in the refugee response.

The situation remains volatile in the Katanga and Tanganyika Provinces of the DRC, and UNHCR expects refugee flows will continue in 2018 with 38,000 new Congolese refugees in 2018 in Zambia, bringing the Congolese refugee population to 76,000 by the end of December.

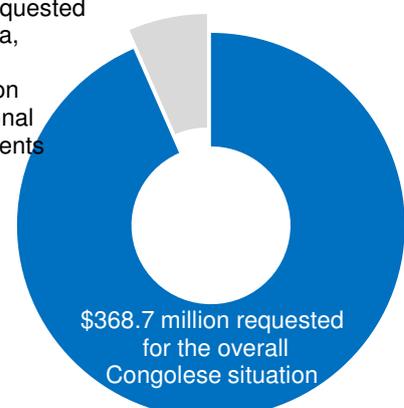
UNHCR's strategy response will focus on ensuing access to territory and providing protection and lifesaving support to refugees. The Office will continue advocating and supporting the local authorities for the inclusion of refugees in national programme and services.

Population of concern



Financial requirements

7% or \$32 million requested for Zambia, including \$20 million of additional requirements



Needs and response

Identified needs

The conflict in Haut Katanga and Tanganyika provinces in the DRC has led to the displacement of thousands of Congolese refugees to Zambia since August 2017. UNHCR and its partners have ensured that refugees, have access to protection, health services, WASH, shelter and security. During 2017, UNHCR and partners undertook a country-wide verification of all people of concern in Zambia as well as biometric registration and documentation of all new Congolese arrivals. Core relief items were pre-positioned at reception centres in Chiengi and Mpulungu and the Office supported some 13,000 refugees with core relief items.

The Congolese situation has created considerable humanitarian needs:

- The presence of huge numbers of refugees has generated substantial humanitarian needs, particularly in Nchelenge, and has had enormous socio-economic impact on the northern part of the country, which lacks adequate infrastructure and ranks low on the UN Human Development Index.
- Despite this enormous impact, the Government of Zambia has kept its open-door policy. The District Joint Operations Committees (DJOCs) in entry districts have continued to be the frontline operatives in receiving, screening and granting of refugee status to the new arrivals.
- A large number of refugees arriving in Zambia are unaccompanied and separated children.

Response

Throughout 2018, UNHCR interventions will be guided by the following strategic priorities to respond to protection and immediate needs of Congolese refugees:

Access to territory and legal assistance—The Government of Zambia is granting *prima facie* refugee status to those fleeing the conflict in Katanga and Tanganyika provinces and is screening out non civilian elements to maintain the civilian character of asylum. UNHCR and partners will assist the Government of Zambia in providing protection and legal assistance to Congolese refugees by strengthening and reinforcing the protection response. UNHCR will undertake regular border monitoring and emergency transportation assistance to ensure admission of refugees to safety in Zambia.

UNHCR will also conduct individual and biometric registration and documentation for all new arrivals at individual (Level 2) registration. UNHCR expects refugees will be issued with longer-term identity documentation such as proof of registration, refugee identity card and certificate, in line with the new Refugee Act of 2017 and the current practices of the Office of the Commissioner for Refugees. New arrivals from the other parts of the DRC in other reception/transit centres in Zambia will also be registered biometrically and will undergo refugee status determination through normal procedures by the Government authorities, the DJOCs or by the Commissioner for Refugees in Lusaka and after recognition, they will be issued with refugee cards and certificates. UNHCR will support the Government in strengthening its capacity to undertake timely and quality registration and refugee status determination.

Protection including emergency response—UNHCR will strengthen the reception capacity at several of the scattered border entry points, at the Kenani transit centre and the newly established Mantapala settlement, as well as in the transit centres in Meheba and in Lusaka to accommodate new arrivals. The Office will strive to maintain effective case management and multi-sectoral response for refugees at the reception centres at the border, transit centres and those relocated to the three settlements of Mantapala, Meheba and Mayukwayukwa, and advocate with the Government to extend the same assistance to refugees who continue to live in local communities. Particular emphasis will be

given to establishing effective sexual and gender- based violence (SGBV) and child protection prevention and response mechanisms as well as services to attend to the needs of vulnerable refugees with specific needs, especially given the large proportion of women and children amongst the new refugees.

Provision of lifesaving support—UNHCR will ensure provision of basic services public health, food and nutrition, WASH, energy, education and shelter to up to 76,000 refugees in Mantapala, Meheba Mayukwayukwa and Lusaka. UNHCR will provide core relief items and basic services at the transit centres in all locations and at the border entry points.

Promoting inclusion of refugees in national programmes—UNHCR will advocate with the Government for access to and inclusion of refugees in national service delivery systems, wherever possible. The Office will also extend support to affected district authority systems to strengthen their service delivery in refugee hosting areas.

Self-reliance and livelihoods improved—Promote livelihood activities to enhance self-reliance in the Mantapala, Meheba and Mayukwayukwa refugee settlements as well as in urban areas.

Congolese refugees flee violence and security



Congolese refugees fleeing violence and insecurity are biometrically registred at Nchelenge Transit Centre in Chiengi, Luapula Province, northern Zambia. ©UNHCR/Pumla Rulashe

Insecurity and clashes between Congolese security forces and local militia groups forced several thousand Congolese refugees to flee to the Chiengi District of northern Zambia in September 2017. Arrivals are fleeing the provinces of Haut-Katanga and Tanganyika, in the south-east of the DRC and have reported killings, rapes, looting and burning of houses. Asylum-seekers, most of them women and children, are in urgent need of protection and life-saving assistance including food, water, health care, shelter and sanitation. Many children are arriving malnourished.

As UNHCR and partners coordinate the emergency response, the Zambian authorities are registering and relocating new arrivals from the border area to a transit centre in Nchelenge District, 100 kilometres away. Refugees crossing from the DRC into Zambia are hosted temporarily at the Kenani transit center, close to the border. Over 9,000 people are currently staying at the center, receiving assistance from the authorities, UNHCR and partners. Psychosocial support, as well as care for people with specific needs-27 per cent of the refugee population- is urgently required.

Key intervention areas



Protection

UNHCR's strategy will focus on access to territory, reception, registration, access to protection services, prevention and response to SGBV and addressing the protection needs of unaccompanied and separated children and those with specific needs. UNHCR will:

- Ensure access to territory and to asylum, and respect the principle of non-refoulement.
- Ensure that the civilian character of asylum is maintained.
- Support the Government in the registration and documentation of all new refugee arrivals and conduct individual and biometric registration and documentation for all new arrivals.
- Engage with communities as agents of protection, including through community leadership structures.
- Mainstream protection and age and gender considerations in assessment, design, implementation and monitoring of the programmes.
- Establish referral mechanisms and individual case management systems.
- Build the protection capacity of protection actors joining the emergency response, including refugee volunteers engaged in various committees.
- Provide protection to people with specific needs and set up SGBV prevention and response including clinical management of rape survivors, psychosocial support specifically for women and girls, and provision of dignity kits to women of childbearing age.
- Undertake timely best interests assessments and determinations as required and ensure an effective child protection case management system and referral pathways exists and functions for all unaccompanied and separated children.



Education

UNHCR and its partners will strengthen the capacity of the Government of Zambia and support the Ministry of Education to meet the educational needs of refugees. UNHCR will:

- Support early childhood education, primary and secondary education of refugee children, through establishment of community school, pending access to formal Government schools.



Shelter and core relief items

Bearing in mind the parameters set by the Government of Zambia, UNHCR will:

- Ensure availability of construction materials to build shelters, provide assistance to vulnerable households for the construction of shelters, and distribute core relief items in all settlements receiving new arrivals.
- Together with the Government, work on the new site development, including establishment of infrastructure, water supply, solar generated electricity, health clinics, sanitation facilities and communal areas.



Health and nutrition

UNHCR will strengthen, expand and support the health services to meet the health needs of the refugees, through national systems when feasible. In addition, the Office will assist the existing and new coming refugees with time-limited food interventions to support the well-being of the refugees during the initial phase of the settlement in Zambia. Through its partners, UNHCR will:

- Ensure access of refugee population to general consultation is guaranteed, including antenatal and postnatal care.
- Maintain appropriate referrals for refugees to secondary health care facilities.
- Build capacity of health staff and non-health staff and refugee community health workers.
- Provide complementary feeding with partners in Mantapala settlement. Kitchen gardening will also be supported to boost nutritional intake for the population before livelihood activities are put in place.
- Support existing cash-based interventions programmes in Meheba and Mayukwayukwa.



WASH

UNHCR will take a lead in supplying potable water and regarding sanitation of the settlement. UNHCR will:

- Ensure construction of latrines and a water distribution system.



Community empowerment and self-reliance

UNHCR will strengthen the local capacity to host refugees and promote peaceful coexistence among refugees and with host communities. UNHCR will:

- Conduct community support projects and strengthening community involvement and resilience across all sectors in refugee hosting areas, benefiting both refugee and host population communities.
- Increase livelihood sustainability and limit refugees' long-term dependency on food aid including through cash-based interventions.
- Increase environmental protection and restoration interventions to avoid environmental impact and degradation.



Logistics and operations support

UNHCR will ensure timely provision of immediate life-saving needs and support effective sourcing, transportation, delivery, storage, distribution and accounting for assistance including programme support. UNHCR will:

- Ensure safe and dignified transport of refugees and their belongings during relocations.

Coordination and working in partnership

The Congolese refugee response in Zambia is led and coordinated by the Government of Zambia, through the Office of the Commissioner for Refugees in the Ministry of Home Affairs at the national and field level, supported by UNHCR and the United Nations Country Team, through the Resident Coordinator.

Coordination and collaboration between UNHCR and its partners will continue at all levels of the operation, and through formal as well as informal mechanisms, through joint planning and regular meetings to share information and experiences on progress of implementation, challenges faced, lessons learnt and best practices. Monitoring of partners' activities will be ongoing. Briefings of donors will be held periodically. Weekly inter-agency coordination meetings are held in Lusaka and Nchelenge, with the participation of government departments, UN agencies and partners.

In line with the Refugee Coordination Model, UNHCR leads and coordinates an inclusive and collaborative refugee response with a focus on further enhancing partnerships. The ongoing response for new arrivals from the DRC forms part of the rolling-out the Comprehensive Refugee Response Framework (CRRF) in Zambia, including the identification of sustainable response strategies and involvement of development actors from the onset of an emergency. UNHCR, together with a broad range of partners, will support the Government in applying the CRRF approach and seeking increased support for refugees and host communities aligned with priorities of national and local development plans. One objective for the refugee response in 2018, in particular as the emergency stabilizes, will be to increase the inclusion of refugees into national service delivery, for instance in education and health, while at the same time strengthening the capacity of these structures.

Financial requirements

UNHCR's 2018 ExCom budget for Zambia to respond to the Congolese situation includes \$12,049,067. To address the additional needs of Congolese refugees fleeing from the DRC to Zambia, UNHCR has established a supplementary budget for the requirements amounting \$32,049,067, presented below.

	CONGOLESE SITUATION		
	ExCom Budget and subsequent adjustments related to the Congolese situation	Additional requirements	Total
Fair protection environment	123,737	244,017	367,754
<i>Law and policy</i>			
<i>Access to legal assistance</i>			
<i>Access to the territory and risk of refoulement</i>			
<i>Public attitude towards people of concern</i>			
Fair protection processes and documentation	1,983,945	1,878,934	3,862,879
<i>Reception conditions</i>			
<i>Status refugee determination</i>			
<i>Civil registration and civil status documentation</i>			
<i>Registration and profiling</i>			
Security from violence and exploitation	948,208	1,098,079	2,046,287
<i>Protection related to detention</i>			
<i>Prevention of and response to SGBV</i>			
<i>Protection of children</i>			
Basic needs and services	4,804,329	11,768,962	16,573,291
<i>Health</i>	371,247	1,464,105	1,835,352
<i>Food security and nutrition</i>	864,950	2,476,777	3,341,727
<i>Shelter and infrastructure</i>	1,484,989	1,708,122	3,193,111
<i>WASH</i>	316,303	976,070	1,292,373
<i>Basic and domestic items</i>	371,247	3,904,279	4,275,526
<i>People with specific needs</i>	578,849	183,013	761,862
<i>Education</i>	519,746	568,561	1,088,307
<i>Energy</i>	296,998	488,035	785,033
Community empowerment and self-reliance	1,382,195	2,379,171	3,761,366
<i>Community mobilization</i>			
<i>Self-reliance and livelihoods</i>			
<i>Peaceful co-existence</i>			
Durable solutions	207,921	85,406	293,327
<i>Comprehensive solutions strategy</i>			
<i>Voluntary return</i>			
<i>Resettlement</i>			
Logistics and operations support	1,856,238	1,996,392	3,852,630
<i>Logistics and supply</i>			
<i>Programme management, coordination and support</i>			
Leadership, coordination and partnerships	742,494	549,039	1,291,533
<i>Camp management and coordination</i>			
SUBTOTAL	12,049,067	20,000,000	32,049,067
Support costs (7 per cent)	-	1,400,000	1,400,000
TOTAL	12,049,067	21,400,000	33,449,067

CONGOLESE SITUATION

RESPONDING TO THE NEEDS OF DISPLACED CONGOLESE AND REFUGEES

ANNEX - ZAMBIA

Supplementary Appeal

January - December 2018



UNHCR
hqfr00@unhcr.org

P.O. Box 2500
1211 Geneva 2

www.unhcr.org
reporting.unhcr.org

Published on February 2018

Cover photo:
Displaced and struggling to survive. © UNHCR/John Wessels