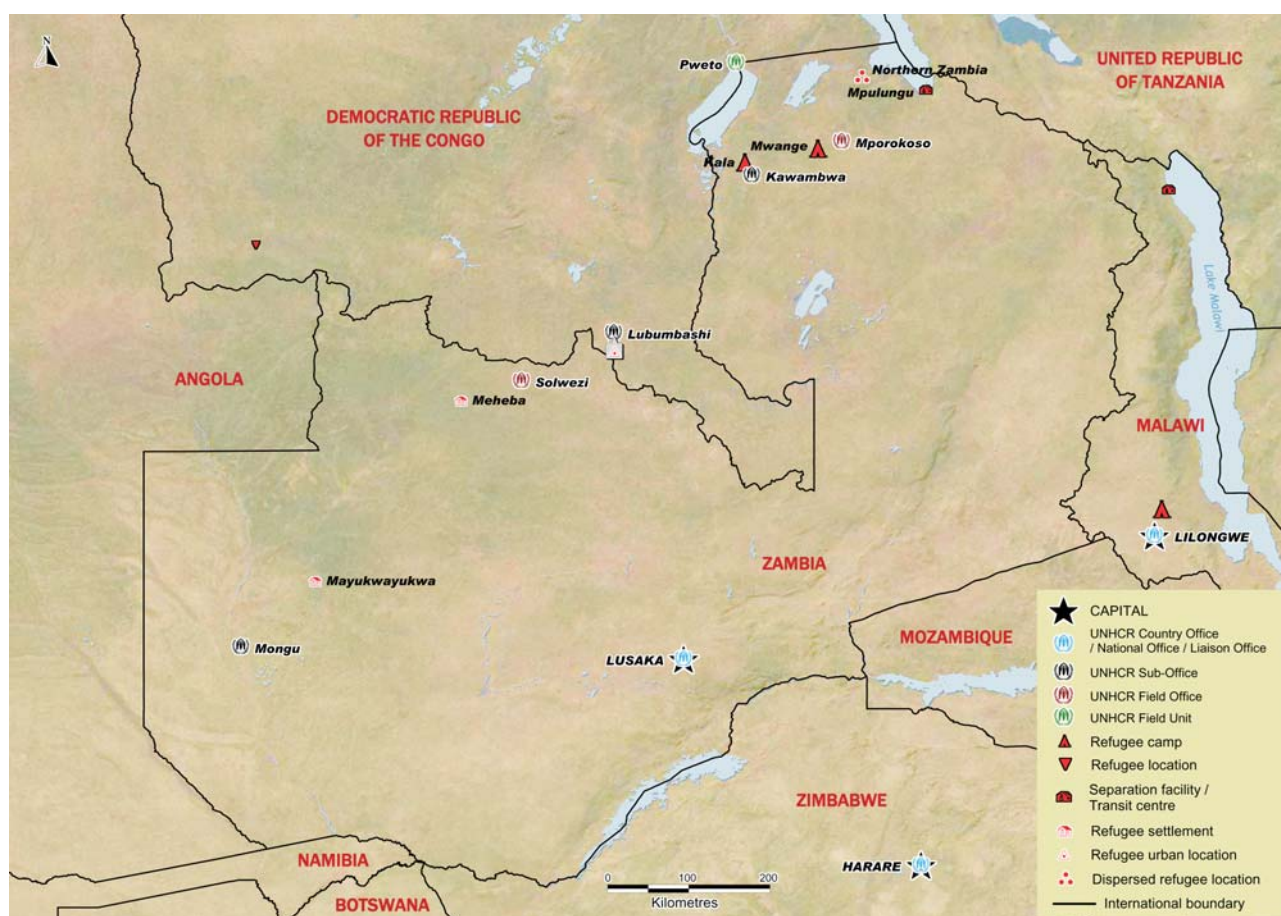


ZAMBIA



Operational highlights

- UNHCR collaborated with the Government of Zambia to repatriate some 9,700 refugees to Angola, Burundi, the Democratic Republic of the Congo (DRC), Rwanda and Uganda.
- Some 2,100 Congolese refugees who opted not to repatriate were relocated to the Meheba refugee settlement, allowing the closure of two camps.
- UNHCR and the Government conducted a comprehensive re-registration and profiling exercise covering some 31,000 refugees in the Mayukwayukwa and Meheba refugee settlements, as well as in urban areas.

Identity cards were issued to all refugees in the settlements above 16 years of age.

- Child protection was strengthened through the establishment of a Best Interests Determination (BID) panel, with the participation of the Government and other UN organizations.
- UNHCR facilitated the resettlement of almost 400 individuals to Australia, the United States and other countries.
- The Government of Zambia agreed to discuss the possibility of lifting its reservations to the 1951 Refugee Convention in the context of the 60th anniversary commemorations.

Persons of concern

Type of Population	Origin	Total	Of whom assisted by UNHCR	Per cent female	Per cent under 18
Refugees	Angola	25,300	2,400	49	54
	DRC	12,300	3,200	49	52
	Rwanda	5,700	600	45	50
	Burundi	2,200	300	44	50
	Somalia	2,000	50	37	39
	Various	330	-	37	35
	Various	330	330	42	46
Total		48,160	6,880		



A nursery at Mwange camp that supplies seedlings for environmental projects.

UNHCR / N. JAYA SINGHE

| Working environment |

The political situation in Zambia was generally stable during the year. However, the protection environment in the country, which has normally been receptive and generous towards refugees, was challenged at the beginning of 2010 when one refugee woman was killed during a demonstration and almost 40 refugees were expelled to their country of origin by the Government.

Mixed-migration movements to and through Zambia appeared to increase in 2010. Several groups of Somali nationals moving with the aid of smugglers were intercepted at border points and within the country.

| Achievements and impact |

● Main objectives and targets

UNHCR sought to strengthen the Government's capacity to protect refugees and others of concern by promoting the replacement of the 1970 Refugee Control Act with a revised refugee bill that meets international standards. It also advocated for the Government to lift all reservations to the 1951 Refugee Convention. Other objectives were to repatriate 12,000 Congolese refugees, close the two camps hosting them and relocate any refugees who remained to Meheba. Furthermore, UNHCR planned to repatriate some 3,600 Angolan refugees and resettle 1,300 Congolese and other refugees from Meheba and Mayukwayukwa.

UNHCR managed to repatriate some 9,300 Congolese refugees, which resulted in the closure of the Kala and Mwange camps. Some 2,100 Congolese refugees who did not

want to repatriate were relocated to the Meheba refugee settlement.

Against the planned target of 1,300 refugees for 2010, UNHCR facilitated the resettlement of almost 400 individuals to the United States, Australia and other countries, the majority of them with specific needs for legal or physical protection.

Favourable protection environment

- A small number of new arrivals from Burundi and the DRC sought asylum in Zambia during the year, while the number of Somali and Rwandese asylum-seekers increased. Those arriving in mixed-migration movements were granted access to the asylum system. Procedures for determining the best interests of refugee children at risk were introduced. Unaccompanied and separated children were systematically identified and registered during the re-registration exercise.

Fair protection processes

- Standards of registration and profiling were improved through a joint re-registration and profiling exercise conducted by UNHCR and the Office of the Commissioner for Refugees (COR). Almost 30,900 individuals in the Meheba and Mayukwayukwa settlements and urban areas were registered and verified. As a result, the *proGres* database contains personal data and information on educational and professional backgrounds and indicates whether or not an individual is willing to repatriate voluntarily. This information helps

in the planning of protection and durable solutions interventions. In addition, COR began registering asylum-seekers in *proGres* in line with agreements on registration.

Security from violence and exploitation

- UNHCR strengthened reporting and response mechanisms to address sexual and gender-based violence in the settlements by setting up drop-in centres and developing relevant capacity among Ministry of Community Development and social services staff.

Basics needs and services

- Basic humanitarian assistance in the areas of education, health, water and sanitation was provided in the settlements. Since the introduction of the school feeding programme in primary schools, the drop-out rate has declined and attendance has risen to 95 per cent. In 2010 traditional pit latrine usage increased to 83 per cent and 96 per cent in Meheba and Mayukwayukwa, up by 12 per cent and 1.4 per cent respectively, in comparison to the year before.

Community participation and self-management

- Elections of new refugee representatives were held in Meheba for the first time in decades. As a result of a gender quota used and intensive sensitization campaigns to encourage women candidates to register, women made up more than 30 per cent of elected representatives.

Durable solutions

- UNHCR facilitated the repatriation of more than 7,100 Congolese refugees from the Kala and Mwange camps as well as some 2,100 self-settled Congolese refugees to Katanga province in the DRC. Following the relocation to the Meheba settlement of some 2,100 Congolese refugees from Kala and Mwange, who opted not to repatriate to the DRC, the two camps were closed and handed over to the Government.
- Despite a strong willingness among them to return, only some 300 Angolan refugees from Meheba and urban areas were assisted to do so during the year due to delays in obtaining clearance from the Angolan authorities and lack of support for reintegration in the areas of return. There were no local-integration possibilities in Zambia for Angolan refugees.
- Almost 400 individuals were resettled in the United States, Australia and other countries, the majority of them with specific legal and physical protection needs. New procedures on resettlement were developed and a new case identification and referral system introduced.

External relations

- UNHCR maintained close contact with the donor community, organized several field trips to refugee locations and held bilateral briefing sessions, resulting in a good understanding of and support for the refugee

programme. The upcoming commemorations of the 60th anniversary of the 1951 Refugee Convention were used for advocacy purposes, and UNHCR sponsored several media briefings and other events which increased positive reporting on the refugee operation in the local and international press.

Logistics and operational support

- A mechanics' workshop was opened in Lusaka to service and maintain a fleet of vehicles for the refugee programme, helping to reduce costs. Other UN agencies see this as a model and have expressed interest in expanding the scope of the work of the UNHCR workshop.

| Constraints |

UNHCR's efforts to provide refugee protection and solutions in urban areas continued to be hampered by Zambia's reservations to the 1951 Convention's provisions on freedom of movement and the right to work. As a result of the encampment policy, an estimated 10,000 recognized refugees live in urban areas without the required residence permit, and consequently without registration in *proGres*, documentation and equal access to public services.

UNHCR's strategy to conclude the programme for Rwandese refugees also proved difficult to implement, owing to the lack of interest in voluntary return and challenges in obtaining the national passports required for residence permits on employment or study grounds.

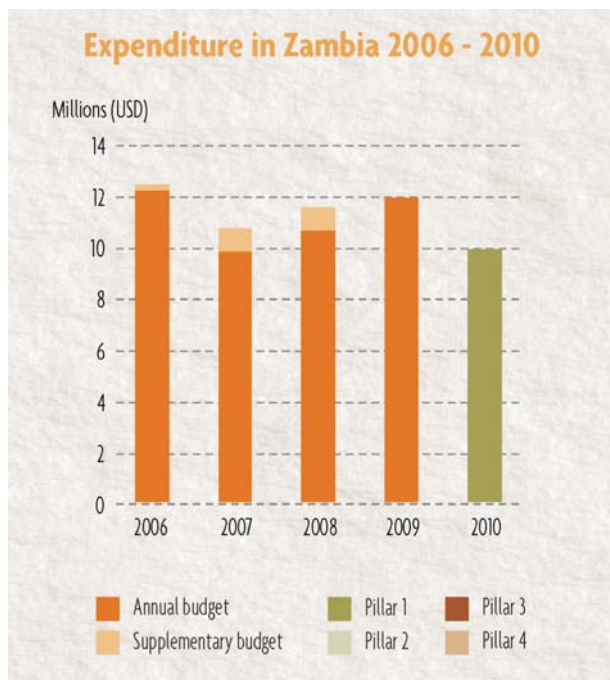
| Financial information |

In 2010, funds and human resources were directed towards registration, repatriation and relocation activities. At the same time, an acceptable level of resources was maintained for the implementation of other protection and assistance activities. Interventions such as logistical support to partners and UNHCR offices, rehabilitation of health and education infrastructure, improvement of staff accommodation, electrification of administrative buildings, provision of educational and recreational material and the implementation of self-reliance activities in the field could not be implemented with the limited funding available for the operation.

UNHCR's total budget in Zambia increased in 2006 because of the repatriation of some 8,300 Angolan refugees. In 2007 and 2008 the budget declined due to reduced numbers of beneficiaries following the repatriation of Angolan and Congolese refugees. In 2009, the total budget for Zambia increased slightly as a result of additional funding received for global needs assessment pilot projects. In 2010, the budget declined by 12 per cent owing to further repatriation of Congolese in 2009.

| Organization and implementation |

The Country Office in Lusaka managed and coordinated operations. The number of staff positions in Zambia at the beginning of 2010 stood at 99. UNHCR closed the two northern camps of Kala and Mwange as well as the



Mporokoso Field Office. The Kawambwa sub-office was reduced to a satellite office. Some posts were redeployed to other locations. The capacity of the offices overseeing the two settlements was reviewed and wherever possible, reinforced, mainly through relocation of positions.

UNHCR's presence in 2010

□ Number of offices	5
□ Total staff	86
International	8
National	58
JPOs	0
UNVs	18
Others	2

Working with others

UNHCR worked closely with the Office of the Commissioner for Refugees in the Ministry of Home Affairs at both national and field level. With the successful repatriation of Congolese refugees and the closure of the Kala and Mwanze camps, World Vision International and *Aktion Afrika Hilfe* ceased operations in the North and Luapula provinces at the end of 2010. Implementation of services in the two settlements was provided by ministries, under joint coordination by the Office of the Commissioner for Refugees and UNHCR. Coordination of the Congolese voluntary repatriation involved IOM, UNFPA and WFP.

Overall assessment

The re-registration and verification exercise, and the relocation of refugees from the northern camps became priorities in 2010 even though they had not been part of the initial operations plan. Staff of implementing partners also devoted a considerable amount of their human resources and assets (such as vehicles) to activities that had not originally been foreseen as high priorities.

The Protection and Community Services Units in the Mongu and Solwezi offices suffered from inadequate staffing. This resulted in extended missions from Lusaka staff to increase field capacity, increasing the administrative budget and affecting the implementation and monitoring of urban projects.

The limited capacity of implementing partners, both in the settlements and urban areas, resulted in UNHCR staff taking on more than a monitoring function to bridge the gaps.

Partners	
Implementing partners	
Government:	Ministries of Home Affairs, Health, Education, Community Development and Social Services, Agriculture, Energy, and Water Development
NGOs:	Africa Humanitarian Action, <i>Aktion Afrika Hilfe</i> , Forge, Grassroots Soccer, World Vision International
Others:	UNV
Operational partners	
NGOs:	FORGE
Others:	IOM, UNAIDS, UNFPA, UNICEF, WFP, WHO

Budget, income and expenditure in Zambia | USD

	PILLAR 1 Refugee programme	Total
FINAL BUDGET	12,273,937	12,273,937
Income from contributions ¹	1,708,557	1,708,557
Other funds available	8,183,777	8,183,777
TOTAL FUNDS AVAILABLE	9,892,334	9,892,334
EXPENDITURE BREAKDOWN		
<i>Favourable protection environment</i>		
National legal framework	26,425	26,425
National and regional migration policy	46,360	46,360
Prevention of statelessness	8,671	8,671
Co-operation with partners	112,013	112,013
National development policies	26,878	26,878
Public attitudes towards persons of concern	59,417	59,417
<i>Non-refoulement</i>	28,154	28,154
Environmental protection	102,798	102,798
Subtotal	410,717	410,717
<i>Fair protection processes and documentation</i>		
Registration and profiling	181,394	181,394
Access to asylum procedures	16,455	16,455
Fair and efficient status determination	45,302	45,302
Family reunification	26,529	26,529
Individual documentation	85,821	85,821
Civil status documentation	90,805	90,805
Subtotal	446,305	446,305
<i>Security from violence and exploitation</i>		
Impact on host communities	36,259	36,259
Law enforcement	95,536	95,536
Community security management system	56,257	56,257
Gender-based violence	71,360	71,360
Protection of children	62,514	62,514
Freedom of movement	17,432	17,432
Non-arbitrary detention	16,627	16,627
Access to legal remedies	102,977	102,977
Subtotal	458,963	458,963
<i>Basic needs and essential services</i>		
Food security	102,595	102,595
Nutrition	176,032	176,032
Water	129,134	129,134
Shelter and other infrastructure	130,785	130,785
Basic domestic and hygiene items	271,551	271,551
Primary health care	406,826	406,826
HIV and AIDS	363,468	363,468
Education	239,008	239,008
Sanitation services	63,818	63,818
Services for groups with specific needs	199,744	199,744
Subtotal	2,082,961	2,082,961

	PILLAR 1 Refugee programme	Total
<i>Community participation and self-management</i>		
Participatory assessment and community mobilisation	32,865	32,865
Community self-management and equal representation	43,798	43,798
Camp management and coordination	62,749	62,749
Self-reliance and livelihoods	216,659	216,659
Subtotal	356,070	356,070
<i>Durable solutions</i>		
Durable solutions strategy	89,157	89,157
Voluntary return	550,166	550,166
Resettlement	273,671	273,671
Local integration support	60,102	60,102
Subtotal	973,096	973,096
<i>External relations</i>		
Donor relations	39,239	39,239
Resource mobilisation	69,771	69,771
Partnership	45,728	45,728
Public information	98,031	98,031
Subtotal	252,769	252,769
<i>Logistics and operations support</i>		
Supply chain and logistics	2,143,979	2,143,979
Programme management, coordination and support	1,653,443	1,653,443
Subtotal	3,797,421	3,797,421
Instalments to implementing partners	1,066,973	1,066,973
Other objectives	47,059	47,059
Total	9,892,334	9,892,334

¹ Income from contributions includes indirect support costs that are recovered from contributions to Pillars 3 and 4, supplementary budgets and the "New or additional activities – mandate-related" (NAM) reserve. Contributions towards all pillars are included under Pillar 1.