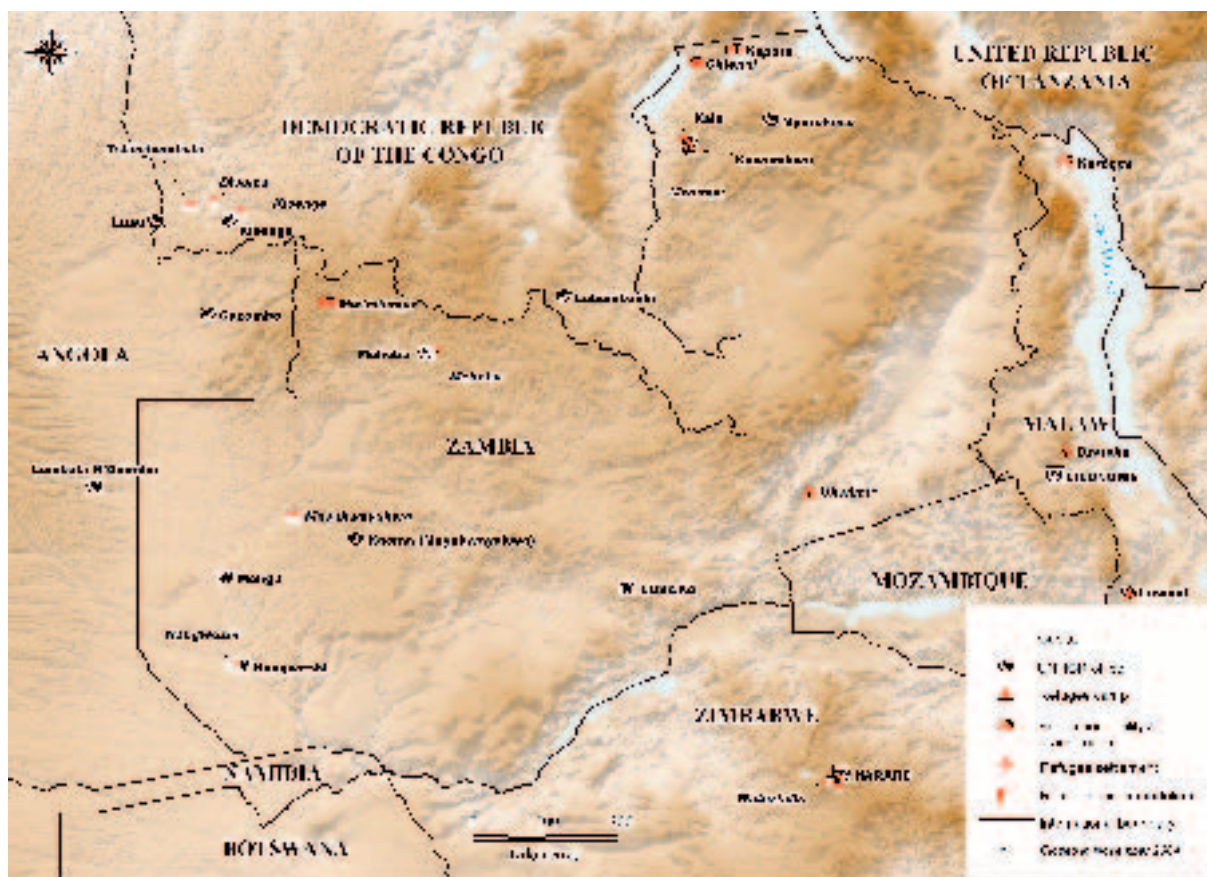


Zambia



Main objectives

Provide basic protection and assistance and search for durable solutions for refugees from Angola, the Democratic Republic of the Congo (DRC), Burundi, Rwanda and elsewhere; promote voluntary repatriation to Angola and explore possible alternative solutions; continue to underwrite the Government of Zambia's provision of security in and around the refugee camps.

Impact

- In Zambia, over 94,000 refugees were assisted. According to the Government of Zambia, some 75,000 non-assisted refugees have also settled spontaneously in the country.
- UNHCR organized the successful repatriation of some 36,000 Angolan refugees, who were transported by air or land to their final destinations. Further numbers of Angolan refugees repatriated spontaneously.
- Zambia received over 2,300 new Congolese refugees from the DRC. According to the Government of Zambia, 940 Congolese refugees from the northern camps in Zambia repatriated spontaneously to DRC.
- Thirty-two Rwandans returned from Zambia, while 30 Burundians returned to their country of origin.
- A resettlement officer was appointed to facilitate UNHCR's ability to meet increased demands from resettlement countries and refugees. A total of 495 refugees were resettled in third countries.
- Local integration was pursued primarily through the Zambia Initiative, aiming at reducing poverty in the refugee hosting communities in the western province of Zambia.
- UNHCR pursued strategies that were aimed at mainstreaming refugee issues into the agenda of UNDAF and with development actors in Zambia.
- Following the external audits of UNHCR, the Office incorporated regular financial training into programme management to ensure that continued improvement and rational resource utilization became permanent features.

- The mobile court convened three times at Nangweshi during 2003-2004 and police presence was strengthened in all camps.

Working environment

The context

As the Zambian Refugee Control Act of 1970 does not encourage the local integration of refugees, UNHCR continued to engage the Government of Zambia and Parliamentarians in a dialogue on drawing up new legislation more supportive of self-reliance of refugees and with prospects for local integration. Despite the missing legal framework for the integration of refugees, the Government remained committed to the Zambia Initiative project.

Congolese refugees in the north continued to rely entirely on international humanitarian assistance for their everyday needs as the Government of Zambia was unable to provide agricultural land. At the same time, insecurity in DRC led to a continued influx of small numbers of Congolese refugees.

Constraints

The poor state of access roads to Nangweshi and Mayukwayukwa and the airfield in Mongu presented huge logistical difficulties for the Angola repatriation operation. Communication facilities were far from ideal in most field offices, and access to the camps during the rainy season proved extremely difficult, necessitating pre-positioning of food, non-food items, fuel and other relief items.

Until October 2004, WFP provided complete food rations to refugees in all camps. The subsequent breakdown of the WFP food pipeline forced many refugees to leave the camps in desperation, without obtaining the necessary permits from the authorities, purely to seek to meet their basic food requirements. This situation had a dual negative impact on refugee welfare; healthwise, the nutritional status of refugee children declined; and security-wise, refugees were detained for unauthorized stay outside the camps. Donors responded to the crisis with in-kind contributions of sorghum to complement the food rations.

Persons of concern

Main origin/Type of population	Total in country	Of whom UNHCR assisted	Per cent female	Per cent under 18
Angola (refugees)	88,000	39,800	51	59
Democratic Republic of the Congo (refugees)	66,200	49,600	50	56
Various countries (refugees)	9,500	100	50	34
Rwanda (refugees)	5,800	3,800	46	46
Burundi (refugees)	1,800	800	43	39
Somalia (refugees)	1,700	-	42	30

Income and expenditure (USD) Annual programme budget

Revised budget	Income from contributions ¹	Other funds available ²	Total funds available	Total expenditure
16,466,818	5,682,311	10,658,002	16,340,313	16,338,722

¹ Includes income from contributions restricted at the country level.

² Includes allocations by UNHCR from unearmarked or broadly earmarked contributions, opening balance and adjustments. The above figures do not include costs at Headquarters.

Funding

Project planning was based on resource availability rather than addressing identified needs, which sometimes made it difficult to meet minimum standards. Urban refugees, asylum-seekers, transiting refugees and medical cases were the most severely affected by the funding shortfall. In education, minimum ratios were not achieved (teacher:student, book:student and desk:student ratios). The delivery of relief efforts was hampered by the postponement or cancellation of construction and maintenance works on access roads to and within the camps and settlements.

Inadequate funding limited UNHCR's ability to utilize the services of the Police Neighbourhood Watch scheme to enhance refugee protection. The reduction in the administrative budgets resulted in the cancellation of procurement of computer equipment and the replacement of ageing vehicles which meant a drastic reduction in official in-country staff travel.

Achievements and impact

Protection and solutions

In December 2004, a registration exercise was undertaken in all camps hosting Angolan refugees. It revealed a significant drop in the combined population of camps and settlements, from over 71,800 to some 39,800, and led the Zambian Government to close the Ukwimi camp; the remaining 289 camp residents were relocated from Ukwimi to Mayukwayukwa Refugee Settlement.

UNHCR advocated for increased employment and other local integration opportunities for urban refugees and assisted them in obtaining electronic identity cards and Convention Travel Documents that facilitated travel inside and outside Zambia.

UNHCR continued to provide support to the Zambia Initiative programme to support the move towards local integration of some 35,000 Angolan and other refugees at Nangweshi and Mayukwayukwa who were unable to return to their country of origin. Simultaneously, the Office continued to remind the Government of their responsibility to provide proper documentation for the smooth integration of these refugee groups.

Activities and assistance

Community services: Sanitary materials were provided to all women of reproductive age. There were 50 women represented in various leadership positions, including committees on management of food and non-food items. Vulnerable individuals were identified and assisted during the repatriation to Angola. Training initiatives to support peace and conflict resolution took place in all Angolan camps, while training on the rights of the child, women's rights and SGBV were conducted in all camps. Measures to combat sexual exploitation were strengthened through the work of SGBV task forces in Nangweshi, Kala and Mwanze. HIV/AIDS meeting places were established to raise awareness among young people.

Crop production: Under the Zambia Initiative, 1,400 households borrowed fertilizer, maize seed and ploughs from local development committees. After the harvest, the farmers in most areas succeeded in repaying more than 90 per cent of the loaned items. The harvest was so abundant that WFP was able to purchase the excess maize locally to feed refugees in Nangweshi and Mayukwayukwa.

Domestic needs/Household support: All newly arriving refugees were provided with non-food items. Vulnerable refugees enjoyed special consideration in the distribution of clothing and other essential items.

Education: There was almost 100 per cent enrolment in primary education in all camps. In Mayukwayukwa, however, enrolment remained low, as many refugees repatriated to Angola. Under the Zambia Initiative, activities included rehabilitation and construction of classrooms, latrines and staff houses.

Forestry: The environmental task forces continued their work, and the number of households using fuel-saving stoves increased significantly. This was a consequence of raising environmental awareness and engaging camp-based refugees in environmental activities, including environmental rehabilitation. It was not possible to meet the sector standards for the planting of trees to offset environmental degradation.

Health/Nutrition: Sufficient medical and health services were provided in all camps and malnutrition



Zambia: Congolese refugee children who attend classes at Kala Camp. UNHCR/N. Behring-Chisholm

rates remained at acceptable levels. Health outreach activities were enhanced in all camps. HIV/AIDS counselling and testing were enhanced. Under the Zambia Initiative, UNHCR constructed a health post and the Nangweshi HIV/AIDS drop-in-centre, providing counselling and relevant health information and advice, and the Senanga orphan day-care centre.

Income generation: Targeted efforts were directed at female-headed households, victims of SGBV, and HIV/AIDS patients. Various training programmes were offered in the camps to build refugee capacities and prepare them for return.

Legal assistance: UNHCR facilitated mobile courts to reduce the backlog of cases in Kala and Nangweshi camps and to contain SGBV. The police presence was enhanced in all camps, with UNHCR providing basic accommodation and supplies. A major weakness in the police presence was the shortage of female police officers willing to take postings in remote areas. UNHCR organized several protection training sessions for Government officials and implementing partners in camps. The “Amani group”, a pan-African parliamentary forum

aimed at fostering peace in Africa, visited refugee camps under the auspices of UNHCR. The Office also made it possible for Zambia’s Chief Immigration Officer to attend training on refugee protection in San Remo, Italy.

Operational support (to agencies): Implementing partners in the north were trained on UNHCR programme management and financial procedures. A number of old assets were replaced and UNHCR consolidated existing implementing arrangements, which led to a reduction in the number of partners.

Sanitation: Waste disposal was organized in all camps and over 90 per cent of households had access to family latrines. However, the supply of soap was inadequate and the quality of assistance fell below minimum standards.

Shelter/Other infrastructure: Sub-standard road infrastructure inhibited optimum programme delivery. Standards of assistance were not uniformly met throughout all camps.

Transport/Logistics: Centralized fuel procurement by UNHCR continued, with increased controls in the

field, resulting in considerable savings. The regional strategic stockpile of non-food items in Lusaka was maintained. It served to support Zambia and other countries in the region.

Water: Average water consumption in the camps/settlements was estimated at 20 litres per person per day in Mayukwayukwa and Meheba. In Nangweshi, average consumption was 21 litres per person per day. Water related activities in Meheba Settlement continued to be implemented by the Department of Water Affairs.

Organization and implementation

Management

UNHCR continued to manage and coordinate operations in Zambia with 106 staff (24 international and 82 national). Staff in Zambia also provided supervision of the offices in Malawi and Zimbabwe.

Working with others

Collaboration with the Government, donors and implementing partners remained excellent. UNHCR entered into partnerships with 12 implementing partners and two operational partners. In line with the Office's exit strategy, three district level government departments continued to implement UNHCR projects. UNHCR ended its partnership with YMCA to meet operational demands more effectively. The extensive field presence enhanced cooperation between UNHCR and its partners.

Overall assessment

UNHCR's overall objectives were met in 2004. Many useful lessons were learned in the context of the voluntary repatriation of the Angolan refugees. These lessons will guide the next phase of the repatriation in 2005 and prospective operations planning for the voluntary repatriation of the Congolese refugees.

The exit strategy is based on orderly progress in the voluntary repatriation of the Angolan and, eventually, Congolese refugees. From 2005, UNHCR will attempt to align the Zambian Initiative strategies

with other local integration projects in Meheba, Mayukwayukwa and Nangweshi camps. The Office has prepared the ground for active dialogue with the Government of Zambia on building a shared consensus and implementing strategies for a smooth takeover of the services currently rendered to refugees.

Offices

Lusaka

Kaoma (Mayuk Wayukwa)

Kawambwa

Mongu

Mporokoso

Solwezi

Partners

Government agencies

Commissioner for Refugees (Ministry of Home Affairs)

Department of Water Affairs (North Western Province)

District Health Office (Ministry of Health)

NGOs

Africa Humanitarian Action

Africare

Aktion Afrika Hilfe

Christian Outreach Relief and Development

HODI

Lutheran World Federation

World Vision International

YMCA

Zambia Red Cross Society

Others

IOM

Financial Report (USD)

Expenditure breakdown	Current year's projects	Prior years' projects
	Annual programme budget	Annual and Supplementary programme budgets
Protection, monitoring and coordination	3,992,610	0
Community services	162,137	227,267
Crop production	34,467	139,320
Domestic needs / household support	387,408	4,434
Education	246,536	348,942
Forestry	9,935	27,209
Health and nutrition	442,245	552,282
Income generation	27,556	83,822
Legal assistance	357,833	267,895
Livestock	0	17,395
Operational support (to agencies)	1,820,778	1,180,340
Sanitation	35,906	44,214
Shelter and infrastructure	26,262	164,601
Transport and logistics	876,575	444,179
Water	90,106	169,813
Instalments with implementing partners	4,877,467	(3,671,713)
Sub-total operational activities	13,387,821	0
Programme support	2,950,901	0
Total disbursements	16,338,722	0
Instalments with implementing partners		
Payments made	6,837,757	
Reporting received	(1,960,290)	
Balance	4,877,467	
Prior years' report		
Instalments with implementing partners		
Outstanding 1 January		3,508,222
Payments made		425,465
Reporting received		(3,671,713)
Refunded to UNHCR		(108,450)
Balance		153,524
Unliquidated obligations		
Outstanding 1 January		819,398
Disbursements		(582,820)
Cancellations		(236,578)
Outstanding 31 December		0