

Zambia

Main objectives

Provide international protection and material assistance to some 150,000 refugees, mainly from Angola, Burundi, the Democratic Republic of the Congo (DRC), and Rwanda; seek durable solutions for refugees, including naturalisation and repatriation whenever feasible, and resettlement where appropriate; maintain a high level of emergency preparedness to readily assist new refugees; enhance programme implementation, service delivery and monitoring through training in all sectors; special emphasis will be placed on operational security, administration and management, as well as emergency preparedness and response mechanisms; continue providing systematic support to the Zambian authorities to maintain the civilian and humanitarian character of the



refugee camps; provide limited assistance to refugee hosting communities, in order to promote local integration; at the same time, play a catalytic role in sensitising donors to the value of assistance to refugee hosting communities.

Persons of Concern				
Main Origin / Type of Population	Total In Country	Of whom UNHCR assisted	Per cent Female	Per cent under 18
Angola (Refugees)	188,400	90,500	48	59
DRC (Refugees)	49,200	45,200	51	56
Rwanda (Refugees)	5,030	4,500	51	-
Burundi (Refugees)	1,580	1,390	51	-
Asylum-Seekers	950	-	50	-
Somalia (Refugees)	940	940	50	-

Income and Expenditure (USD) Annual Programme, Trust Funds and Supplementary Programme Budgets					
	Revised Budget	Income from Contributions ¹	Other Funds Available ²	Total Funds Available	Total Expenditure
AB	17,076,104	11,105,690	5,802,460	16,908,150	16,470,825
SB	3,171,000	1,000,000	100,000	1,100,000	104,166
Total	20,247,104	12,105,690	5,902,460	18,008,150	16,574,991

¹ Includes income from contributions restricted at the country level

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

Impact

- Humanitarian assistance was provided to 142,530 refugees in camps. The 102,620 refugees who settled spontaneously elsewhere did not receive UNHCR assistance.
- While the number of refugees arriving from Angola and the Democratic Republic of the Congo (DRC) decreased, Angolan refugees started to repatriate spontaneously after the Government of Angola and rebel forces signed a cease-fire on April 4, 2002.
- In November 2002, UNHCR formally brought together the Governments of Zambia and Angola for the signing of a Tripartite Agreement.
- Following suggestions by the Inspector General and auditors, the management of the country programme incorporated regular self-assessments, ad-hoc audits, reviews and training activities. This resulted in a qualitative improvement in the services provided by implementing partners to refugees.
- Local integration was pursued by incorporating refugee issues into the UNDAF process.
- Refinement of the planning and preparatory processes of the Zambia Initiative (ZI), pursued in 2002, will be continued in 2003. A series of successful missions by interested donor countries were fielded to the project site. Project proposals were formulated leading to substantial resources being pledged and mobilised. Structures required within the Government of Zambia and the target communities (comprising of refugees and nationals), were set up and partly manned.
- No organised repatriation was undertaken to Burundi nor to the Democratic Republic of the Congo (DRC) under the DRC peace agreement signed in December 2002.
- UNHCR submitted the cases of 372 persons for resettlement to Canada, Denmark and the USA.

Working environment

The context

In 2002, there was a smaller influx of refugees than expected. The unremitting upheaval in the DRC, was punctuated by a mixture of dialogue, peace agreements, renewed fighting, and the withdrawal

of foreign forces in several areas. In Angola, the death of Jonas Savimbi, long time leader of UNITA, created a major political shift in the political and military balance, opening a window of opportunity for the repatriation of Angolan refugees. In November 2002, a Tripartite Agreement was signed between UNHCR and the Governments of Zambia and Angola. Spontaneous repatriation began following the signing of the Agreement, and organised voluntary repatriation will start in 2003.

The Government of Zambia continued its policy of welcoming and granting asylum to refugees. In addition, donors continued to show interest, monitoring the quality of assistance to refugees, particularly the co-ordination and protection roles of UNHCR.

Constraints

The food deficit of November 2001 continued until March 2002, after which UNHCR was able to restore and maintain a normal supply. The shortage in food affected not only nutrition, but also activities in the sectors of health and education. In addition, financial shortfalls led to: either a delay or cancellation of planned procurements; the inability of eligible schoolchildren and others to enrol in secondary education and vocational training; and the abandonment of income generation and agricultural activities.

The current Immigration Act restricts current and future prospects of naturalisation and employment. In the interim, UNHCR attempted to bring Government thinking around to the advantages of creating a legal environment more conducive to local integration. The repatriation of Angolans, Burundians, Rwandans and Congolese could not take place on a large scale on account of political and security problems in those countries.

The availability of land remained a significant problem. The isolation of refugee sites from the mass of the rural population is a consequence of what amounts to an administrative barrier erected by municipal laws governing the sharing of resources available to the local population, especially land. However, in Mwange and Kala, refugee families received small plots of land.

Funding

In the beginning of 2002, the programme was only partially funded, but by the year's end full funding had been received. A joint strategic planning workshop held in 2001 led to continued interest by donors in the implementation of the assistance programme in 2002.

Achievements and impact

Protection and solutions

The protection environment in Zambia remained favourable for refugees. However, some restrictive policies remain in place. UNHCR did not organise

or promote any repatriation movement from Zambia. Due to the new political situation in Angola, 10,000 refugees repatriated voluntarily, mainly from Meheba and Mayukwayukwa camps. However, the difficult conditions in Angola led to decreasing numbers repatriating during the course of the year. Rwandans and Burundians were accepted during the year as refugees, mostly settling in Meheba. In DRC, conflict resumed after the signing of the peace agreement, so the situation was not conducive for repatriation for Congolese. In order to prepare for future emergency needs of non-food items in Southern African refugee operations, a regional stockpile was put in place, with the construction of a warehouse, and the procurement and receipt of considerable quantities of non-food items and communications equipment.



Newly arrived Angolan refugees are being transferred from Shongombo to Nangweshi camp. UNHCR/B. Neeleman

There was a major qualitative improvement in resettlement in terms of efficient and transparent identification and screening of refugees. This allowed for an increase in resettlement applications and the successful processing of resettlement cases. Registration of rural refugees was accomplished, although no identity cards were issued. It was noted, however, that registration led to a reduction in the official refugee camp numbers.

The concept of High Commissioner's Five Commitments to refugee women was shared with implementing partners. Particular efforts were made in the recruitment of female counsellors to work in camps. Information and sensitisation campaigns on issues of sexual and gender based violence (SGBV) were carried out in all camps. UNHCR embarked on an energetic campaign to disseminate information about sexual violence and exploitation of refugees.

Activities and assistance

Community services: UNHCR integrated the socio-economic interests of refugees into the assistance delivery strategies, targeting particular skills and immediate needs. A Theme Group was established to prioritise community concerns. Guidelines for refugee empowerment are being developed for implementing partners.

Crop production: UNHCR supplied assorted agricultural inputs including some 66 metric tons of seeds, 70,000 seedlings, 15,500 agricultural tools, and 26,000 kg of fertilisers. Refugee households were allocated almost 20,000 hectares of land.

Domestic needs/household support: The reduction in existing refugee populations and the arrival of fewer new refugees allowed UNHCR to meet the majority of household needs. UNHCR distributed non-food items to most families and individuals. Donations of second-hand clothing were in sufficient quantities for all camps to benefit substantially.

Education: UNHCR focused on pre-school activities, primary education and the provision of scholarships. 6,066 children (3,140 females) were enrolled in pre-schools. There were 26,820 children (including 3,281 girls) enrolled in primary school, and 1,360 (381 girls) in secondary school; 5,769 adults (3,835 women) attended literacy and lan-

guage classes. Refugee teachers were employed and school materials were supplied, including furniture. Three additional permanent schools were built in Meheba and two primary schools in Mayukwayukwa. However, enrolment figures remained low in Meheba and Mayukwayukwa.

Food: The food deficit continued up to March 2002; after that, the food pipeline remained steady. The Government's decision not to accept genetically-engineered food created some anxiety over the stability of the food pipeline. Refugee leaders ensured the participation of refugees, including women, in the distribution of food.

Forestry: UNHCR employed refugees in the three main environmental activities: awareness, protection (guided harvesting of firewood) and environmental rehabilitation. In addition, the school curriculum included environmental awareness. Training was also provided to refugees on forestry conservation and municipal forest laws and fire prevention. Trees were planted in all camps.

Health/nutrition: Sufficient medical and health services to meet minimum standards were provided. Malnutrition rates were kept at acceptable levels except for Meheba camp (5.2 per cent). Health outreach activities in all camps were reinforced to include midwifery. In five out of six camps, an increased number of focal points (special co-ordinators) and multisector reproductive health/HIV-AIDS committees were put in place. A Reproductive Health programme remained in place in Meheba – for the provision of essential equipment, drugs and materials. Preventive measures were taken to control seasonal morbidity. Over 30,000 insecticide-treated nets were distributed to populations in Meheba, Mayukwayukwa, Nangweshi and Ukwimi. There was an outbreak of measles in all camps except Ukwimi. Tuberculosis and leprosy treatment in the camps continued to benefit from the national control programme (training, drug supplies and general management/reporting of cases).

Income generation: A variety of projects and training activities were undertaken in all camps and these were tailored to suit the relevant refugee population profile. Targeted efforts were directed at women, victims of SGBV and HIV/AIDS patients. Skills-training was offered in electrical work,

mechanics, carpentry, masonry, home economics, and tailoring.

Legal assistance: UNHCR held a Three Nations Seminar for Zambia, Zimbabwe and Malawi to discuss standard operating procedures for refugee status determination, urban residency status and harmonisation of asylum policy and resettlement. A workshop was held for police on security in camps. A repatriation workshop was held for implementing partners and government officials. UNHCR was involved in the establishment of social networks for the protection of women from SGBV. Workshops were undertaken in camps to sensitise refugees, officials and staff on issues of SGBV. The UNHCR code of conduct was explained and signed by implementing partners and UNHCR staff.

Operational support (to agencies): UNHCR initiated a series of activities to ensure cost-effective support to operations. Implementing partners were formally trained and coached on financial procedures and programme management principles. Implementation arrangements were completed in a timely fashion, project control was delegated to the field, procurement of significant programme requirements was centralised, and monitoring was intensified.

Sanitation: UNHCR organised waste disposal in all camps; Between 90 and 96 per cent of households had access to latrines. There were no major outbreaks of disease attributable to sanitation.

Shelter/other infrastructure: UNHCR met the shelter needs of all refugees. Roads and access routes were rehabilitated and maintained to serve the camps and prepare for the prospective repatriation in 2003.

Transport/logistics: 33 light vehicles and trucks were procured, contributing to enhanced delivery of goods and services. Fuel purchases for operations in Zambia were exempted from duties, which led to some savings in the programme budget. This considerable saving was used to cover financial shortfalls in other areas.

Water: There was an improvement in water production in 2002, the main concern being the high cost of running the reticulated systems. In Meheba, the Department of Water Affairs became one of UNHCR's implementing partners.

Organisation and implementation

Management

The UNHCR Branch Office in Lusaka managed and co-ordinated operations in Malawi, Zambia and Zimbabwe. Two sub-offices (in Kawambwa and Mongu) and three field offices (Mporokoso, Kaoma, Solwezi) remained in operation. In Zambia, UNHCR has 109 staff members (24 international, 77 national, five UNVs, and two JPOs).

Working with others

UNHCR co-ordinated and worked closely with 20 implementing partners (five Government Departments, 12 international NGOs and one national NGO). Other agencies involved were the WFP and UNDAF. The partnership with implementing agencies evolved positively, due to the strengthening of UNHCR's field presence, and the adoption of effective co-ordination and information-sharing practices.

Overall assessment

In 2002, humanitarian assistance in most sectors was satisfactory. However certain key sectors were affected by austerity measures. These included education, nutrition, agriculture and income-generation activities. The half food ration had a negative effect on school attendance rates and led to refugees leaving camps in search of economic opportunities. In Meheba, a quarter of the eligible school children were enrolled. In Mayukwayukwa, only half of the 8,930 eligible children were enrolled. UNHCR was not able to adopt food basket-monitoring regularly to measure the impact of food assistance, although a nutritional survey was carried out. The number of clinics in Mwange and Kala refugee camps was inadequate and measures will be taken to tackle this problem in 2003.

The management of UNHCR, both at the field level and in Lusaka has improved considerably in the areas of protection and monitoring. However, systems were not established to measure the impact of the assistance programme at the level of families and individuals. The financial management of

implementing partners also improved compared to 2001, but there was a lack of appropriate software packages to further consolidate financial transactions.

At the beginning of the year, funding for the first quarter had to be made to last until mid-year, largely as a consequence of the late response to cover the costs associated with the influx of Angolan refugees. This resulted in nervousness on the part of implementing partners vis-à-vis UNHCR's ability to sustain the programme. With the strong support and advocacy of the Southern African Liaison Unit at Headquarters, an additional USD 3 million was made available in the second half of the year, allowing the Office to reach year's end without much interruption to the programme. In 2003, the Zambia Initiative (the national development blueprint) will become operational. This will give UNHCR the opportunity to pursue the objectives of local settlement, and the inclusion of refugees in the national rural poverty reduction strategy.

Offices

Lusaka
Kaoma
Kawambwa
Mongu
Mporokoso
Solwezi

Partners

Government Agencies

Department of Social Welfare
Manpower Planning and Social Welfare
Ministry of Home Affairs
Ministry of Labour
Office of the Commissioner for Refugees

NGOs

African Humanitarian Action
Afrika Aktion Hilfe
CARE International
Christian Outreach Relief and Development
International Catholic Migration Commission
IFRC
Jesuit Refugee Services
Lutheran World Federation
Médecins Sans Frontières (France)
Worldvision
Young Men's Christian Association
Zambia Red Cross

Others

HODI
UNDAF
UNWFP

Financial Report (USD)						
Expenditure Breakdown	Current Year's Projects			Prior Years' Projects		
	Annual Programme Budget	Supplementary Programme Budget	Total	notes	Annual and Supplementary Programme Budgets	notes
Protection, Monitoring and Co-ordination	3,064,380	0	3,064,380		27,584	
Community Services	187,474	0	187,474		285,387	
Crop Production	79,727	0	79,727		223,417	
Domestic Needs/Household Support	468,066	0	468,066		269,233	
Education	433,973	0	433,973		217,363	
Food	3,039	0	3,039		5,277	
Forestry	35,516	0	0		18,233	
Health/Nutrition	660,593	0	660,593		478,964	
Income Generation	35,031	0	35,031		91,641	
Legal Assistance	561,260	13,579	574,839		88,004	
Livestock	0	0	0		65,000	
Operational Support (to Agencies)	1,490,583	0	1,490,583		819,855	
Sanitation	65,898	0	65,898		34,906	
Shelter/Other Infrastructure	183,725	0	183,725		735,890	
Transport/Logistics	1,894,826	0	1,894,826		750,163	
Water	106,536	0	106,536		138,628	
Instalments with Implementing Partners	3,919,677	84,000	4,003,677		(3,829,583)	
Sub-total Operational	13,190,304	97,579	13,287,883		419,960	
Programme Support	2,441,981	3,166	2,445,147		534	
Sub-total Disbursements/Deliveries	15,632,285	100,745	15,733,030	(3)	420,494	(5)
Unliquidated Obligations	838,540	3,421	841,961	(3)	0	(5)
Total	16,470,825	104,166	16,574,991	(1) (3)	420,494	
Instalments with Implementing Partners						
Payments Made	7,983,676	84,000	8,067,676		3,461,644	
Reporting Received	4,064,000	0	4,064,000		7,291,227	
Balance	3,919,677	84,000	4,003,677		(3,829,583)	
Outstanding 1st January	0	0	0		3,761,838	
Refunded to UNHCR	0	0	0		120,105	
Currency Adjustment	0	0	0		8,450	
Outstanding 31 December	3,919,677	84,000	4,003,677		(179,401)	
Unliquidated Obligations						
Outstanding 1st January	0	0	0		534,181	(5)
New Obligations	16,470,825	104,166	16,574,991	(1)	0	
Disbursements	15,632,285	100,745	15,733,030	(3)	420,494	(5)
Cancellations	0	0	0		113,687	(5)
Outstanding 31 December	838,540	3,421	841,961	(3)	0	(5)
Figures which cross-reference to Accounts:						
(1) Annex to Statement 1						
(3) Schedule 3						
(5) Schedule 5						