

# ZAMBIA CHAPTER OF THE DEMOCRATIC REPUBLIC OF THE CONGO REGIONAL REFUGEE RESPONSE PLAN

January-December 2018



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**Cover photograph:**

*A young Congolese refugee girl outside one of the shelter blocks of Nyarugusu Refugee Camp in Tanzania*  
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# FOREWORD

The Democratic Republic of Congo (DRC) is at the centre of one of the most complex, but forgotten refugee crises globally. Recently, worrying dynamics have manifested with conflicts breaking out in previously peaceful provinces and existing conflicts degenerating. The situation in DRC is a matter of grave concern, affecting more and more people as it continues.

Civilians, particularly in the eastern provinces and Kasai region of DRC, continue to flee their homes, seeking safety, protection and assistance in the DRC, and in neighbouring countries. Because of this, the Congolese refugee population is now among the ten largest in the world.

At the end of 2017, over 685,000 Congolese refugees were seeking protection in neighbouring countries, including Angola, Burundi, the Central African Republic, Rwanda, the Republic of Congo, South Sudan, Tanzania, Uganda, and Zambia, as well as in countries in Southern Africa and beyond. Of these, some 100,000 new refugees were forcibly displaced in 2017, as a consequence of the deterioration of the situation in the country. Already since the start of 2018, a further 55,000 Congolese refugees have fled to neighbouring countries bringing the total number of Congolese refugees in Africa to 740,000. The risk of further displacement remains high, with a disastrous impact on the precarious humanitarian situation in the DRC and the region.

The Regional Refugee Response Plan (RRP) for the DRC situation is an opportunity to address numerous gaps in the ongoing delivery of protection, assistance and services to Congolese refugees. It ensures a coherent and comprehensive inter-agency response, particularly through productive relationships with governments, non-governmental organizations, and civil society.

The Regional RRP is also a call to the international community, from governments to humanitarian and development actors, to demonstrate stronger commitment to addressing the situation facing DRC today. The situation requires support, adequate resources and collaboration so that protection and assistance can be delivered efficiently to Congolese refugees. The importance of our joint efforts and the responsibility to address continuous emergency needs through providing the necessary funding and ensuring coordination, is increasingly demanded by the gravity of the crisis.

Now more than ever, we need to renew our solidarity with Congolese refugees.

Thank you for your support.



**Ann Encontre**

UNHCR Regional Refugee Coordinator for the DRC Situation



## 2018 PLANNED RESPONSE – REGIONAL OVERVIEW

**807,000**

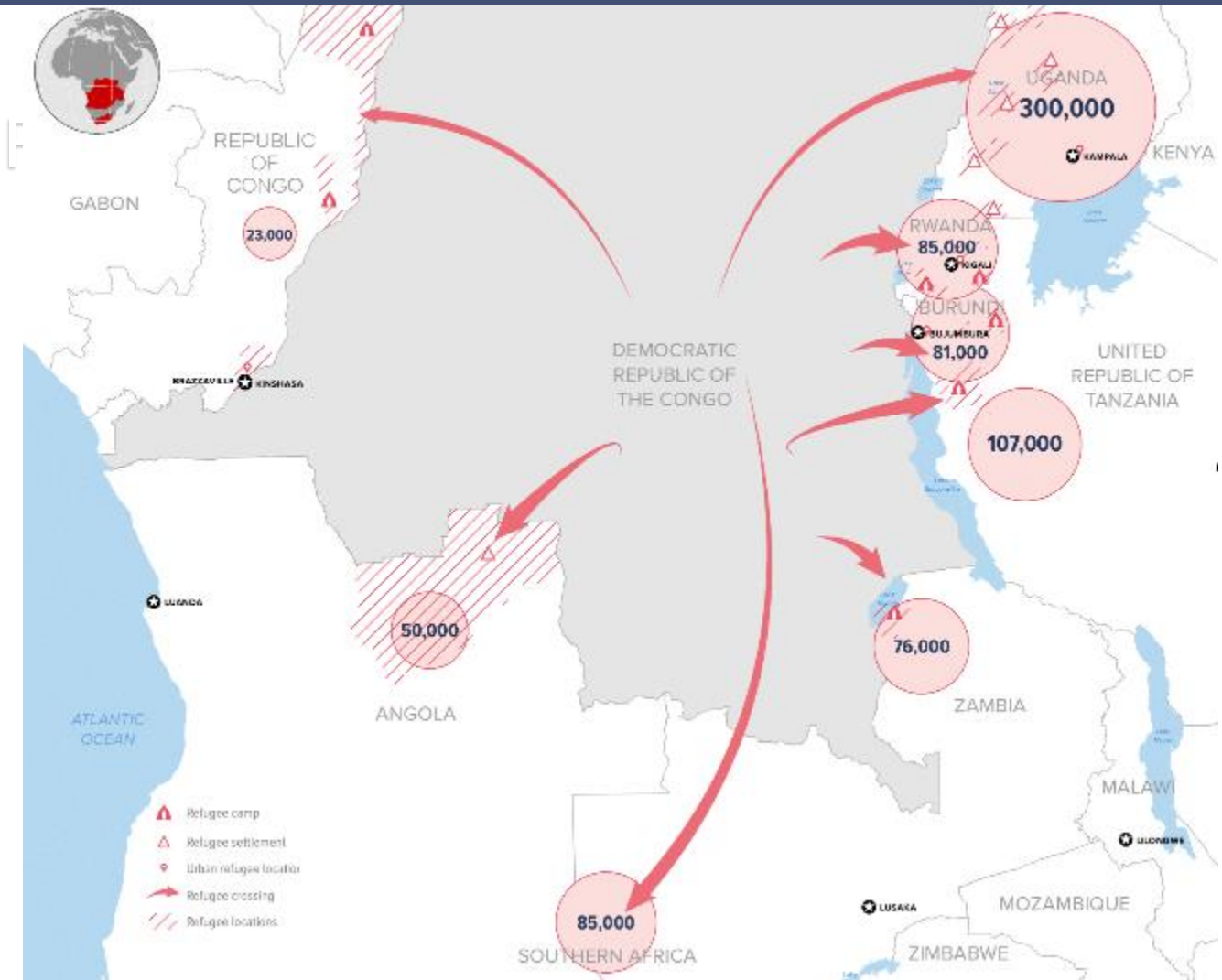
PROJECTED REFUGEE  
POPULATION

**US\$ 504M**

REQUIREMENTS

**31**

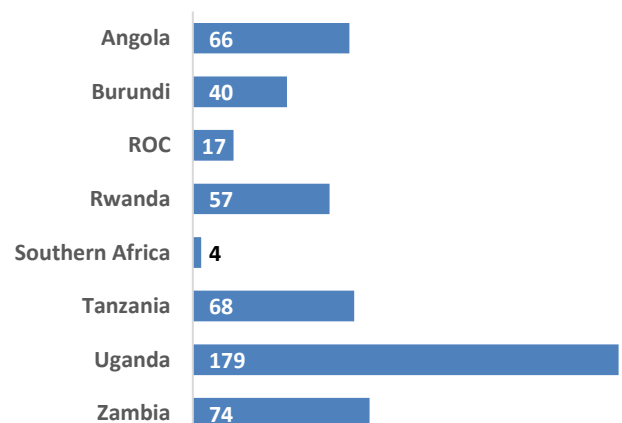
PARTNERS INVOLVED



### Refugee Population Trends



### Requirements | In millions US\$



# Regional Overview

## Introduction

The situation in the Democratic Republic of the Congo (DRC) is one of the world's most complex, challenging and forgotten crises. With 4.5 million people internally displaced and more than 740,000 Congolese refugees across Africa, the humanitarian situation deteriorated sharply in 2017. Refugees have been fleeing to neighbouring Angola, Burundi, the Republic of the Congo (RoC), Uganda, the United Republic of Tanzania and Zambia in large numbers. Several thousand have also fled further South towards the Southern Africa Region, mainly to Malawi and South Africa, but also to Kenya and several other countries in Africa and beyond. Since 2015, the number of people displaced internally has more than doubled and in 2017 alone, there were more than 2 million newly displaced in the DRC. In 2017, some 100,000 Congolese fled to neighbouring countries as refugees joining the 585,000 already in exile. In the first months of 2018, a further 55,000 refugees have fled the DRC. The majority of Congolese refugees are women and children. Nearly 55 per cent of the Congolese refugees are under 18, many crossing borders unaccompanied or separated.

With widespread militia activities, and unrest and violence fuelled by ethnic and political conflict affecting many areas within the DRC, the risk of further displacement both inside and beyond borders is high. The situation has worsened since April 2017 with intense intercommunal conflict in the Kasai region causing large-scale internal displacement. Tens of thousands of Congolese fled to Angola and Zambia. In the Kasais, clashes between militia groups resumed towards the end of 2017 starting to reach the larger population centres. The security situation has continued to deteriorate in central DRC, in particular in the provinces of Tanganyika, Haut-Katanga and Kivu regions, due to the activities of armed groups in the east and north of the country and the resurgence of intercommunal conflicts. The Province of Ituri has also been

affected by clashes between armed groups and the Congolese (FARDC) army. These on-going conflicts continue to cause internal and external displacement of populations, loss of human life and property.

As a result, the Emergency Relief Coordinator declared an IASC System-Wide L3 Emergency Response for the DRC, focusing on the Kasai region, Tanganyika and South Kivu provinces, for a period of six months, effective 20 October 2017. UNHCR activated several internal emergency declarations to respond to refugee flows to neighbouring countries. In Zambia and the Congo, UNHCR activated a Level 1 emergency requiring enhanced preparedness, while Angola was already a Level 2 emergency. On 16 February 2018, UNHCR declared the refugee influx from DRC into Uganda a Level 2 emergency following the sharp increase of new arrivals since 18 December 2017.

Newly arrived refugees have joined existing refugee populations for whom resources have been decreasing in recent years and are largely insufficient to cover food security, nutrition, health and other basic needs or meet minimum standards. In Tanzania, Burundi, Rwanda, Uganda and other countries of asylum, refugee settlements and camps are already at full capacity. Funds for livelihood interventions are limited, prolonging refugees' dependence on external support. In this context, protection and assistance to thousands of new refugees seeking safety in the course of 2017 has been a challenge for host governments and RRP partners.

This Regional Refugee Response Plan (RRP) presents the inter-agency response to the renewed and heightened humanitarian challenge posed by the mounting number of Congolese refugees in the countries neighbouring the DRC, including both existing refugee populations and new arrivals. The planning figures are based on a scenario anticipating a slight deterioration of the situation within the DRC. In case of major refugee outflows, the Regional RRP will be revised. The three countries receiving the largest flow of new refugees in 2017, Angola, Uganda and Zambia, have detailed response plans featured as separate chapters within this Regional RRP.

## Beneficiary Population

	Pre-existing caseload (At 31 December 2016)	Population (At 31 December 2017)	Planning Population (31 December 2018)
Angola	13,444	39,000	50,000
Burundi	59,805	66,000	81,000
Republic of Congo	15,000	15,500	23,000
Rwanda	74,000	75,000	85,000
Uganda	221,875	240,000	300,000
Tanzania	67,217	82,000	107,000
Zambia	23,250	38,000	76,000
Southern Africa	65,766	75,000	85,000
Other Countries*	55,000	55,000	0
<b>Total Population</b>	<b>595,357</b>	<b>685,500</b>	<b>807,000</b>

\*Other countries include South Sudan, Kenya, Central African Republic and Chad. Refugee populations in these countries are not included in the planning scenario for this Regional RRP.



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## Regional Protection and Humanitarian Needs

Most of the countries of asylum are maintaining open borders but existing camps and sites are saturated and available basic services stretched to the limit. In many situations, refugees need to be relocated to safe places away from border areas. New settlements have been established in Angola and Zambia. The same will be the case if the inflow of refugees into Tanzania and Burundi continues. In Uganda, the increased number of new arrivals is putting pressure on areas that have already welcomed large refugee populations.

In **Angola**, the new settlement created in the second half of 2017 to host newly arrived DRC refugees, needs considerable investment to ensure that refugees moved to this location can access quality education, medical care and an effective water system and that they can become food secure within two planting seasons. At present, water supply is very problematic and water trucking is ongoing. Refugee women and girls have been victim of many forms of violence including SGBV, before and during flight as well as within the camp settings.

**Uganda** hosts the largest number of DRC refugees, currently over 240,000 people. The emergency response is focused on the rural settlement areas, where the most vulnerable refugees are living, while refugees in urban areas can access Government services and targeted support for persons with specific needs. In general, there are large numbers of women, children and persons with specific needs, many of whom have been subject to conflict-related violence, including sexual and gender-based violence (SGBV). Fifty per cent of the refugee population is children of which only 46 per cent have access to education. Limited secondary education, vocational skill training and job opportunities may lead to protection risks among mainly Congolese youth and persons with specific needs in Uganda, including early and forced marriage, child abuse and forced recruitment as well as negative coping mechanisms such as drug abuse and transactional and survival sex.

The majority of refugees in Uganda are dependent on food assistance. Primary healthcare institutions are at risk of being overwhelmed by new arrivals. Insufficient arable land hampers the ability of refugees to grow their own food; animal health services are largely unavailable despite the increasing number of refugees who have arrived with their own livestock; limited business support

services for non-agricultural livelihoods and information on markets. The increasing number of refugees in Uganda and the higher population in the settlements and surrounding areas makes environmental degradation a great concern, along with other factors such as cutting trees for firewood. New arrivals need to be accommodated in existing and new settlement areas and provided with shelter and household kits. The establishment of new settlements will require extensive site preparation, technical assessment, site planning, repair and maintenance of access and minor roads within the settlements and construction of culverts and bridges. Finally, the continuous influx of refugees has created reliance on water trucking to address the supply gap. Lack of funding is hindering investment in sustainable water supply systems, including drilling of wells, to eventually phase out water trucking.

The Comprehensive Refugee Response Framework (CRRF) provides the over-arching policy and coordination framework, guiding all aspects of the refugee response in Uganda. The Government-led CRRF Steering Group, with the support of the CRRF Secretariat, provides guidance to the five pillars of the refugee response: (1) Admission and rights; (2) Emergency response and ongoing needs; (3) Resilience and self-reliance; (4) Expanded solutions; and (5) Voluntary repatriation. The current humanitarian refugee response, and related coordination structures, mainly falls under Pillars 1 and 2 of the CRRF. Despite the difficulties and the unprecedented number of refugees Uganda is currently hosting, the country still applies an open door policy and implements one of the most progressive refugee policies by recognizing refugees' right to work and freedom of movement.

The conflict in Haut Katanga and Tanganyika provinces in the DRC led to the heightened displacement of thousands of Congolese refugees to **Zambia** since August 2017. The presence of high numbers of refugees has generated substantial humanitarian needs, particularly in Nchelenge, and has had great socio-economic impact on the northern part of the country, which lacks adequate infrastructure and ranks low on the UN human development index.

The established refugee settlements of Mayukwayukwa and Meheba have been put under additional pressure by the new arrivals. Clinics and schools date from the 60s and critical rehabilitation work is required. Zambia is a signatory to the New York Declaration and as such, the country-wide refugee response is programmed within the spirit of the CRRF.

In **Tanzania** the Government implements an encampment policy, which restricts refugees' and asylum-seekers' freedom of movement, limits their self-reliance and opportunities for socio-economic integration. As a consequence, the assistance provided to more than 350,000 refugees in Tanzania is dependent on government and international support. In 2017, more than 16,500 asylum-seekers were pending registration. The key needs include: decongestion of Nyarugusu camp and developing a new site to host families relocated from Nyarugusu and new arrivals; lack of emergency shelters for newly arriving Congolese refugees; increased reports of SGBV incidents in the country of origin or during flight as well as within camp settings; insufficient resources to sustain full ration of the food basket, continued need for wet feeding and supplementary feeding to address the nutritional needs for new arrivals and persons with special needs (PSNs), overstretched health facilities and drug shortages, water and sanitation facilities; insufficient learning materials, teachers and a shortfall of 107 classrooms for Congolese refugee children; absence of livelihood or self-reliance activities for most refugees and asylum-seekers; lack of alternative cooking fuel, with firewood collection being limited due to the encampment policy.

As of December 2017, **Burundi** hosted 66,000 refugees, mostly originating from DRC, in particular from South Kivu. Among them, 41 per cent are urban refugees, while the remaining 59 per cent live in four refugee camps. From January to October 2017, Burundi received an average of more than 430 Congolese refugees per month. The current humanitarian situation in Burundi affects the protection of Congolese refugees. The country is currently experiencing a multidimensional socio-political and macroeconomic crisis impacting different sectors and aspects of protection and livelihoods, which has led to displacement and food insecurity. The general protection environment in the country presents challenges for Congolese refugees, particularly in terms of security, freedom of movement, access to basic social services such as education and health, local integration including self-reliance and naturalization prospects. In case of an emergency influx, the reception capacity of transit centres and camps will have to be increased, and the resources allocated to the implementation of the asylum procedure and the protection and durable solutions strategy incremented.

In **Rwanda**, Congolese refugee camps have depended for years on humanitarian assistance, which has resulted in camp based populations being highly dependent and lacking motivation to take self-reliance

initiatives. Camps are highly congested and the lack of shelters is one of the main gaps in the response together with lack of land to expand existing shelters and for agricultural activities. Although efforts have been made to maintain water supply and sanitation in accordance with standards, there is big gap in water supply in two camps where the daily provision is below the standard, at 11 to 14 litres per person per day. Furthermore the three camps are not meeting the sanitation standard, with a range of 22-36 people using one latrine drophole. These shortages are due to limitation in resources and constant population growth.

In the **RoC**, the fall of oil prices, which constitutes more than 75 per cent of the state's income, affected its capacity to provide basic public and social services. Despite these difficulties, the RoC is hosting some 50,000 refugees of different nationalities, including more than 15,500 from the DRC, who remained in RoC following the end of the repatriation programme in July 2014. In such conditions, any influx of new refugees from DRC will put additional pressure on existing natural and fishery resources and the RoC will require international assistance to respond.

**Southern Africa** region (excluding Angola and Zambia) hosts over 75,000 refugees from the DRC mainly in South Africa (33,960), Malawi (19,113), Mozambique (9,822) and Zimbabwe (8,208) but also in Namibia (2,986), Botswana (963), Swaziland (511) and Lesotho (29). Refugees are mainly hosted in camps or settlements. South Africa gives freedom of movement as well as right to work. Congolese refugees are arriving in the Southern Africa region as part of mixed migratory flows crossing several country borders before formally seeking asylum. Due to the worsening situation in the DRC, the number of Congolese refugees is increasing. This is constraining the capacity of local authorities to provide protection and assistance to new arrivals. Despite some successful livelihood interventions in the region, most Congolese refugees depend on assistance and services provided by UNHCR and partners.



## Regional Response Strategy and Priorities

While continuing to assist States protect and care for existing DRC refugee populations in seven main host countries and other countries in Southern Africa experiencing secondary movements of DRC refugees, the regional response strategy will focus on the immediate emergency response in Uganda, Zambia and Angola while continuing preparedness activities in RoC, Tanzania, Rwanda, and Burundi.

The overarching strategy for the Congolese refugee response aims at protecting the rights of persons of concern, specifically the rights of refugees and returnees in a cross-border framework, responding to continued and sudden population displacement, advocating for refugees' inclusion in national development plans and labour markets, assisting governments with voluntary repatriation and ensuring that returnees receive humanitarian assistance, empowering communities and striving for solutions to the refugee crisis.

The response plan will be guided by the following strategic objectives:

### 1: Access to territory and protection

UNHCR will continue to promote *prima facie* recognition of refugee status during refugee influxes, based on the 1951 Refugee Convention and the 1969 Organisation of African Unity (OAU) Convention governing the specific aspects of refugee problems in Africa. The response will prioritize advocacy and support to governments to ensure safe access to territory for people seeking asylum and to ensure the civilian character of asylum. Reception capacity in country of asylum will be increased and investment required so that refugees can access quality services and basic assistance together with livelihood opportunities. Refugees' registration and documentation, child protection - including monitoring and referral to services of cases of grave violations against children that may have occurred in countries of origin, and birth registration -, prevention of SGBV and care for survivors, and community empowerment are the pillars of the protection strategy.

<sup>1</sup> The New York Declaration for Refugees and Migrants, adopted by the United Nations General Assembly on September 19, 2016, reaffirms the importance of the international refugee regime and

### 2: Response to refugees and host communities immediate needs

Taking into account the limited capacity of host communities and States in this region as well as the poor condition of many Congolese refugees, RRP partners will aim at ensuring access to services and immediate and effective response to basic needs – including food security, health, nutrition, shelter and WASH - of refugees and host communities.

Cash based interventions will be utilised, whenever possible, as an effective and dignified way to assist people.

### 3: Building partnerships for inclusion and solutions

Within the CRRF “all of society” approach and based on the commitments made by States in New York as well as the Sustainable Development Goals (SDGs), RRP partners will advocate for refugees' inclusion in national development plans and frameworks as well as mainstream in national systems. Freedom of movement and right to work to increase livelihood opportunities for refugees will be key elements of strategy. Local integration opportunities will be pursued and, whenever the situation in DRC is conducive to returns, voluntary repatriation will be supported. Within the spirit of the New York Declaration<sup>1</sup> and of the CRRF, investment will be geared to communities whenever possible as agents of protection.

## Planning assumptions

1. Conflict in the Kasai region (Kasai, Kasai central, Kasai oriental, Lomami, Sankuru), Tanganyika, North and South Kivus, Haut Katanga, and Ituri will continue with varied degrees of intensity and will generate internal displacement and possible outflows of refugees to neighbouring countries.
2. Leading up to the elections, insecurity may become more widespread, affecting urban areas in particular and leading to further displacement inside and outside the DRC.
3. New arrivals in neighbouring countries will vary from 100 to over 1,000 asylum-seekers crossing borders per week. At the same time, some Congolese refugees in Angola may continue to choose to return.

*represents commitment by Member States to strengthen and enhance mechanisms to protect people on the move.*

4. By the end of 2018, the estimated cumulative number of Congolese refugees fleeing the violence in the DRC will reach close to 807,000, out of which an estimated 177,000 will be new refugees.
5. Borders will remain open to refugees seeking protection in neighbouring countries.
6. Refugees (new and old populations) will be granted access to protection and basic services including education, health and water, sanitation and hygiene (WASH). They will be food secure and will have access to livelihood opportunities.

## Coordination

UNHCR leads and coordinates the Congolese refugee response in line with the Refugee Coordination Model (RCM), in close collaboration and consultation with relevant government counterparts, and with the support of UN Country Teams and other partners. A Regional Refugee Coordinator for the Congolese situation has been appointed and will ensure an overarching vision and coherent engagement across the region in pursuit of protection and solutions. The Regional Refugee Coordinator for the Congolese situation, currently based

in the DRC, will pay particular attention to building constructive linkages with regional bodies, including the African Union (AU), International Conference on the Great Lakes Region (ICGLR), Southern African Development Community (SADC), Common Market for Eastern and Southern Africa (COMESA) and Intergovernmental Authority on Development (IGAD).

In Uganda, the response will benefit from the CRRF approach adopted by the Government and all stakeholders. Also Zambia and Rwanda have endorsed the CRRF and will soon implement its approach to solutions and management of refugee situations. This follows commitments made by several States that are part of the DRC situation during the General Assembly's sessions on refugees and migrants at the end of 2016.

In countries piloting the CRRF approach, strategic partnerships are being established to include development actors (the World Bank, the African Development Bank, Bilateral donors, UN Development agencies), civil society and the private sector in the refugee response. The "All of society approach" should guarantee a more comprehensive response that will also take into account the needs of host populations which will assist in building the foundations for long term solutions to the refugee situation.

## Organizations in the Response



- Action Africa Help
- Adventist Development and Relief Agency
- African Initiative for Relief and Development
- American Refugee Committee
- CARE International
- Caritas
- Danish Refugee Council
- Finn Church Aid
- Food and Agriculture Organisation
- Good Neighbours International
- International Organisation for Migration
- International Rescue Committee
- Jesuit Refugee Service
- Lutheran World Federation
- Médecins du monde
- Medical Teams International
- Norwegian Church Aid
- Norwegian Refugee Council
- People in Need
- Plan International
- Save the Children International
- Tutapona
- United Nations Children's Fund
- United Nations Department of Safety and Security
- United Nations Development Programme
- United Nations High Commissioner for Refugees
- United Nations Population Fund
- United Nations Resident Coordinator Office
- World Food Programme
- World Health Organisation
- World Vision Zambia

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## Regional Financial Requirements

### By Agency

Appealing Agencies	Total Requirements (in USD)
Action Africa Help	632,200
Adventist Development and Relief Agency	200,000
African Initiative for Relief and Development	884,630
American Refugee Committee	1,363,062
CARE International	510,000
Caritas Czech Republic	1,407,880
Caritas KIGOMA	53,000
Danish Refugee Council	359,390
Finn Church Aid	600,000
Food and Agriculture Organisation	15,375,635
Good Neighbours International	1,250,000
International Organisation for Migration	10,792,295
International Rescue Committee	3,575,000
Jesuit Refugee Service	627,252
Lutheran World Federation	3,396,805
Médecins du monde	1,200,000
Medical Teams International	1,727,957
Norwegian Church Aid	1,913,000
Norwegian Refugee Council	2,801,000
People in Need	422,989
Plan International	1,575,440
Save the Children International	2,550,000
Tutapona	195,619
United Nations Children's Fund	34,126,244
United Nations Department of Safety and Security	43,600
United Nations Development Programme	5,065,000
United Nations High Commissioner for Refugees	288,654,005
United Nations Population Fund	5,038,874
United Nations Resident Coordinator Office	200,000
World Food Programme	111,980,097
World Health Organisation	2,412,035
World Vision Zambia	3,465,000
<b>TOTAL</b>	<b>504,398,009</b>

ZAMBIA

## 2018 PLANNED RESPONSE - ZAMBIA

**76,000**

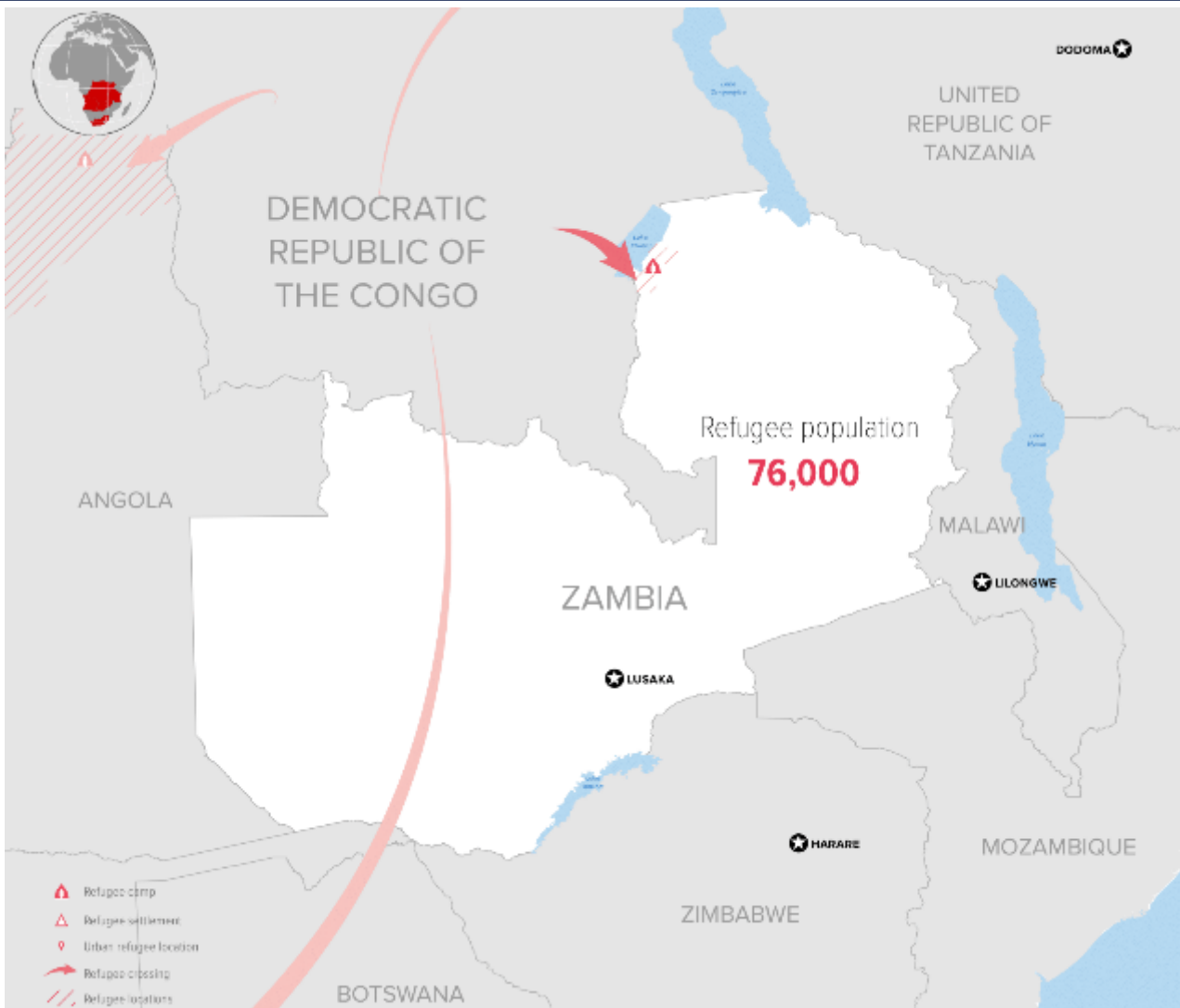
PROJECTED REFUGEES

**US\$ 74M**

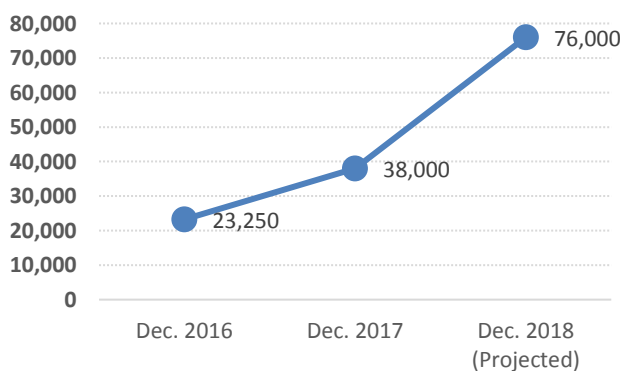
REQUIREMENTS

**16**

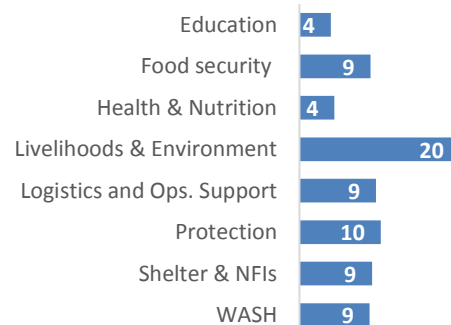
PARTNERS INVOLVED



### Refugee Population Trends



### Requirements | In millions US\$





## Background and Achievements

As of 30 August 2017, Zambia began to receive refugees fleeing conflict in Pweto and Moba areas in Democratic Republic of Congo (DRC). Delays in the electoral process and an increased polarization between the opposition and incumbent President Joseph Kabila have led to a tense climate in the DRC, prompting violent conflicts between a newly formed rebel group “Elements” and the Armed Forces for the Democratic Republic of Congo (FADRC) in South-Eastern parts of the country, including the Tanganyika and Haut Katanga provinces. These fights continue to force thousands of people in various provinces to flee their homes and become either internally displaced persons (IDPs) in DRC or refugees in neighbouring countries such as Zambia, Angola, Burundi, Congo, Rwanda, Uganda and Tanzania.

In Zambia, the Congolese refugees are arriving through informal and formal borders crossing into Luapula, Western and North – Western Provinces. They arrive in weak and generally poor conditions after walking long distances and multiple displacements inside DRC. The strenuous journey is worse for pregnant women, lactating mothers, the elderly, persons with medical conditions and special needs and the unaccompanied children. Fearing for their lives, many refugees enter through informal border crossing points which adds to the challenge of identifying, registering and responding to their needs in a timely manner. Conditions during displacement inside DRC and in transit also increase vulnerability to sexual and gender based violence (SGBV) as well as risk of trafficking and exploitation particularly among young girls and boys travelling without their families.

As of 31 January 2018, a total of **14,540** Congolese refugees who left DRC since August 2017 have been registered at Kenani Transit Centre in Nchelenge District, Luapula Province. Of these, 50% are female of which 20% are aged 18 years and above and 29% are aged 0 to 17 years. Furthermore, 58% of the overall population are children, below the age of 18 years, and 42% of the total population are adults (age 18 years and above). A total of **3,109** registered Congolese have been identified as Persons with Specific Needs. This figure is in addition to **4,336** Congolese refugees arriving in Western and North-Western Provinces and Lusaka who after registration and Refugee Status Determination (RSD) are transferred to Meheba Refugee Settlement.

Since the beginning of the emergency, the Government of the Republic of Zambia (GRZ), UN agencies and national/international NGOs are providing multi-sectoral life-saving protection and assistance such as food commodities, temporary shelter, water, sanitation and Non Food Items (CRIs) and community-based protection in Luapula, Western and North Western Provinces. Luapula Province, which hosts the largest portion of the Congolese refugees has one of the lowest Human Development Indicators in the country. Therefore, the presence of refugees puts a lot of strain on the existing natural resources.

The Republic of Zambia has a long tradition of hosting refugees. Currently, there are over 70,000 persons of concern including refugees, asylum seekers and others of various nationalities. These statistics also include former refugees from Angola and Rwanda whose refugee status ceased in 2012 and 2013 and who have been granted social integration in Zambia (some 22,500). The majority of refugees and former refugees in Zambia continue to reside in designated refugee settlements (Meheba and Mayukwayukwa) and a smaller number are living in urban areas, mostly in Lusaka and Ndola, while majority of new arrivals are hosted in Kenani Transit Centre and Mantapala Refugee Settlement.

The New York Declaration, adopted by all 193 Member States of the United Nations, sets out elements of a Comprehensive Refugee Response Framework (CRRF). The Republic of Zambia is signatory to the New York Declaration. During the Leaders’ Summit on Refugees (June 2016), the Head of State pledged to move towards a settlement approach and to improve economic productivity in refugee-hosting areas in Meheba and Mayukwayukwa. As such, the country-wide refugee response is programmed with the spirit of CRRF which is designed to:

- ensure rapid reception conditions and well-supported admission measures;
- provide support for immediate and ongoing needs;
- assist national/local institutions and communities receiving refugees;
- provide investment in the resilience capacities of refugees and local communities; and,
- provide expanded opportunities for durable solutions wherever possible.

## Humanitarian Needs and Vulnerabilities

The Government of the Republic of Zambia has adopted the CRRF and is applying the framework in the current Congolese refugee response. Based on the principles and goals of the CRRF, the inter-agency refugee response will continue to support the host government to provide protection and humanitarian assistance to refugees, seeking to anchor the response in national systems wherever possible, with a specific emphasis on integrated service delivery with host communities while promoting livelihoods and self-reliance. To this end a number of Line Ministries, provincial and district level entities are engaged in responding to the needs of the refugees. Emerging focus of the CRRF in Zambia is towards expanding and advancing the implementation of existing initiatives and policies such as the 2017 Refugees Act (and easing the restrictions therein including on freedom of movement and on the right to work); linkages with the implementation of the 7th National Development Plan for 2017-2021; UN Sustainable Development Partnership Framework for 2018-2021 and the 2030 Agenda for Sustainable Development with a focus on i) refugee protection and rights; ii) emergency response and ongoing humanitarian and development interventions, iii) increasing the resilience and self-reliance of refugees and iv) supporting hosting communities. This will be achieved under the leadership of the Government of the Republic of Zambia and with the cooperation of humanitarian and development actors, private sector, and other non-traditional partners.

This inter-agency refugee response plan is seeking to address the needs of **76,000** refugees and funding gaps to deliver an efficient and timely response to the ongoing refugee crisis. Whilst acknowledging its predominantly humanitarian focus, this RRP also attempts to embrace activities and approaches that help refugees, host communities and refugee-hosting districts which reflects the spirit of the CRRF and the ultimate need to think of a medium, longer-term, sustainable and equitable refugee response from the onset of the emergency.

By the end of 2017, the number of refugees fleeing the violence in DRC into Zambia reached close to 17,000 individuals in addition to an existing caseload of 21,097 Congolese who enjoyed the 2017 verification exercise. Unless the situation in the DRC fundamentally changes allowing a safe and dignified return to areas of origin, it

is unlikely that voluntary repatriation to the DRC will be an option for the majority of the refugees. During preliminary protection interviews and focus group discussions in the Kenani Transit Centre and border points, refugees expressed a clear fear of returning to the DRC. A large number of the new arrivals have been refugees in Zambia in the past and had voluntarily repatriated when conditions were ready for a safe return.

In line with an Age, Gender and Diversity (AGD) approach and Participatory Needs Assessment, partners have undertaken preliminary rapid assessments in protection, life-saving and livelihood areas to ascertain the minimum protection and assistance needs of those arriving in Kenani Transit Centre in Nchelenge District (Luapula Province) and Meheba and Mayukwayukwa (Western and North Western Provinces). The demographic profile of the biometrically registered Congolese refugees is composed of 3,805 farmers and labourers, 2,591 students, 167 fishers and hunters, 104 teachers, etc. The newly arriving refugee population is composed of predominantly children who account for 58% of the total population. Some 3,109 people have specific needs. In Luapula Province, GRZ and partners are mounting a multi-sectoral response to 15,000 refugees residing in the Kenani Transit Centre and beginning to establish services in site in Mantapala Refugee Settlement. With a daily trend of 100 Congolese crossing into Zambia, it is assumed that throughout this year, another 36,000 people are expected to arrive by December 2018. Although much smaller in numbers, the profile as well as the needs of new arrivals in other parts of the country, who are transferred to Meheba refugee settlement after registration is similar to those arriving in the Luapula Province.

The Kenani Transit Centre in Nchelenge District, Luapula Province which was initially designed to hold a maximum of 5,000 refugees has been further extended twice to host up to 15,000 persons. The site is close to its absorption capacity and currently hosts over **14,540** registered refugees. The congestion and insufficient social facilities at Kenani Transit Centre puts the population at serious risk of water borne disease as well as other communicable diseases. Major gaps exist with regard to protection, Sexual and Gender Based Violence (SGBV) and assistance to Persons with Specific Needs (PSNs) and unaccompanied children who are at protection risk. Health and protection challenges are further exacerbated due to the serious prevalence of Global Acute Malnutrition (GAM) among new arrivals **10%**, overcrowding of shelters, separation of family members and limited services. The expansion

of the Kenani Transit Centre and provision of services have been largely availed from reprogrammed funds by different humanitarian and development stakeholders.

The Government of Republic of Zambia has allocated a new site in Nchelenge District (Luapula Province) called Mantapala Refugee Settlement which is approximately 5,100 hectares and can host 25,000 refugees. This settlement needs to be urgently developed while ensuring that services at Kenani Transit Centre are consolidated. It is critical that development of Mantapala Refugee Settlement is accelerated so that protection and assistance services are made available for a smooth relocation of refugees. This will enable the decongestion of Kenani Transit Centre which will remain a transit destination. While providing the basis for refugee self-reliance, the settlement approach typically incurs higher up-front costs than that of a camp development.



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## Response Strategy and Priorities

In order to address the protection, response, inclusion, empowerment and solution needs of the Congolese refugees across Zambia, a number of objectives and priorities will be pursued. In 2018, inter-agency support to the Government will continue in the management of new arrivals, mostly from neighbouring countries especially the DRC. An inter-agency and inter-ministerial approach for preparedness and response will assist in dealing with existing refugees and new arrivals. Informed advocacy for the lifting of the reservations to the 1951 Refugee Convention will remain a major strategic objective. UNHCR will actively engage with the Office of the Commissioner for Refugees to implement the new refugee regulations/policy that will assist in the implementation of the new Refugee Act, which presents a more relaxed encampment policy, facilitated access to livelihood opportunities for refugees and is expected to assist in the implementation of the right to self-employment.

### Strategic Priorities:

1. Ensuring access to territory for the new arrivals and maintaining the civilian character of asylum
2. Timely biometric registration and documentation of all newly arrived refugees in Zambia
3. Provision of life-saving emergency interventions in the new refugee settlement and targeted assistance extended to new arrivals relocated to the existing refugee settlements
4. Mobilising the host communities as agents of protection, including through community leadership structures and building the protection capacity of actors joining the emergency response with refugee volunteers engaged in various committees
5. Establishing and strengthening of the livelihood support programmes (including through cash based interventions (CBI) where possible and based on needs, vulnerabilities and capacities in main refugee hosting areas to promote self-reliance and resilience
6. Ensuring emergency preparedness for higher number of new arrivals.

To advance the CRRF agenda in conjunction with durable solutions, the level of self-reliance and peaceful co-existence between refugees and surrounding host communities will be actively promoted. Due to the current Government policy, refugees are restricted to

live in designated settlements limiting their access to markets and income generating opportunities.

A cash-based intervention (CBI) feasibility study including market survey will be carried out to assess possibilities to monetize assistance packages. CBI, if found to be appropriate, will contribute towards refugee self-reliance and dignity as well as building the local economy around the settlements. The assessments will also provide a basis for developing innovative ways of delivering food either through a traditional general food distribution, food voucher, cash or combination food and cash depending on the available and functionality of markets. Solutions may consider the possibility of incentivizing wholesalers to open shops in settlement areas, system of food and CRI vouchers until the local market place and systems develop substantially.

### **Protection**

Biometric and individual registration will continue in all locations throughout Zambia as a way to collect credible planning data, identify people with vulnerabilities and specific needs to strengthen the delivery of humanitarian assistance. UNHCR will work with the Government to provide documentation attesting the legal status of Congolese refugees and will continue to develop standard operating procedures to record and certify birth and death and issue registration documentation (ration cards, refugee cards, and refugee certificates) to enable access to life-saving services, assistance and distribution. Carrying out border monitoring activities in identifying protection and humanitarian gaps, and thereafter responding to these, will help supporting the registration process, and will also minimise the vulnerabilities resulting from irregular entries into Zambia through informal borders

Strengthening capacity of national service providers and engaging with communities is required to scale up protection interventions in Kenani Transit Centre and further in the refugee settlements and involving the refugees, agencies, Government entities and host community. Advocacy will continue for refugees to have access to basic rights and services including documentation, education, freedom of movement and livelihood opportunities. Capacity building workshops and sensitization/awareness raising sessions in transit centres as well as the refugee settlements will be organised on refugee rights and responsibilities, community leadership, SGBV/HIV-AIDS, human rights, discrimination, violence against women, young people, adolescents, and children and their root causes amongst other subjects. Moreover, promotion of co-existence among the refugees is critical during their stay

in Zambia and for future return and rebuilding their lives in DRC.

Protection capacity and response will also be enhanced in other existing settlements and refugee sites such as in Lusaka (Makeni Transit Centre) and Meheba so as to be ready to respond to the needs of larger numbers of new Congolese arrivals.

An SGBV prevention and response strategy for survivors is being developed in cooperation with all stakeholders and is expected to include protective actions and safeguards against harmful practices that may be applicable to the culture of the refugee population. A multi-sectoral SGBV prevention and response mechanism has been established in the Kenani Transit Centre. The same response will be further established in Mantapala settlement as soon as refugees are relocated to the new site. The response will include SGBV prevention and response activities in coordination with the Zambian Ministries of Community Development and Social Services, Home Affairs, Gender and Health in Luapula Province and the provision of accessible confidential and survivor-centred multi-sectoral services and in collaboration with the Provincial Directorates of Health.

For persons with specific needs, including the elderly and those with disabilities, existing systems will be strengthened for early identification, registration, and support services. Strengthening individual case management for children at high risk, providing alternative care arrangements for Unaccompanied and Separated Children, who represent 7.6 per cent of the total newly arrived refugee child population, and reinforcing family tracing and reunification mechanisms as well as prevention and response to violence against children in communities, reception centres and in the proposed refugee site will be prioritized. The provincial and district child protection networks will be localised to the refugee settlements and strengthened to improve the delivery of protection services to refugees. Specific interventions will be undertaken for children that were directly involved in armed conflict. Community-based child protection mechanisms already in place in Meheba settlement and planned for expansion in Mayukwayukwa settlement will be strengthened to respond to a larger number of children at risk.

Considering that people in displacement situations, especially unaccompanied and separated children, girls, boys and women are at heightened risk of being trafficked, priority will be given to raising awareness amongst the refugee and host communities on human trafficking; training service providers on identification of

victims of trafficking or people at risk of trafficking as well as the referral mechanisms in place for identified victims.

## **Education**

Considering that almost 60 per cent of the refugees are children from 0 to 17 years of age formal and non-formal education opportunities for all school age children is required using a variety of approaches. The provision of education services will follow a gradual process commencing with Early Childhood Development services, with a possibility of developing services for other groups concurrently. Provision of temporary learning spaces through construction of 243 semi-permanent classrooms for ECE, primary and secondary levels. Supporting the establishment of transitional learning spaces is crucial as well as prioritising remedial classes.

Support will be provided to the Ministry of General Education to plan for the enrolment of all school age children into Government schools where possible. Establishment of community schools in the Mantapala Refugee Settlement as an interim measure is ongoing and needs to continue. Existing educational facilities in Meheba and Mayukwayukwa settlements may require expansion to accommodate new learners from amongst new arrivals and ensure access to school for all refugee children, as enshrined in the new Zambia Refugee Act 2017.

## **Food**

Immediate life-saving food assistance to 76,000 Congolese refugees will be provided (including through CBI interventions).

General food assistance will be provided to refugees in settlement, transit and reception centers through in-kind food or cash. Refugee households will be provided with either dry food rations or a cash transfer equivalent every month. In addition to actual food distribution, technical support will be provided to partners in warehouse management, fumigation, food handling and commodity reporting to facilitate food distribution to the refugees and increase accountability to the donors and the government of Zambia.

In Makeni Transit Centre in Lusaka, Meheba and Mayukwayukwa Transit Centres wet food provision for new arrivals will continue through UNHCR's existing partnerships as long as numbers remain relatively small. New arrivals are being issued with CBI for 12 months in lieu of blanket food distribution until the next harvest season on their allocated plot of land. This

arrangement will require reinforcement to cater for higher numbers of new arrivals.

The food assistance sector will continue to undertake food basket monitoring and post distribution monitoring as well as food security and nutrition assessments to gauge progress made by the operation in addressing the food and nutrition needs of refugees mainly in Luapula province.

### **Health and Nutrition**

The areas of origin of refugees have very poor health and nutrition indicators, including: low measles vaccination coverage (39%), high prevalence of malaria (21%), high under-five chronic malnutrition (43%), low knowledge about HIV/AIDS (39%), and very low use of modern contraception (<4%) and other factors that increase vulnerability to main endemic diseases. Upon arrival, many children are suffering from diarrhoea, fever and malaria. Although a rapid nutrition assessment still needs to be undertaken, so far 10 out of 100 cases of the new arrivals were found to have acute malnutrition (severe and moderate) in the reception centres.

The ongoing response will prioritize integrated health services with functional referral systems (including ambulance services) to higher levels of care, as may be applicable as well as establish primary health centers in the newly established settlements and improve them in the existing locations through sustainable health services in refugee-hosting districts, including new arrivals; and reinforce health systems in refugee-hosting districts. Implementing minimum health service package for all refugees with an emphasis on preventive and promotive health care, is a key priority, including for new refugee arrivals at entry points, transit and reception centres and in settlements. This package includes vaccination, nutrition screening, emergency referrals and provision of life-saving primary health care services, in addition to surveillance and response measures for disease outbreaks. The delivery of adequate and quality primary health care and semi-permanent health facilities also includes integrated sexual and reproductive health services like the Minimum Initial Service Package (MISP), health services for SGBV survivors, mental health and management of chronic life-threatening conditions. In addition, focused attention will be provided to strengthen the response capacity of the adjoining communities to protect them against the health consequences of potential disease outbreaks.

Nutrition programs will be established and health partners will support disease surveillance and provision of primary healthcare, which will include early diagnosis and treatment of malaria, diarrhoea, acute respiratory infection (ARI) and main high risk endemic diseases (TB, HIV) for the refugee settings, as well as ensuring women of childbearing age, adolescents and young people have access to critical sexual reproductive health services.

All pregnant women will receive skilled attendance at birth and in health institutions with appropriate emergency obstetric and new born care. In addition, vaccination, distribution of mosquito nets, and counselling and HIV tests services will be required for the refugee populations. Service providers will be capacitated for the provision of integrated health services to the refugee population. Considering the temporary nature of refugee populations, it will be critical to facilitate community awareness and engagement in health interventions, guided by culturally sensitive and appropriate key messages on sexual reproductive health, SGBV, risk of unintended pregnancies, including teenage pregnancies; risks of HIV and STIs, child survival and health.

For Meheba, Mayukwayukwa and Lusaka support will continue for the delivery of primary health care. This will be done through the provision of supplementary essential medicines, and enhancement of the referral system and adequate logistics, and improvement of infrastructure. Supplementary feeding of all qualified inpatients will be revamped in 2018.

### **Water, Sanitation and Hygiene (WASH)**

The WASH situation is dire with insufficient water supply in the newly established Mantapala settlement. Partners will focus on ensuring access to safe and adequate water and sanitation facilities and continuing hygiene promotion activities. Access to water facilities will need to be arranged through drilling of boreholes and installation of a water distribution system. Regular water treatment and quality monitoring will also need to be conducted. Emergency latrines and showers in short term and family latrines in long term will be constructed to ensure proper access to sanitation facilities. A solid waste management system will be set up through daily collection of refuse, digging of garbage pits and installation of refuse bins in the settlement.

WASH promotion activities will focus on the dissemination of a limited number of key messages and include practical demonstrations on use and consumption of potable water; hand washing; personal



hygiene; latrine use; environmental sanitation and hygiene. Open discussion sessions, and key message promotional campaigns will also be held regularly, targeting both children and adults to promote long-term improvements in water, sanitation and hygiene behaviours. Refugees will continue to be involved in designing and implementing the WASH response, particularly for the sanitation and hygiene components, through cash-for-work (CFW) schemes.

### **Shelter and Site Development**

In December 2017, the Government allocated land in Mantapala in Nchelenge District (Luapula Province) to open up a new refugee settlement for the Congolese refugees crossing the border at Chiengi. Establishing a new refugee settlement at Mantapala is, with support and funding, an opening to provide refugees access to livelihood opportunities and a healthier and more secure environment. With systematic planning and wider support, this plan can also support the integration of this refugee settlement into local existing communities and governance structures (formal, informal and traditional) which will be a means to build in conflict prevention and dispute resolution mechanisms, as well as shared opportunities for socio-economic development.

The shelter response will prioritize the relocation from Kenani Transit Centre to more durable facilities at Mantapala Refugee Settlement. The transition is contingent on planned improvements in public infrastructures within the settlements i.e. drainage works, access roads, and other key facilities to ensure adequate conditions for sanitation, as well as the preservation and protection of the environment. Sustainable site planning and shelter models will be used to encourage green housing technologies for Mantapala Refugee Settlement.

Existing transit centres in Meheba and Mayukwayukwa settlements as well as in Lusaka are not equipped to accommodate larger numbers of new arrivals and will need to be expanded in terms of hosting capacity and service facilities. New refugees will be provided access to shelter packages and land in line with existing protocols agreed upon by the Government and partners on site.

### **Non Food Items (NFIs):**

Procurement, stockpile and distribution of non-food items (tarpaulins, kitchen sets, sleeping mats, mosquito nets, buckets, jerry cans, solar lanterns, hygiene items) to cater for the minimum needs of new arrivals, in all locations across the country remains an urgent priority. Partners will continue to supplement the NFI distributions and provide additional items such as

dignity kits, solar lights and clothes mainly for refugees in Luapula province.

### **Livelihoods**

A Joint assessment on livelihood and food security was conducted at the end of 2017 in Nchelenge District. According to this assessment, most of the refugees have livelihoods drawn from agricultural activities, including raising growing crops (maize, beans, groundnuts, cassava) of small ruminants, pigs, chicken, and fishing as a good source of animal protein as well as household incomes. Other livelihood sources include fishing and trading. Refugees and their host communities will be provided seeds (particularly for vegetables) to enable them to meet their food and nutrition needs in the short term and income security in the medium to long-term. Mitigating measures will be taken into consideration to address potential environmental risks in particular deforestation, possible soil erosion and water pollution.

Longer term livelihood strategies will include facilitation of and development of interest groups such as Savings Groups, Small stock production groups, commodity aggregation and fish farming groups. Partners will train refugees in business skills, financial literacy as well as record keeping to build their entrepreneurship. As a long term solution, self-reliance and livelihood programs will be prioritized for the vulnerable, but viable refugees, including through establishment of cooperatives and clubs for agricultural related activities. The Graduation Approach piloted in Meheba in 2017 will be extended to other locations with the aim to reach an increased number of refugees. Refugees will be supported to enhance their linkages with markets and lending institutions.

### **Transportation and Logistics:**

Transportation assistance from the hosting centres and borders points to the designated arrivals points will be provided within Nchelenge district as well as other points of entry to the nearest centre based on feasibility. The transportation services will be provided to all beneficiaries, who before transportation will undergo pre-departure medical screening in order to assess that the respective individuals are fit to travel. Priority will be given to individuals with specific needs and vulnerabilities, including but not limited to unaccompanied and separated children, pregnant and lactating women, female-headed households, individuals with disabilities and chronic medical conditions, and the elderly. Poor road conditions during the rainy season make this activity challenging and

costly due to the frequent break down of vehicles used for the transportation activity.

**Refugee Emergency Telecommunications and Connectivity:**

Establishing vital communications and connectivity services to the humanitarian community and refugees is required in that protection, education, health, livelihoods, community development, including digitally-delivered cash-based assistance can be provided in an efficient, coordinated and timely manner. Strengthening of connectivity in Kenani Transit Centre, Mantapala, Meheba and Mayukwayukwa refugee settlements will be essential to ensure systematic use of biometric registration data in the refugee assistance programs.

**Safety And Security Of Humanitarian Actors:**

To provide humanitarian aid workers with safety and security a need assessment mission was conducted and the need to upscale security in Nchelenge District was identified. In addition, provision of emergency medical evacuation from Nchelenge District needs to be facilitated.

## Partnership and Coordination`

Zambia is a signatory to the UN Convention relating to the Status of Refugees, 1951 and its Protocol of 1967, as well as the Organisation of African Unity Convention Governing the Specific Aspects of Refugees Problems in Africa, 1969. The refugee response is led and coordinated by the Government of Zambia and under the Refugee Act ([Government of Zambia Act No. 1 of 2017](#)), the Commissioner for Refugees (COR), within the Ministry of Home Affairs is responsible for refugee matters. The Government of the Republic of Zambia is establishing an Inter-Ministerial Committee which will be comprised of key Ministries involved in the refugee response. In line with its statutory role and responsibilities, UNHCR is the primary interlocutor and lead agency for refugee matters. Based on the [Refugee Coordination Model](#), UNHCR is coordinating the response efforts in support of the Government. It is responsible for undertaking direct and primary advocacy with the Government for all refugee matters, while facilitating inter-agency planning, resource



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mobilisation, implementation, and coordination of the refugee response in Zambia. Given the fluid nature of the crisis, UNHCR will also initiate preparedness and contingency plan involving relevant actors and in anticipation of a major refugee inflow.

The UN Resident Coordinator continues to advocate for, and ensures linkages with the development frameworks of Zambia, including between national development policies and other initiatives managed by the Government of Zambia. The complementary roles of UNHCR and the UN Resident Coordinator will add value in ensuring the response encompasses humanitarian and development approaches. An early recovery of the refugee impacted areas is included in the ongoing response from the outset.

All coordination meetings held at Lusaka, Luapula, Western and North-Western Provinces are co-chaired

by Commissioner for Refugees (MOHA/COR) and UNHCR. Participants include Government counterparts, UN agencies and I/NGOs. Refugee Protection Group, sectoral and Inter-Agency meetings take place every week in Nchelenge District and Lusaka and on monthly basis (and on ad hoc basis) as needed in Mayukwayukwa and Meheba. As the operation expands, cross cutting or issue-based working groups may be set up on cash, prevention of sexual abuse and exploitation, accountability to affected populations, communicating with communities and gender etc. In the meantime, these are prioritised and mainstreamed within the respective sectors and inter-agency multi-sectoral meetings. In addition, bilateral meetings are held with the Government of Zambia to address any emerging issues. The [inter-agency Zambia Refugee Response Portal](#) (linked to the DRC Regional Refugee Situation) has been established.

## Planned Response

<p><b>Protection</b></p> <p>(UNHCR, UNICEF, UNFPA, IOM Save the Children, Care, Plan international)</p>	<ul style="list-style-type: none"> <li>- Carry out humanitarian border assessment and ensure access to territory and to asylum, and respect the principle of non-refoulement through regular monitoring</li> <li>- Maintain the civilian character of asylum and provide guidance to GRZ as necessary</li> <li>- Engage with communities as agents of protection, including through community leadership structures and build the protection capacity of protection actors</li> <li>- Undertake individual and biometric registration and documentation of 36,000 newly arrived refugees.</li> <li>- Provide support to the GRZ in coordination and site management activities as well as security management</li> <li>- Activate the CP network and undertake case management, monitoring and following up cases of unaccompanied and separated children with a referral system in place, including through family tracing where possible;</li> <li>- Establish a case management and referral systems for survivors of violence and torture, unaccompanied elderly, persons with physical and mental health disabilities, refugees in conflict with the law, victims of human trafficking etc. building on already existing procedures and frameworks and ensure provision of targeted and adequate assistance and referrals to specialized services including clinical management of rape survivors including post exposure prophylaxis (PEP) for HIV, psychosocial support specifically for women and girls, and provision of dignity kits to women and girls of childbearing age.</li> <li>- Establish Protection monitoring systems and provide legal advice services where required.</li> </ul>
<p><b>Education</b></p> <p>(UNHCR, UNICEF, Save the children, Plan International)</p>	<ul style="list-style-type: none"> <li>- Support provincial/municipal education authorities in coordination of education activities for affected refugee and host populations</li> <li>- Construct 243 classrooms for ECE, primary and secondary education levels targeting at least 20,000 children between the ages of 4 and 18.</li> <li>- Provide one teacher per classroom in double shifts and maintain student/teacher ratio at 1:50 for primary and secondary and 1:30 for ECE.</li> <li>- Establish 68 ECE centres (facilities, caregivers, ECE facilities and materials), mobilize sustained support.</li> <li>- Provide at least 200 education kits like ECD kits, School in a box and Mathematics kits for ECE, primary and secondary education respectively</li> </ul>

<p><b>Environment and Livelihoods</b></p> <p>(FAO, UNHCR, Caritas)</p>	<ul style="list-style-type: none"> <li>- Distribute short maturing seeds and seedling of vegetables and crops to at least 5,000 households with technical training including on post-harvest management technology, food processing and food preservation</li> <li>- Provide long-term livelihood and resilience support, such a savings and loan schemes and training as well as access to financial services to 6,500 households</li> <li>- Organise technical and vocational skills as well as basic business management and entrepreneurship training for 2,500 people</li> <li>- Provide start-up grants and kits to 500 persons to support small business activities</li> <li>- Provide small livestock for small and marginal farmers (10,000 households)</li> <li>- Provide training in environmental protection and promotion of agroforestry and forest-related livelihoods to 2,500 people</li> </ul>
<p><b>Co-existence, Crisis response and Security</b></p> <p>(UNDP, UNDSS)</p>	<ul style="list-style-type: none"> <li>- Provide traumatic counselling, civic education, inter-group reconciliatory activities.</li> <li>- Prepare response SOP and training.</li> <li>- Equip Operations Coordination Centre.</li> <li>- Improve Security Common Services.</li> <li>- Put in place Medical Evacuation Service.</li> </ul>
<p><b>Food Security</b></p> <p>(UNHCR,WFP, AAH, World Vision)</p>	<ul style="list-style-type: none"> <li>- Provide 36,000 refugees with a standard food basket to meet the 2,100 kcal per/person/day using a ration comprised of 400g of fortified maize meal, 60g of pulses, 25 ml of fortified vegetable oil, 60g of Super Cereal with sugar, and 5g of iodized salt per person, per day for the first three months.</li> <li>- Carry out post-distribution monitoring and provide technical support in food handling (warehouse, distribution, fumigation and reporting).</li> </ul>
<p><b>Health and Nutrition</b></p> <p>(UNFPA, UNHCR, UNICEF, WFP)</p>	<ul style="list-style-type: none"> <li>- Provide basic integrated health services for 76,000 refugees with functional referral systems (including ambulance services) to higher levels of care for all refugees and hosting communities and ensure disease surveillance and outbreak control measures put in place. Procure health commodities, medicines, supplies and equipment.</li> <li>- Provide quality Minimum Initial Service Package (MISP) for Reproductive Health in humanitarian emergency to 5,000 women of child bearing age, adolescents and young people.</li> <li>- Provide 5,000 under 5 children services such as immunization, vitamin A, deworming and growth monitoring.</li> <li>- Provide Mental Health and Psychosocial Support services to 6,300 men, women, boys and girls.</li> <li>- Ensure that 8,000 adolescents and young people have access to SRHR and HIV prevention services, 50 peer educators are trained through mutual support groups.</li> <li>- Ensure the estimated 10,000 women of child bearing age have access to integrated health information services, including access to ANC and PNC services, tested for HIV and those who are HIV positive receive treatment;</li> <li>- Provide Supplementary Feeding which will include Super cereal + for 4,000 children under 5 and Super cereal with sugar for Pregnant and Lactating Women and girls.</li> <li>- Ensure 50 teachers are trained to deliver comprehensive sexuality education programmes at primary and secondary education services and health workers trained to provide confidential and non-discriminatory adolescent and youth friendly services</li> </ul>
<p><b>Logistics, Transport and Communication</b></p> <p>(IOM, UNHCR)</p>	<ul style="list-style-type: none"> <li>- Facilitate safe and dignified relocation of 36,000 newly arrived refugees and their belongings from the border and transit centre to the designated settlement.</li> <li>- Establish 5 warehouses for storage of food and CRIs and distribution centres at Kenani Transit Centre and Mantapala settlement</li> <li>- Facilitate field visits in support of Zambia's work under the CRRF approach as well as policy-related and implementation monitoring activities with government at national/provincial/local level</li> <li>- Develop collective UN key advocacy and resource mobilisation strategies in support of Zambia's response under the CRRF approach</li> <li>- Advocate with development and humanitarian actors, with and through UN Regional and Global mechanisms, to strengthen the response</li> </ul>
<p><b>Non-Food Items</b></p>	<ul style="list-style-type: none"> <li>- Procure and distribute standard non-food item kits to refugees. Ensure post-distribution monitoring</li> </ul>



(UNHCR, AAH)	- Provide solar lanterns for improved personal safety.
<b>Shelter and Infrastructure</b> (UNHCR, UNDP)	<ul style="list-style-type: none"> <li>- Provide shelter materials to at least 9,000 households in refugee settlement at par with local communities.</li> <li>- Distribute family tents or housing units to 625 families with vulnerabilities (covering approximately 2,500 individuals).</li> <li>- Provide dignifying and safe shelter (targeting 500 households) in which the roof and structural support are built with durable materials such as steel poles in reinforced concrete and corrugated iron</li> </ul>
<b>Water, Sanitation and Hygiene</b> (UNHCR, UNICEF, World Vision International, NCA)	<ul style="list-style-type: none"> <li>- Drill and equip 170 boreholes in the settlements with 20 motorized water point with mini-water schemes</li> <li>- Construct 10,000 sanitation blocks in refugee settlements.</li> <li>- Equip 20 School/Child friend spaces/ Health post multiple stances ablution blocks</li> <li>- Distribute some 5,000 hygiene/dignity kits to most vulnerable women of child bearing age, and required first aid kits and services for families with wounded children.</li> </ul>

## Financial Requirements Summary – ZAMBIA

### By Organization & Sector

Org.	Education	Food sec.	Health & Nut.	Livelihoods & Envir.	Log., Tel. & Ope.l Support	Protection	Shelter & NFIs	WASH	Total
AAH		37,000		200,000	175,200			220,000	632,200
CARE.						510,000			510,000
Caritas	456,789			827,635		123,456			1,407,880
FAO				12,075,635					12,075,635
IOM					1,671,380	673,456			2,344,836
NCA								600,000	600,000
PI	204,100					171,340			375,440
SCI	550,000				387,675	462,325		100,000	1,500,000
UNDP				1,500,000	100,000	40,000	275,000		1,915,000
UNDSS					43,600				43,600
UNFPA			1,356,000						1,356,000
UNHCR	1,088,307	3,039,870	2,137,209	4,378,685	5,252,630	7,499,823	8,760,170	1,292,373	33,449,067
UNICEF	1,600,000		480,000	350,000	1,000,000	400,000		5,000,000	8,830,000
UNRCO					100,000				100,000
WFP		5,443,042		198,000					5,641,042
World Vision		300,000	350,000	350,000	765,000	200,000		1,500,000	3,465,000
<b>Total</b>	<b>3,899,196</b>	<b>8,819,912</b>	<b>4,323,209</b>	<b>19,879,955</b>	<b>9,495,485</b>	<b>10,080,400</b>	<b>9,035,170</b>	<b>8,712,373</b>	<b>74,245,700</b>



# ANNEX

# Regional Financial Overview

## Regional Summary by Organization & Country

Organization	Angola	Burundi	ROC	Rwanda	Southern Africa	Tanzania	Uganda	Zambia	Total
AAH								632,200	632,200
ADRA						200,000			200,000
AIRD						884,630			884,630
ARC							1,363,062		1,363,062
CARE International								510,000	510,000
Caritas						53,000		1,407,880	1,460,880
DRC							359,390		359,390
FAO	3,300,000							12,075,635	15,375,635
FCA							600,000		600,000
GNT						1,250,000			1,250,000
IOM	975,000	1,275,000	500,000	1,011,000		2,290,000	2,396,459	2,344,836	10,792,295
IRC						3,575,000			3,575,000
JRS	627,252								627,252
LWF	1,245,726						2,151,079		3,396,805
MDM	1,200,000								1,200,000
MTI							1,727,957		1,727,957
NCA	1,313,000							600,000	1,913,000
NRC						2,665,000	136,000		2,801,000
PI						1,200,000		375,440	1,575,440
PIN	422,989								422,989
SCI							1,050,000	1,500,000	2,550,000
Tutapona							195,619		195,619
UNDP	3,150,000							1,915,000	5,065,000
UNDSS								43,600	43,600
UNFPA	1,189,933	500,000	215,890				1,777,051	1,356,000	5,038,874
UNHCR	29,660,538	22,680,913	7,297,087	39,249,149	3,546,443	34,448,670	118,322,138	33,449,067	288,654,005
UNICEF	7,344,719	1,800,000	2,500,000	1,000,000		2,030,000	10,621,526	8,830,000	34,126,244
UNRCO	100,000							100,000	200,000
WFP	14,894,000	13,332,884	5,999,871	16,124,552		19,000,000	36,987,748	5,641,042	111,980,097
WHO	398,585		626,330			200,000	1,187,120		2,412,035
World Vision								3,465,000	3,465,000
<b>Total</b>	<b>65,821,742</b>	<b>39,588,797</b>	<b>17,139,178</b>	<b>57,384,701</b>	<b>3,546,443</b>	<b>67,796,300</b>	<b>178,875,149</b>	<b>74,245,700</b>	<b>504,398,009</b>



