

Response Highlight

May 2020

2,368 families provided with food ration packages in May. A total of **8,751** food packets distributed to vulnerable families since the COVID-19 response was initiated



959 families provided with WASH items such as soaps or toilet cleaners bringing the total families supported to **7,674**



40,000 masks being produced by refugee women for free distribution



More than 300 calls attended on toll free helpline



Young refugee boy demonstrating basic precautions needed to prevent the spread of COVID-19. [Click on the picture to watch the video](#)



Refugee child being supported with art supplies by UNHCR partner in Jaipur

After the Global outbreak of COVID-19 pandemic, UNHCR operation in India is responding to the enormous humanitarian needs as a result of the pandemic. These efforts compliment those of the Government of India, UN agencies and partner organisations. UNHCR interventions have been designed to provide relief to vulnerable refugees, asylum seekers and host communities in similar situation. UNHCR is grateful for the timely donations both in cash and in-kind received in this period as we look ahead to continue in solidarity with those that need our assistance.

FOOD



Due to movement restrictions and social distancing rules, many refugees and asylum seekers, who are mainly daily-wage earners, have lost their only source of income and livelihoods. In the month of May, UNHCR together with partners **distributed food packages to 2,368 vulnerable families** in seven locations.

Along with **refugees and asylum seekers, their immediate host community** members have been targeted as part of this continued assistance. A **total of 8,751 food packets distributed to refugees, asylum seeker and host community families** since the COVID-19 response was initiated.



Food ration distribution for refugees and asylum Seekers by UNHCR partner in Hyderabad

With the support of private donors, UNHCR Partners and other NGOs reached out to at least 2,008 refugee and asylum seeker families with dry food ration. Additionally, **through the support of local administration 1,268 vulnerable refugee and asylum seeker families received dry food ration** between 20 April to 28 May 2020.

WASH



To ensure that refugees and asylum seekers have accurate COVID-19 prevention and response information, updated advisories issued by the relevant Government Departments were translated in languages spoken by refugees

and asylum seekers for their easy comprehension and were disseminated widely.

A distribution of hygiene materials such as soap bars and toilet cleaners reached 959 families between 23 April to 29 May. Refugees, asylum seekers and their immediate host community members have been targeted as part of this assistance to foster inclusion. Cumulatively, **7,674 vulnerable refugee, asylum seeker and host community families have been supported** with soap or toilet cleaners in response to the COVID-19 emergency.



Distribution of toilet cleaners for refugees and asylum Seekers by UNHCR partner in Delhi

UNHCR's partner in the NCR continued to support refugees and asylum seekers in accessing government health facilities and medicines.

EXTERNAL RELATIONS



A twitter chat was organised on 16 May as part of **#EveryOneCounts** campaign to spark conversations around the fight against coronavirus, everyone counts, and every voice, every action can make a difference



Panel member of twitter chat organised under the campaign Everyone Counts. [Click on the picture to read more](#)

As a part of the “**Give As You Take, This Time**” campaign, UNHCR in collaboration with Silaiwali, Jesuit Refugee Service (JRS), Fair Trade Forum-India (FTF-I), Ummid Ki Udhan, 40,000 homemade masks are being distributed for free to local administration, vulnerable host community population along with vulnerable refugees and asylum seekers.



Refugee made mask were distributed to vulnerable host communities with support of Youth Feed India as part of campaign

PROTECTION



17 remote meetings were held with 95 refugee community representatives (63 males, 32 females) were organized through different modes. 4 telephonic community group meetings were held in line with the Age, Gender Diversity Mainstreaming principle which were attended by 16 participants (6 males, 10 females). Since the COVID-19 response effort was initiated 80 community group meetings have been held. Such meetings contributed towards identifying gaps in basic needs and protection issues to be addressed by UNHCR/partners/other stakeholders.



Food ration distribution for refugees and asylum Seekers by UNHCR partner in Uttar Pradesh

A dedicated helpline number for SGBV reporting is in place to ensure timely response to SGBV related issues. UNHCR along with partner focal points responded to 5 SGBV cases during the reporting period. A total of 14 SGBV incidents have been

reported since movement restrictions have been in place. **10 tele-sessions on self-care, (including psycho-social, emotional and physical aspects) and SGBV/PSEA sensitization** were organized jointly with UNHCR partner, targeting 10 women groups of different nationalities across locations, reaching out to 135 women in Delhi. Outside Delhi, partners remotely conducted 11 awareness raising sessions on SGBV, reaching out to 70 individuals.



Messages from a refugee youth in Delhi on Family Day compiled by UNHCR Partner, [Click on the image to watch the video](#)


UNHCR partners continue to facilitate access for refugees and asylum seeker learners to alternative channels of learning introduced by the government education departments, despite connectivity challenges. In addition to this effort, **through UNHCR NGO partners, approximately 1,740 students have taken advantage of remote bridge, tuition, language and computer classes in Delhi, Mewat, Jaipur and Telangana** UNHCR with its partner in Delhi had virtual meetings with 15 students along with their parents and 30 recipients of the DAFI scholarship for feedback on existing remote learning support.

Remote registration and RSD interviews were conducted for persons with urgent protection needs. Approximately **2,882 UNHCR asylum seeker certificates and temporary refugee certificates** were issued and distributed electronically to refugees and asylum seekers whose documents expired.

During the period under review, **more than 300 calls received through the toll-free number were attended**. Protection phone **counselling was provided to 134 individuals, including 21 with specific protection and assistance needs**, as part of remote outreach services. Email responses were sent to 107 persons regarding protection, assistance and durable solutions, livelihood and information on remote UNHCR/partners services. Cumulatively, 261 individuals have been provided with phone counselling as part of remote outreach services since the COVID-19 response efforts were initiated. Individual cases identified through various fora of engagement with refugees and asylum seekers were referred to relevant agencies. **Additionally, 168 tele follow ups were made with representatives in different locations, as part of protection monitoring given the evolving situation.**



STAYING AND DELIVERING FOR REFUGEES AMID COVID-19

 1800 1035 635 (Toll free)

 indne@unhcr.org

[DO YOU NEED HELP? CLICK HERE](#)

FUNDING

UNHCR remains grateful for the robust support from donors to the COVID-19 response including the Governments of United States of America, Germany, European Union, United Kingdom, Japan, Denmark, Canada, Ireland, Sweden, Finland, Norway, Australia, Monaco, Estonia, Iceland, Portugal, Liechtenstein and Slovakia as well as CERF and Education Cannot Wait.

We also appreciate the support from private donors who have rallied swiftly to provide a range of in-kind donations for COVID-19 response in the region. We are also grateful to donors who provide unearmarked contributions to UNHCR, which help support operations in Asia and enable us to respond in a timely and flexible manner. These donors include Sweden, Norway, the Netherlands, Denmark, the UK, Germany, Switzerland, and private donors in Spain and the Republic of Korea.

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