

5 October 2019

QUICK FACTS

Total
registered
refugees:
16,674



CONTEXT

New arrivals report to immigration officials at the border, or in Lusaka, and request asylum. They are screened by the District Joint Operations Committees (DJOCs) consisting of the Department of Immigration, the Police, the Army, and Intelligence officials. The DJOC establishes the identity of asylum seekers, reasons for departing the country of origin and screens out armed elements, combatants and others considered to be a threat to national security. The DJOC determines whether new arrivals should be recognized as refugees pursuant to the 1969 OAU Convention criteria. Asylum seekers who are not granted 1969 OAU Convention status and are 'not screened out' for security reasons, are referred to the Office of the Commissioner for Refugees (COR) in Lusaka for individual status determination.

The official government policy is that refugees should reside in designated settlements. However, refugees who hold a valid urban residence permit (White Card) issued based on employment, self-employment, security, family unity or compelling medical grounds are authorized to reside in urban areas, such as the capital, Lusaka. UNHCR advocates for the adoption of an inclusive Refugee Policy and Administrative Instructions to complement the 2017 Refugee Act to ease the encampment policy.

The Makeni Transit Centre in Lusaka, whose management was transferred from UNHCR to COR in January 2019, hosts asylum seekers pending the determination of their cases and, as well as, referrals from the settlement (medical, resettlement etc). UNHCR provides the new arrivals with CRIs. Recognized refugees are relocated to the settlements with the assistance of UNHCR.

UNHCR has a Protection Helpdesk, AAH supports the Ministry of Health in providing medical care and manages the warehouse, while CARE is the SGBV

partner in the transit centre. As of September 2019, WorldVision will assist in child protection. The Chalala Medical House, run by AAH, provides accommodation for medical referrals from the settlement. UNHCR has four Refugee Outreach Centres (Kanyama, Chipata, Chawama, George) and conducts outreach at the Somali Community Centre in Chaisa, and implements limited livelihood and literacy programmes, through CARITAS Czech Republic.

PROTECTION

- **Detention monitoring:** UNHCR together with COR, undertakes monitoring of correctional facilities with the aim of intervening on behalf of detained refugees and ensure they are released. Zambia is one of the roll-out countries of the Global Detention Strategy and a 5-year national action plan was developed in consultation with the Government and other stakeholders. Improvements in the management of detention has been noted in 2019 with very few cases in detention because of lack of work permits or mobility passes.
- **Registration:** UNHCR has rolled out progress v.4 and BIMS and provides technical advice and capacity-building to COR, who conducts registration of new arrivals.
- **Documentation:** UNHCR participates in the Residence and Eligibility Committee (REC), which decides on urban residency and issues relating to nationality or biodata, as an observer. UNHCR provides technical and financial support for the issuance of documentation, such as, urban residence permits, Aliens' cards, long-term residence permits etc.
Refugee status determination: UNHCR participates as an observer in the Government RSD Committee (RSDC) and provides technical advice and capacity-building to the COR legal advisers, DJOC etc.
- **Protection outreach:** UNHCR and partner staff conduct protection outreach and counselling at a helpdesks at UNHCR BO's office, Makeni transit centre and the outreach centres. Suggestion boxes have been put in all facilities.
- **Community mobilization:** The partners have a limited number of community outreach workers (refugees and Zambians). Refugee leaders have been elected, but the legitimacy and efficiency in an urban context varies. Community worker committees have been set up for SGBV and persons with specific needs.
- **Identification of and response to SGBV:** A referral system is in place whereby SGBV survivors are referred for counselling, health services, and access to justice. A safehouse exists at the Makeni transit centre and an MoU is underway with YWCA to expand the capacity.
- **Child Protection:** Child protection case management has been conducted directly by UNHCR, but will in late 2029 be supported by WVI. A multi-agency BID Panel conducts BIA/BID. The Outreach Centres have child-friendly and youth friendly corners.
- **Education:** UNHCR conducts outreach in schools to combat discrimination and enhance the awareness of refugee matters. Education support is provided through the DAFI programme (to be expanded from 10 to 20 places), individual education support (cash/learning materials) to 395 vulnerable children and scholarships to children from marginalized communities through the Pestalozzi program.
- **Persons with specific needs:** There is a program providing persons with chronic illnesses with medical treatment, counselling and supplementary feeding. Subsistence allowance is made available to 25 household/quarter to persons with specific needs who have been screened and endorsed by the multi-agency Protection Panel. In addition, 49 vulnerable households are supported under the graduation approach livelihoods program. Six of these households come from the Zambian host community. Participants of the program were supported with one-time grants as startup capital and were supported with consumption support for the first six months of the program in order to cushion for their daily needs.
- **Resettlement:** A limited number of urgent or emergency cases are processed through BO Lusaka.

Main challenges: Lack of baseline data to enable evidence-based programming for the urban population apart from regular participatory assessments. The outreach through community workers need to be enhanced and

the SGBV and child protection referral mechanisms strengthened. Makeni transit centre has a limited capacity (60 places), which is being expanded.

AGENCY	PARTNERS
UN	UNHCR
GOVERNMENT	<i>Office of the Commissioner for Refugees/Ministry of Home Affairs, Zambia Police, DJOC, District Councils, Zambia National Service, Ministry of Community Development and Social Services, Ministry of Health, Ministry of General Education, Ministry of Defense/Zambia National Service, Ministry of Commerce and Cooperatives, Ministry of Fisheries and Livestock and Department of Forestry, Ministry of Agriculture.</i>
NGOs	<i>Africa Action Help, Caritas Czech Republic, CARE, WorldVision International</i>