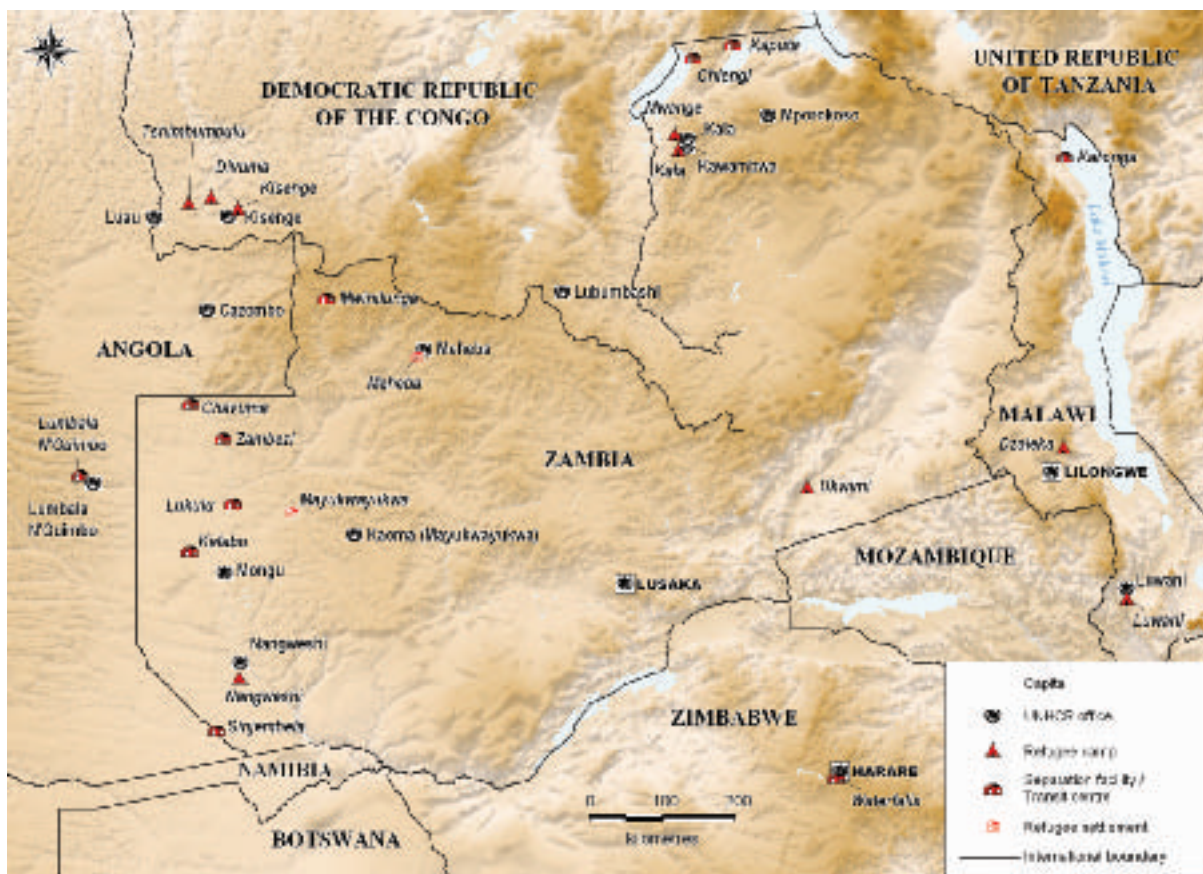


Zambia



Main objectives

Provide international protection, material assistance and search for durable solutions for refugees from Angola, Burundi, the Democratic Republic of the Congo (DRC), Rwanda and small groups of other nationalities; assist or facilitate the voluntary return of refugees to their countries of origin and explore the potential for local integration; ensure that assistance reflects all UNHCR policy priorities on refugee women, refugee children, HIV/AIDS and environmental awareness; continue to seek the involvement of other development agencies and donors in work with refugee-hosting communities; help the Government to ensure security in and around the refugee camps, and thereby encourage the Government to preserve the institution of asylum in Zambia.

Impact

- Humanitarian assistance was provided to 134,300 refugees in the camps and other persons of concern.
- An estimated 92,000 refugees spontaneously settled in Zambian villages.
- UNHCR assisted 18,140 Angolans and 106 Rwandan refugees to repatriate. No organized repatriation was undertaken to the DRC; however, planning for repatriation in 2004/2005 is underway.
- Regular training in programme management and finance were instituted for implementing partners. New software for use by implementing partners improved the quality of financial bookkeeping, monitoring and thus, enhanced management.

- The implementation of the Zambia Initiative (ZI) has commenced and is benefiting host communities and refugees.
- The regional strategic stockpile became operational in April 2003. The stockpile allows for a reasonable level of contingency preparedness and a reliable supply of material needed for Zambia, Zimbabwe and Malawi.
- Resettlement, as a durable solution and as a protection tool, continued to benefit eligible refugees of 252 applicants, 157 were resettled in third countries.
- UNHCR advocated increased employment and other local integration opportunities for refugees. The urban refugees were assisted in obtaining electronic identity cards and Convention Travel Documents (CTDs) that facilitated their travel within and outside Zambia.

Working environment

The context

Unfortunately, Zambia failed to attain the Highly Indebted Poor Country Initiative Completion Point (HIPIC). Half of the country's debt of USD 7.2 billion would have been eligible for write-off, if Zambia had qualified. On a positive note, despite this failure, the local currency remained relatively stable against major foreign currencies. This resulted in stable levels of inflation and price indices.

The Government of Zambia continued its policy of welcoming and granting asylum to refugees, whilst donor governments continued to show interest in monitoring the quality of assistance to refugees,

Persons of concern				
Main origin/Type of population	Total in the country	Of whom assisted by UNHCR	Per cent female	Per cent under 18
Angola (refugees)	158,900	71,900	51	56
DRC (refugees)	58,400	54,400	51	60
Rwanda (refugees)	5,800	4,800	44	52
Burundi (refugees)	2,100	1,700	38	54
Somalia (refugees)	1,000	1,000	41	3
Various nationalities (refugees)	600	500	42	26
Democratic Republic of the Congo (asylum-seekers)	100	-	-	-

Income and expenditure (USD)					
Annual programme and Supplementary programme budgets					
	Revised budget	Income from contributions ¹	Other funds available ²	Total funds available	Total expenditure
AB	15,144,276	6,161,883	7,684,019	13,845,902	13,845,902
SB	3,469,699	679,928	1,713,833	2,393,761	2,262,749
Total	18,613,975	6,841,811	9,397,852	16,239,663	16,108,651

¹ Includes income from contributions earmarked at the country level.

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

Note: The Supplementary programme budgets do not include a 7 per cent charge (support costs) that is recovered from contributions to meet indirect costs for UNHCR.

particularly the coordination and protection roles of UNHCR.

The security situation in the refugee-hosting areas, as in the rest of Zambia, remained satisfactory.

There was a small influx of refugees from the DRC, although limited clashes continued to cause some people to flee even as the peace agreement was being concluded. On average, some 500 new arrivals per month from the DRC were registered. The Angolan repatriation was effectively managed and coordinated without any major obstacles, except for a temporary halt for the duration of the rainy season. The population of urban refugees increased over the course of the year at an average rate of one person per day.

Constraints

UNHCR assisted 18,140 refugees to repatriate, despite the slow progress in reconstruction and mine clearance in Angola.

Some refugees repatriated spontaneously to Angola, unwilling to await confirmation of safety in their areas of return.

Current refugee legislation in Zambia restricts prospects for naturalization or legal permanent residence for refugees. To address this challenge, UNHCR made efforts to persuade the Government and parliamentarians to introduce more favourable refugee legislation.

Funding

UNHCR had to plan protection and assistance activities based on available resources. As a consequence, the desired results were not always achieved in all sectors. Education standards were not met in all camps. The most vulnerable urban refugees, asylum-seekers and refugees in transit centres were adversely affected.

The programmed activities for the AB in Zambia received country earmarked contributions for a total of USD 6,161,883, which represented 40 per cent of the USD 15,144,276 revised budget. Transfers from unearmarked and broadly earmarked contributions brought total funds to 91 per cent of the country requirements.

There were two Supplementary programmes in Zambia: for the repatriation of Angolan refugees and the Zambia Initiative.

Achievements and impact

Protection and solutions

The protection environment in Zambia remained favourable for refugees although some restrictive policies and associated legislation remain in place. UNHCR assisted the Government of Zambia in addressing the backlog of RSD decisions. Improved processing of asylum applications led to a drastic reduction of pending cases from 1,267 to 180. Protection training activities for law enforcement agents led to fewer detentions of asylum-seekers.

There were further major qualitative improvements in resettlement in terms of effectiveness and transparency in identification and screening of refugees. This allowed for an increase in the numbers recommended for resettlement.

Activities and assistance

Community services: Efforts to implement the Five Commitments of the High Commissioner to Refugee Women yielded encouraging results. Refugee women constitute nearly 50 per cent of community leadership positions in all camps. Task forces were formed in all camps to combat sexual and gender-based violence (SGBV) and the exploitation of female refugees. Sanitary materials were distributed to refugee women aged 15 to 42. A regional training workshop on Action for the Rights of the Child was held in Zambia for Southern African countries.

Vulnerable persons were identified and assisted during the repatriation to Angola. Training initiatives to support peace and conflict resolution were organized among Angolan refugees.

Crop production: In all four settlements where there were Angolan refugees, apart from Nangweshi camp where less than one third of refugees have access to farming plots, a minimum standard of one hectare per family was provided for cultivation. The majority of refugees had access to agricultural land and produced considerable quantities of food and

cash crops such as cassava, maize, groundnuts, sweet potatoes, rice and cotton. These supplemented the food assistance provided by WFP.

Domestic needs/Household support: All new arrivals were issued with non-food items (NFIs). Vulnerable groups were given special attention during the distribution of clothing and other essential NFIs. There was insufficient donated clothing to meet the needs of the entire refugee population. Women and children were worst affected by this shortage.

Education: UNHCR focused on primary education in all locations. In 2003, a total of 39,108 students attended school (19,928 males and 19,180 females). Unfortunately three important target ratios – teacher to student, book to student and desk to student – were not achieved. A school was constructed for the local Zambian community with funds from the Zambia Initiative (ZI).

Food: The food pipeline was reliable, and good weather resulted in successful harvests for refugees with agricultural plots and Zambians alike. The management of hammer mills was transferred to women as part of the strategy to empower refugee women. The dedicated work of UNHCR, WFP, implementing partners and refugee community leaders has

secured increased participation of women in food distribution. Grain storage silos were constructed for the local community with funds from the ZI project.

Forestry: In cooperation with the district authorities and traditional leaders, additional agricultural land was made available to the refugees, although Mwange and Kala camps still suffered a shortage of land. A range of environmental awareness activities, such as Eco Clubs and information, education and communication (IEC) information materials, helped to persuade growing numbers of households to use fuel-efficient stoves.

Health/Nutrition: Basic medical and health services, including outreach activities, were provided in all camps and minimum sector standards were met. Malnutrition, morbidity and mortality rates remained at acceptable levels. Arrangements were put in place to screen repatriating refugees. A project created specifically to combat HIV/AIDS among refugees and host communities involved enhanced dissemination of information, counselling and testing.

Income generation: A variety of projects and training activities were undertaken in all camps. Special



Congolese refugees from the DRC in Kala camp, Kawambwa. New arrivals being interviewed. *UNHCR/N. Behring*

efforts were made for households headed by women. Vocational training in the camps was devised so as to be of maximum use to refugees upon their return.

Legal assistance: UNHCR facilitated mobile courts to reduce the backlog of cases in Kala camp and as a tool to combat SGBV. UNHCR provided accommodation and amenities in all camps for police posted there. Unfortunately, female officers are unwilling to be stationed at the camps, mainly because of the distance from home, and this resulted in a major weakness in the provision of law enforcement. UNHCR organised several protection training events for officials from various government departments including immigration officers and members of parliament.

Livestock: Through the ZI, the provincial and district veterinary services were equipped with 36 fridges, 36 motorcycles and 110 bicycles to facilitate vaccination campaigns against livestock diseases in Western Province.

Operational support (to agencies): UNHCR continued with a series of activities to enhance the cost effectiveness of support to operations. Implementing partners were trained in programme management and financial procedures for UNHCR projects, including the formulation of a logical framework as a management tool. Project formulation, monitoring and control were largely delegated to the sub-offices, while procurement of significant programme requirements was retained at Lusaka level. Old project assets were replaced and implementation arrangements rationalized to reduce project costs.

Sanitation: Waste disposal was organized in all camps and over 90 per cent of households had access to family latrines. There were no significant outbreaks of disease.

Shelter/Other infrastructure: UNHCR was able to repair a few access roads. However, the bridge at Mayukwayukwa, the Nangweshi access roads, and the Kawambwa-Mwange road still remain in bad condition.

Transport/Logistics: Centralized fuel procurement by UNHCR continued, with increased controls at the sub-office level leading to some savings. Three light

vehicles and one ambulance were procured for repatriation.

Water: Water supplies were satisfactory. Three boreholes were drilled in Kala in an effort to phase out the reticulated system. Water wells were drilled for the local Zambian community with funds from the ZI.

Organization and implementation

Management

UNHCR's regional representation in Zambia continued to manage and coordinate operations in Zambia, and supervise the UNHCR missions in Malawi and Zimbabwe. In 2003, UNHCR maintained two sub-offices and three field offices.

Working with others

UNHCR's main government counterpart was the Office of the Commissioner for Refugees in the Ministry of Home Affairs. Collaboration with the Government, donors and implementing partners remained excellent. Two implementing partners phased out of the UNHCR operation in 2003: MSF-France closed their office in Zambia, and CARE International ended its implementing relationship with UNHCR in Nangweshi camp.

UNHCR entered into partnership with 14 implementing partners and two operational partners. Three of the partners are Government of Zambia line ministries. UNHCR also worked closely with UNFPA, IOM and WFP. UNHCR's presence in the field further enhanced partnership with implementing and operational partners.

Overall assessment

UNHCR achieved its overall objectives to protect refugees, ensure their well-being and implement durable solutions. Despite limited resources for assistance, in general, standards were met in most sectors of assistance. Progress was made in durable solutions with 18,140 Angolans and 106 Rwandans repatriating, and 157 refugees resettling in third

countries. Moreover, the Office played an effective role in the process of implementation of the ZI and thereby created conditions conducive to local integration. For Members of Parliament, UNHCR organized a protection workshop which improved their understanding of refugee issues: this will feed into a new refugee bill.

The situation of urban refugees improved. The risk of detention decreased, and the issuance of ID cards and CTDs enhanced freedom of movement.

In the context of the asylum procedure, the Eligibility Committee was able to process more asylum-seekers and reduced the number of pending cases from 1,267 to 180.

Useful lessons were learnt in the context of the voluntary repatriation of the Angolan refugees. These lessons will guide and inform the next phase of Angolan repatriation and the prospective repatriation of Congolese refugees in 2004.

Offices

Lusaka

Kaoma

Kawambwa

Mongu

Mporokoso

Solwezi

Partners

Government agencies

Commissioner for Refugees, (Ministry of Home Affairs)

Department of Water Affairs (North Western Province)

District Health Office (Ministry of Health)

NGOs

Aktion Afrika Hilfe

African Humanitarian Action

Africa

CARE International

Christian Outreach - Relief and Development

Hodi

IFRC/ Zambian Red Cross Society

Lutheran World Federation

Médecins Sans Frontières (FRA)

World Vision Zambia/ World Vision Australia

YMCA

Others

IOM

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 Coordination	2,888,541	253,868	3,142,409		5,030	
Community Services	275,459	15,704	291,163		185,830	
Crop Production	86,676	55,942	142,618		167,449	
Domestic Needs/Household Support	247,073	11,510	258,583		63,939	
Education	340,781	5,500	346,281		402,258	
Food	0	0	0		117	
Forestry	42,952	0	42,952		19,497	
Health/Nutrition	579,636	94,764	674,400		608,325	
Income Generation	37,089	0	37,089		60,733	
Legal Assistance	230,580	171,798	402,378		27,885	
Livestock	0	89,370	89,370		0	
Operational Support (to Agencies)	1,665,565	403,979	2,069,544		1,139,141	
Sanitation	43,430	0	43,430		38,696	
Shelter/Other Infrastructure	96,644	173,278	269,922		330,915	
Transport/Logistics	855,811	134,628	990,439		724,263	
Water (non-agricultural)	150,723	35,914	186,637		368,594	
Instalments with Implementing Partners	2,954,133	554,089	3,508,222		(3,658,511)	
Sub - total Operational	10,495,093	2,000,344	12,495,437		484,161	
Programme Support	2,741,765	52,051	2,793,816		3,450	
Sub - total Disbursements / Deliveries	13,236,858	2,052,395	15,289,253	⁽³⁾	487,611	⁽⁵⁾
Unliquidated Obligations	609,044	210,354	819,398	⁽³⁾	0	⁽⁵⁾
Total	13,845,902	2,262,749	16,108,651	^{(1) (3)}	487,611	
Instalments with Implementing Partners						
Payments Made	6,826,446	1,055,006	7,881,452		99,882,072	
Reporting Received	3,872,313	500,917	4,373,230		103,540,583	
Balance	2,954,133	554,089	3,508,222		(3,658,511)	
Outstanding 1st January	0	0	0		3,824,276	
Refunded to UNHCR	0	0	0		213,748	
Currency Adjustment	0	0	0		47,983	
Outstanding 31 December	2,954,133	554,089	3,508,222		0	
Unliquidated Obligations						
Outstanding 1st January	0	0	0		841,961	⁽⁵⁾
New Obligations	13,845,902	2,262,749	16,108,651	⁽¹⁾	0	
Disbursements	13,236,858	2,052,395	15,289,253	⁽³⁾	487,611	⁽⁵⁾
Cancellations	0	0	0		354,350	⁽⁵⁾
Outstanding 31 December	609,044	210,354	819,398	⁽³⁾	0	⁽⁵⁾

Figures which can be cross-referenced to the Accounts:

- (1) Annex to Statement 1
- (3) Schedule 3
- (5) Schedule 5