

Annual Results Report

2024

Uganda

Acknowledgements

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Note:

The baseline values presented in this document reflect previous year's progress when available. If such data is not available, strategy baseline values are used instead.

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Section 1: Context and Overview

1.1 Changes to the Operational Context

In response to the escalation of conflict in Sudan, Uganda saw a significant increase in the number of Sudanese asylum seekers. Consistent with its “open door policy,” the Government of Uganda admitted the newly arrived asylum seekers and granted prima facie status to Sudanese as of November 2023. By the end of 2024, over 65,500 Sudanese had arrived in Uganda since the conflict started in Sudan.

Although the inflow of Congolese refugees had decreased compared to previous years, the conflict in the eastern Democratic Republic of the Congo (DRC) continued to contribute to new arrivals. The West Nile region recorded high numbers of arrivals from South Sudan, due to inter-ethnic and communal conflict, weather events and worsening economic and social conditions.

By the end of 2024, Uganda hosted 1,797,000 refugees, up from 1,615,000 in 2023, representing a 10% increase. The main drivers of this population change include the continuous inflow of South Sudanese refugees, the conflict in Sudan, and instability in the DRC.

Of the total refugee population, 57% were from South Sudan, 31% from DRC, and the remaining were from Somalia, Burundi, Eritrea, Rwanda, Sudan, Ethiopia, and other countries. Women and children constituted 80% of the refugee population.

The agriculture sector, which employs 68% of Uganda's working population, is highly vulnerable to climate change. The destruction of crops and livestock from the dry season's searing heat and frequent floods during the rainy season, has worsened living conditions which increases conflict between refugees and host communities. For the refugee population and some of the host community, UNHCR pursued its operational strategy for climate resilience and environmental sustainability, to mitigate the impact of climate change and effectively support resilience.

1.2. Progress Against the Desired Impact

1. Impact Area: Attaining Favorable Protection Environments

By 2025 Uganda’s asylum space is maintained and unhindered; access to territory is preserved; and international protection standards are adhered to.

Population Type	Indicator	
	Baseline	Actual (2024)
1.1 Proportion of people seeking international protection who are able to access asylum procedures		
Refugees and Asylum-seekers	100.00%	95.00%
1.2 Proportion of people who are able to move freely within the country of habitual residence		
Refugees and Asylum-seekers	100.00%	100.00%

In 2024, significant progress was made towards maintaining Uganda's asylum space, upholding international protection standards, and ensuring unhindered access to the territory. In 2024, as in 2023, there were no reported instances of refoulement, largely attributed to the government's progressive refugee approach and efforts made to develop the capacity of border officials as well as law enforcement authority in international protection.

Additionally, significant strides were made in discussing the draft Refugee Policy, following the completion of a Regulatory Impact Assessment. The country continued to receive asylum seekers from DRC, South Sudan, Sudan, and other countries. By the close of 2024, 153,585 new arrivals and 35,937 new births were recorded, compared to 130,308 recorded by the end of 2023.

Suspension of admission and registration of Somali asylum seekers continued in 2024. Nevertheless, approximately 7,000 previously pending cases of Somali asylum seekers were granted asylum. UNHCR continued its advocacy efforts for the reinstatement of their regular admission. .

In 2024, Uganda included refugees and stateless persons in the national census, marking a critical step towards inclusivity and enabling better planning and resource allocation for these populations. This integration of data collection enhances strategic planning and ensures comprehensive protection and support services, including healthcare, education, and social support.

Uganda's legal and regulatory framework provides robust protection for the right to freedom of movement. The government's inclusive approach allows refugees and asylum-seekers to access essential services such as healthcare, education, and employment thus contributing to social integration of refugee and asylum seekers.

2. Impact Area: Realizing Rights in Safe Environments

By 2025 all forcibly displaced and host communities benefit from a healthy natural environment, and improved social services, including health, education, water and sanitation, and social welfare, provided through national systems where possible.

By 2025 life-saving humanitarian needs of refugees and asylum-seekers are met, with attention to any specific needs.

Population Type	Indicator	
	Baseline	Actual (2024)
2.3 Proportion of people with access to health services		
Refugees and Asylum-seekers	95.00%	93.50%

The Uganda refugee response has consistently received inadequate funding for livelihood activities, affecting the capacity to deliver sufficient livelihood support to refugees. For instance, in 2023, only USD 30.8 was received, which amounted to just 23% of the required funding. In 2024, the response received only USD 40 million, covering only 25% of the necessary funding for livelihood support. This shortfall was further exacerbated by the WFP's food assistance reductions. Thus, food insecurity among refugee households worsened from 37% in 2022 to about 68% in 2023. In addition, limited access to arable land has hindered refugees' ability to engage in agricultural production as a means of Livelihood and self-reliance.

In 2024, Refugees continued to access health services at the same level as nationals. A primary health care approach was used to provide services both in the community and at the facilities. UNHCR continued to provide facility-based services to 98 health facilities across the settlements with human resources, essential medicines and medical supplies. Primary health care services at the facilities were provided free of charge to both refugees and nationals. Patients who required secondary and tertiary services were referred to the district, regional, and tertiary hospitals as required. According to the Results Monitoring Survey (RMS) assessment for the health sector, 94% of refugee respondents who had a sick member in their household were able to access care at a health facility, compared to 95.7% of the host community. In both refugee and host communities, the Village Health Teams (VHTs) were able to reach 131,834 persons through the integrated community case management (iCCM) program.

A total of 2,097,422 consultations were provided at the outpatient departments, of which 27 percent were host populations. Of the consultations, 137,705 (84,985 refugees and 52,720 host population) were admitted to the inpatient wards, with a further 13,931 referrals made to higher-level facilities. The consultation per clinician per day was 51 (std < 50) with a health facility utilization rate of 1 (standard: 1–4 new visits per person per year), which indicates a stable health situation. Overall, there was a decrease in consultations from 2,594,687 in 2023. An additional 20 health facilities were coded during the year, bringing the total coded to 78 of 81 permanent facilities, with 3 permanent facilities that need to be coded in the operation.

3. Impact Area: Empowering Communities and Achieving Gender Equality

By 2025 all forcibly displaced and host communities live peacefully with each other, and progressively attain self-reliance in a conducive environment for livelihoods opportunities.

Population Type	Indicator	
	Baseline	Actual (2024)
3.1 Proportion of people who have the right to decent work		
Refugees and Asylum-seekers	46.69%	100.00%
3.2a Proportion of children and young people enrolled in primary education		
Refugees and Asylum-seekers	95.60%	88.15%
3.2b Proportion of children and young people enrolled in secondary education		
Refugees and Asylum-seekers	10.15%	9.15%
3.3 Proportion of people feeling safe walking alone in their neighbourhood after dark		
Refugees and Asylum-seekers	51.20%	52.00%

In principle, under the Uganda Refugee Act, refugees are entitled to access employment opportunities and engage in gainful work. However, Directorate of Citizenship and Immigration Control (DCIC) require work permits, which may be stamped in passports or on a refugee Convention Travel Documents (CTD). Only a limited number of refugees have this document, which presents an administrative obstacle for refugees to access formal employment. This is in addition to the overall high unemployment rate in the host country.

The number of primary school-age children in the refugee population increased from 361,234 in 2023 to 397,737 in 2024. The gross enrollment rate (GER) in primary education reduced from 97% in 2023 to 88% at the end of 2024. Despite the reduction in GER, the number of refugees enrolled showed a slight increase from 298,019 (47% girls and 53% boys) in 2023, to 330,235 (47% girls and 53% boys) in 2024. School enrollment among refugees continues to be below the national context and the global refugee average (63%). As of the end of 2024, a total of 65,542 Sudanese refugees and asylum seekers had sought asylum in Uganda. Among them, 37% were of school-going age (3-18 years), underscoring the high need for pre-primary, primary, and secondary education opportunities. By the end of the year, only 27% at the primary level and 3% at the secondary level had been tracked as enrolled.

There was slight reduction in the secondary GER 10% in 2023 to 9% at the end of 2024. This is further confirmed by the reduction in the number of refugees enrolled at secondary level from 25,973 in 2023 to 25,680 at the end of 2024. The low transition rate from primary to secondary education indicates the stage at which most children discontinue their formal education. This is due to challenges related to cost of accessing secondary education, limited higher education opportunities, and absence of documentation of prior learning which is required to enroll in secondary school.

Refugee enrolment in secondary education remained well below both the national context (GER 34%) and the global refugee average of 24%. The variance in the GER is partially attributed to the influx of Sudanese refugees with unique education challenges. The Sudanese use Arabic while Uganda uses English as a language of instruction, lack of certification of prior learning to facilitate enrolment, especially at post primary level, religious and cultural barriers, and cost of accessing education.

4. Impact Area: Securing Solutions

By 2025 refugees and stateless persons access durable solutions, including confirming their citizenship, voluntary return or third country solutions.

Population Type	Indicator	
	Baseline	Actual (2024)
4.1 Number of refugees who voluntarily return in safety and dignity to their country of origin		
Refugees and Asylum-seekers	1,475	2,249
4.2a Number of people who departed on resettlement		
Refugees and Asylum-seekers	3,491	3,047
4.2b Number of people who departed through complementary pathways		
Refugees and Asylum-seekers	3,321	8,407
4.3a Number of stateless people for whom nationality is granted or confirmed		
Stateless Persons	0	0
4.3b Number of refugees for whom residency status is granted or confirmed		
Refugees and Asylum-seekers	0	1,796,609

Significant efforts have been made towards achieving durable solutions despite the relatively low level of interest demonstrated by Burundian refugees to voluntarily repatriate. In 2024, a dedicated task force that focuses on addressing the challenges and coordinating the repatriation process was established. The task force is responsible for planning and overseeing the implementation of repatriation operations, ensuring that all activities are conducted in a safe, dignified, and organized manner.

To better understand the needs and concerns of Burundian refugees regarding their return, an intention-to-return survey was conducted in the Nakivale, Oruchinga, and Kyaka II refugee settlements to gather data on their views about repatriation. Out of the 3,130 respondents, 97% expressed reluctance to return. The predominant reasons were concerns for their safety, political instability, and fear of renewed conflict. The survey provided valuable insights into the refugees' perception towards returning to their country of origin and highlighted potential obstacles that needed to be addressed.

In 2024, UNHCR and the Government of Uganda facilitated the movement of 10 voluntary repatriation convoys, supporting 2,248 individuals from 590 households to return to Burundi. This brought the cumulative total of individuals repatriated to Burundi to 14,716 from 4,192 households since the exercise started in December 2020. Additionally, one individual was supported to return to the Central African Republic.

Cross-border meetings have also been a key component of the planning process. These meetings facilitated coordination and information-sharing between UNHCR offices in Uganda and Burundi, ensuring that operations are well-prepared, and the concerns of refugees are considered.

There were considerable constraints facing refugees pursuing local integration through citizenship by naturalization, including bureaucratic systems and obstacles that hinder refugees from attaining citizenship. Additionally, there is limited legal representation to address citizenship applications involving refugees.

By the end of the year, 3,047 individuals had departed for resettlement to various countries, with the majority (2,697) resettling to the United States of America (USA). Average processing time from submission to departure increased from 1,409 to 1,562 days in 2024. This is attributed to delays in departure to the USA.

The Government of Uganda's progressive refugee policy created an enabling environment for the growth of complementary pathways, while private sector involvement also supported its expansion. In 2024, 8,407 refugees and asylum seekers departed from Uganda through complementary pathways due to UNHCR's coordination model. The majority were on family reunification and private sponsorships; however, actual numbers per pathway are not clear as this information is not captured at case closure by the government. Nevertheless, challenges such as limited pathways, administrative hurdles, connectivity issues, and financial constraints continue to hinder broader access.

Between April and May 2024, the Uganda Bureau of Statistics (UBOS) conducted the Uganda National Population and Housing Census, which enumerated foreigners, refugees, and nationals. The national

census report, which was published in December 2024, indicates that there are 10,284 indigenous persons from minority tribes whose citizenship is not recognised under the Constitution's nationality parameters. Therefore, exempt of any claims to citizenship of another country, these persons would be considered stateless.

Another population classification from the national census report are persons who did not disclose their tribe to UBOS enumerators totalling 404,006 individuals. There is considerable ambiguity about the citizenship status of this group, which if not clarified may expose a cross-section of them to the risks of statelessness. Given that in Uganda tribe is the first qualification for one's claim to citizenship, a person with an unknown tribal identity may be at risk of statelessness barring the usual caveats of already possessing the nationality of another country.

1.3 Challenges to Achieving Impacts

In 2024, the operations in Uganda encountered numerous obstacles to realizing a significant impact. Efforts to prioritize addressing the issue of statelessness and to effect meaningful policy modifications concerning nationality and identity documentation for individuals identified as being at risk of statelessness, were not successful due to a few legal, administrative, and political barriers. Challenges to resolving in situ statelessness among tribes not recognised as indigenous and entitled to citizenship by birth under the constitution persist. In 2019, the government pledged to undertake six actions to reduce or eradicate statelessness at the High-Level Segment on Statelessness in Geneva but has not been able to activate its good intentions through administrative actions by the ministries responsible for citizenship, justice, and constitutional affairs. A Bill of Parliament to amend the Constitution's Schedule 3 that lists indigenous communities entitled to citizenship by birth, which legislative action would resolve the statelessness of the unrecognised tribes instantly has stalled at the consultative intersection between Parliament and the Ministry of Justice. Nevertheless, advocacy efforts were directed toward navigating some of these barriers through enhanced engagement with government officials, the Uganda Human Rights Commission, the Equal Opportunity Commission, and other stakeholders as well as equipping the affected populations with knowledge, resources, and skills with which to advocate for their visibility, recognition, and participation in civic activities like the national census and local townhall meetings.

It was imperative to ensure the availability of adequate resources to achieve timely, effective, and efficient operation delivery for protection and assistance to the forcibly displaced. Efforts were made to overcome resource constraints through prioritization and de-prioritization initiatives. The objectives were to address the most pressing life-saving gaps and provide emergency response to new arrivals. To ensure continuity, UNHCR prioritised the presence of dedicated UNHCR and partner personnel at the locations with the most acute needs (mainly areas of new arrivals).

Local collaboration efforts harnessed stakeholder buy-in and promoted collaborative initiatives such as a joint action plan to tackle cross-cutting challenges, that required a holistic stakeholder response. UNHCR worked with NGO partners, UN agencies, government counterparts, and other local authorities, to deliver services under challenging circumstances. To mitigate challenges and achieve impact, UNHCR provided technical assistance to the government's Department of Refugees, to support it in responding and resolving the most critical issues affecting the forcibly displaced and stateless persons. This included cultivating deeper relationships with governmental entities and advocating for requisite legal and policy reforms, to facilitate access to territory and preservation of the Uganda asylum space.

Impact would not be achieved without participation of the forcibly displaced and stateless. Effective action necessitated amplifying their active involvement in advocacy efforts. Enhancing their capacity through training and capacity building was essential. It was crucial to ensure their participation in policy decisions impacting them and institutionalizing such engagement by working with refugee-led organizations to facilitate service delivery across various sectors.

There were challenges in actualising the right to decent work in practice. The use of a refugee ID is not sufficient for authorities to issue a work permit. This issue remains a gap in the administrative processes involved in actualizing right to decent work/formal work through work permits access. Unlocking this barrier

will require an engagement of the key stakeholders concerned with policy implementation including Office of the Prime Minister, Immigration, Ministry of Justice, Uganda Revenue Authority, Kampala Capital City Authority.

1.4 Collaboration and Partnerships

At the 2023 Global Refugee Forum (GRF), Uganda announced five pledges to increase resilience and self-reliance, empower refugees' livelihoods, address climate change, improve access to sustainable energy, localize refugee responses, and build durable solutions and transition management. A systematic tracking system of the GRF pledges was developed with the CRRF Secretariat/GoU, serving as a model for other operations. Compared to the first GRF in 2019, the 2023 GRF saw a significant increase in pledges—from eight in 2019 to 93 in 2023 (including 41 regional pledges). About \$241 million in financial pledges have been pledged for Uganda.

A process for recording and sharing beneficiary data enhanced coordination in the Livelihoods and Resilience Sector and improved livelihoods assistance. An improved tracking system for development financing was designed. The delivery and design of World Bank IDA WHR projects were enhanced through technical support, information sharing, and collaboration on assessments and missions (e.g. DRDIP I, II, GROW). This strengthened development partnerships and refugee inclusion in national systems, including the National Household Survey and the population census in May 2024. UNHCR Uganda also contributed to the Uganda National Development Plan (NDP-IV).

Under the strategic collaboration framework, supported by PROSPECTS 2 (2024-2027) funding, the operation, in partnership with UNICEF, implemented joint initiatives focused on strengthening refugee inclusion in national child protection systems, while promoting coherence and synergies across various workstreams. Through the partnership with EU-INTPA, UNHCR together with UNICEF supported the birth registration and documentation of 188,975 children of whom 128,952 children have been issued birth certificates by NIRA. UNHCR partnership with ECHO and EU-INTPA supported a joined-up approach to humanitarian and development funding, especially around support to critical services like health. Concurrently, UNHCR actively strengthens its relationships with government donors and bilateral aid agencies such as JICA, KOICA, GIZ, AFD, DANIDA, Sida, and ENABEL which support programmes benefiting refugees and the host communities.

UNHCR supported the Government's development of a Transition Strategy for service integration in health, education, and water sectors. A partnership framework and joint action plan were developed with UN agencies, including ILO and UNCDF, to enhance coordination and implementation of refugee-related initiatives. This collaboration leverages the strengths of each agency to improve effectiveness. The representation had 44 Partnership Frame Agreements (PFAs) signed with 28 government entities, 14 international NGOs, 2 local NGOs and 2 UN agencies. In addition, the operation signed 32 grant agreements with Refugee Led Organizations (RLOs) and Community Based Organizations (CBOs). In 2024, the Inter-Agency Coordination Group - co-chaired by UNHCR, the Office of the Prime Minister (OPM), and the Ministry of Local Government - convened eight national-level coordination meetings, including an ad hoc session with the UN High Commissioner for Refugees during his mission to Uganda. These meetings aimed to strengthen collaboration among partners as well as support strategic and joint decision-making.

Through the Inter-Sector Working Group, the Inter-Agency Coordination Unit also updated the Uganda Country Refugee Response Plan, updated two regional refugee response plans for the South Sudan and DRC situations, developed the country chapter for the Sudan RRRP for 2025 and 2025 and updated/completed emergency contingency plans for Sudan, DRC and South Sudan. These efforts were designed to enhance resource mobilization and reinforce coordination across the response. In parallel, UNHCR formalized bilateral letters of understanding/partnership frameworks with key UN agencies in Uganda, including: UNCDF, UNDP, FAO, ILO, WFP, UN Women, UNFPA, WHO, and UNICEF (and with IOM is near completion at end 2024). These partnerships aim to advance refugee inclusion in national systems and programs, promote integration of service delivery, improve access to social security schemes, and expand opportunities for cash assistance and financial inclusion.

Section 2: Results

2.1. Outcomes and Achievements

1. Outcome Area: Access to Territory, Reg. and Documentation

Reception conditions Improved

Refugees and asylum seekers are registered on an individual basis and issued with identification documents

Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
1.1 Proportion of refugees and asylum seekers registered on an individual basis			
Refugees and Asylum-seekers	99.97%	100.00%	99.95%
1.2 Proportion of children under 5 years of age whose births have been registered with a civil authority			
Refugees and Asylum-seekers	39.96%	40.00%	67.07%
1.3 Proportion of people with legally recognized identity documents or credentials			
Refugees and Asylum-seekers	89.14%	100.00%	97.40%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
01.1.1 Number of people registered on an individual basis	
Refugees and Asylum-seekers	189,522
01.2.1 Number of people supported to obtain civil status, identity or legal status documentation	
Refugees and Asylum-seekers	422,761

Progress Against the Desired Outcome

Throughout 2024, Uganda maintained its 'open door' policy of granting access to asylum seekers fleeing conflicts mainly from Sudan, DRC and South Sudan, as well as those fleeing persecution in Eritrea and Ethiopia. The number of newly-registered individuals was 189,522, an increase of 18% from the previous year. Of the total individuals registered, 153,585 were new arrivals, while 35,937 were new births recorded in existing households. Sudanese made up 26% of all the newly registered individuals, while 22% were Congolese from DRC, 17% South Sudanese and 11% Eritreans.

The registration process involved collecting demographic information, including family composition and specific needs, and biometric data (irises, 10 fingerprints and photos). Issuance of identification credentials increased by 42% during the year with 271,053 documents issued. 152,167 of the documents (Attestation and Certificates) were issued to groups, while 118,886 individual ID cards were issued to persons 16 years and above. The identification credentials facilitate refugees' free movement, access to basic services

(health, education and social services), and mobile SIM-cards, which is vital for financial inclusion.

During the year, UNHCR facilitated the alignment of OPM registration staffing across all locations, resulting in the temporary recruitment of 51 registration staff and construction of 5 multi-purpose registration processing centers. In addition to deployment of ID document equipment to all settlements, 80 laptops, 55 biometric sets (fingerprint and iris scanners) and other essential consumables were also procured and deployed to respond to new arrival and continuous registration demands. To ensure efficiency of registration data to support humanitarian response planning and programming, robust data quality assurance reviews were carried out on a quarterly basis; this work identified irregular activities by specific OPM registration staff who were dismissed as a result.

The very high number of arrivals, including the new population from Sudan, overwhelmed registration capacities across almost all locations. Additionally, the registration team was challenged by increased demands to carry out continuous registration activities, including updating changes in family composition, and registration of births. Across almost all locations, limited infrastructure, including lack of adequate facilities and internet connectivity posed critical challenges to implementation of individual registration in timely manner. Some newly arriving individuals were only registered after seven days of arrival, as opposed to the target of three days.

The identification of and management of onward movers was a huge challenge for the operation. As OPM registration staff are limited to identifying biometrics of persons registered only in Uganda, onward movement of refugees registered in other countries created close to 20,000 adjudication cases to be resolved by UNHCR. With limited UNHCR staffing, there was a high accumulation of backlogs in adjudication.

Maintaining data quality, amidst increased demands for registration data for protection and assistance services, multiple data sharing and data protection safeguards were required, including monitoring user access rights and profiles, especially partner personnel accessing and using PRIMES tools for case management. With over 500 partner users accessing the registration data system, consistently ensuring updated user accounts are maintained was challenging.

2. Outcome Area: Status Determination

Asylum seekers have access to fair and efficient refugee status determination (RSD)

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
2.1 Average processing time (in days) from registration to first instance asylum decision			
Refugees and Asylum-seekers	285.00	547.86	389.00
2.2 Proportion of people undergoing asylum procedures who have access to legal representation			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%
2.3 Proportion of people undergoing asylum procedures who have access to an effective appeal mechanism after first instance rejection of their claim			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
02.1.1 UNHCR has provided capacity development support to strengthen the national status determination system(s), in accordance with international standards	
Refugees and Asylum-seekers	Yes

Progress Against the Desired Outcome

In 2024, the Uganda Refugee Eligibility Committee (REC) made a significant stride in its activities compared to the previous year. The REC held 10 sessions and adjudicated a total of 24,162 applications comprising 34,105 individuals. This represented an increase of 45% compared to the 13,186 applications comprising 23,630 individuals adjudicated in 2023. This yielded an increase in the recognition rate of 96% compared to 91% in 2023. In the same way the average processing time from registration to a first-instance asylum improved from 548.7 days in 2023 to 389, attributed to the accelerated RSD session and the prima facie recognition for three nationalities. In 2024, Uganda continued to recognize asylum seekers from DRC, South Sudan, and Sudan on prima facie basis. Despite substantial efforts, a total of 37,113 individuals were awaiting an initial interview or an asylum decision by the end of 2024.

The Refugee Appeal Board (RAB) maintained consistency in its review processes. In 2024, the RAB reviewed 202 appeal applications involving 792 individuals. Of these, decisions were confirmed for 391 individuals, while 335 others had their decisions set aside. The remaining 66 individuals were referred to a re-hearing. 2024 marked notable progress for Uganda's REC, characterized by a significant rise in resolved applications and an elevated recognition rate of 96%. Nevertheless, challenges such as increasing backlog arising from the high number of new arrivals persisted. There is a need to employ differentiated processing modalities to address the consistent backlogs of cases. To enhance efficiency, leveraging technology, and review of restrictive admission policies for certain nationalities are required to enhance the asylum systems.

Throughout this period, UNHCR played a supportive role through consistent attendance at all REC and RAB sessions, coupled with essential technical and financial support to both. UNHCR ensured that all asylum applicants received legal counseling and were informed of their rights to review and appeal, in case of negative first-instance decisions. In January 2024, the Department of Refugees in the Office of the Prime Minister (OPM-DoR) released the "Report on the Regulatory Impact Assessment on Refugee Management (RIA)," recommending a new refugee policy. A draft National Refugee Policy (2023) was reviewed by stakeholders, and in December, OPM-DoR acknowledged feedback, recognizing the need for revisions to align with the RIA, Refugees Act, and Refugees Regulations. OPM-DoR is revising the draft and will present it to the Cabinet for endorsement after a final review.

3. Outcome Area: Protection Policy and Law

Stateless persons are sensitized on statelessness and supported to acquire Ugandan citizenship

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
3.1 Extent national legal framework is in line with the 1951 Convention and/or its 1967 Protocol			
None	Broadly aligned	Broadly aligned	Broadly aligned
3.2 Extent national legal framework is in line with the 1961 Convention on the Reduction of Statelessness			
None	Unknown	Progressing towards alignment	Not yet aligned

Core Output Indicators

Indicator	
Population Type	Actual (2024)
03.1.1 UNHCR has engaged in legislative and judicial processes to strengthen laws and policies for the protection of refugees, IDPs, returnees and stateless people and/or the reduction and prevention of statelessness	
Refugees and Asylum-seekers	Yes

Progress Against the Desired Outcome

In 2024, UNHCR conducted sensitization of six indigenous stateless communities under the campaign titled “Visibility, Identity & Participation” to ensure that they participate in the national census and are counted as a basis for access to social services and legal protections. The number of in situ stateless persons in Uganda had not been officially acknowledged. The Uganda Bureau of Statistics (UBOS) conducted the census in April-May 2024, and published the final report in December 2024. The census report (2024) indicates that there are 10,284 persons from the affected communities who have no Ugandan citizenship having been excluded from Schedule III of the Constitution.

4. Outcome Area: Gender-based Violence

By 2025 Refugee communities change their attitudes and contribute to reduced risk of gender-based violence incidents.

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
4.1 Proportion of people who know where to access available GBV services			
Host Community	28.00%	28.00%	88.91%
Refugees and Asylum-seekers	96.00%	97.00%	85.19%
4.2 Proportion of people who do not accept violence against women			
Refugees and Asylum-seekers	63.33%	73.00%	66.07%
4.3 Proportion of survivors who are satisfied with GBV case management services			
Refugees and Asylum-seekers	94.74%	100.00%	92.00%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
04.1.1 Number of people who benefitted from specialized GBV programmes	
Refugees and Asylum-seekers	136,356

Progress Against the Desired Outcome

UNHCR worked with partners in Gender Based Violence (GBV) prevention, focused on mindset shift, using the SASA (Start, Awareness, Support and Action) methodology, Girl Shine, and engaging men in accountable practices, all aimed at preventing GBV. By the end of December 2024, 135,080 women, men, boys, and girls were reached with GBV awareness-raising campaigns. In terms of capacity building, around 7,675 women and men were trained on GBV prevention and response across all locations. Community ownership of GBV prevention within the settlements saw 21,919 men and women engaged in prevention and awareness campaigns.

In 2024, the operation conducted a workshop on GBV Risk Mitigation and mainstreaming, creating a national action plan tailored to each Sub Office. This plan has integrated GBV into UNHCR programming across critical sectors like Livelihoods, WASH, Education, and Health. Significant progress was made in GBV prevention through partnerships with Refugee Led Organizations (RLOs), which benefited from CERF

grants in 2023. With funding from Safe from the Start, funding was allocated to support two RLOs, including capacity building and training on Girl Shine. RLOs actively engaged in the National FDPs GBV working group meetings including those at the settlement level, ensuring coordination and strengthening GBV prevention activities

As a result of these activities, 79% of forcibly displaced persons and 88% of the host community know where to access available GBV services. Survivors satisfied with GBV case management services were 92%, while 66% of forcibly displaced persons do not accept violence against women. The GBV Information Management System (GBVIMS) reported a 21% decrease in incidents from 2023. This decline can be attributed to several factors, including cuts in GBV staffing as well as reduced prevention and community outreach programs. Predominantly, survivors were female (97%), adults (86.8%), and refugees (92%), highlighting the heightened GBV risks due to displacement. Intimate partner violence was notable (68%), with prevalent incidents in settlements including psychological abuse (33%), physical assault (22%), rape (21%), and denial of resources (21%), in home settings.

In Kampala, among urban refugees, rape incidences were highest in public spaces by unknown persons, indicating random violence threats. In relation to the localization agenda, UNHCR and partners engaged refugee-led organizations to lead prevention and risk mitigation activities. UNHCR also strengthened its engagement with the Ministry of Gender, Labor, and Social Development, by signing the first-ever Project Framework Agreement (PFA) in May 2024, focusing on GBV service inclusion into national systems.

5. Outcome Area: Child Protection

Children are protected from violence, abuse, neglect, and exploitation and are able to develop positively in a nurturing environment

Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure			
Refugees and Asylum-seekers	50.30%	75.00%	74.70%
5.2 Proportion of children who participate in community-based child protection programmes			
Refugees and Asylum-seekers	18.00%	30.00%	27.19%
5.3 Proportion of unaccompanied and separated children who are in an alternative care arrangement			
Refugees and Asylum-seekers	84.00%	85.00%	84.54%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
05.1.1 Number of children and caregivers who received child protection services	
Refugees and Asylum-seekers	150,328

Progress Against the Desired Outcome

At the end of December 2024, children made up 54% (976,435) of the refugee population, with 50,792 identified as having specific protection needs (not including the category of children at risk of not attending school). A total of 37,942 children (18,482 girls and 19,460 boys) at heightened risk had Best Interest

Procedures (BIP) initiated, and 12,040 cases were successfully closed. The overall achievement in BIP represents 74,7% of the total number of children at heightened risk. The target for the year was met thanks to the cumulative efforts of the child protection sector in Uganda, despite the progressive reduction in staffing by partners due to funding challenges and phasing out of key child protection partners in few locations.

Community-based child protection interventions engaged 200,979 (101,549 girls and 99,430 boys), children aged 5-17, including 51,276 adolescents (27,452 girls and 23,824 boys) in targeted programs. Children participated in child friendly spaces (CFS), accessed play, as well as recreational and structured psychosocial activities. Adolescents benefited from tailored programs aimed at skills development. This combined achievement represents 27% of children aged 5–17 years. A total number of 3,100 child protection committee members supported activities in communities across all refugee hosting locations. In addition, 20,383 parents and caregivers participated in positive parenting training sessions conducted within the community.

These sessions aimed to enhance the protective environment for children by equipping caregivers with essential skills and knowledge to support their children's development and well-being. Under alternative care, 7,414 unaccompanied and separated children (2,914 girls and 4,500 boys) were placed in safe and appropriate care arrangements, following thorough Best Interests Assessments (BIAs). Another 224 (99 girls and 125 boys) were reunified with family members following successful tracing (195 cases), and on-spot reunification at reception centers (29 cases) for new arrivals. As of December 2024, the total number of children in appropriate alternative care stood at 17,482, including 17,406 children in kinship care and 76 in foster care. This represents 84,5% of the total number of unaccompanied and separated children. To note that the total number of registered unaccompanied and separated children decreased from 47,227 at the end of 2023 to 20,680 as of 31 December 2024, mainly due to the ongoing Persons with Specific Needs (PSN) verification exercise.

In 2024, UNHCR expanded its engagement and collaboration with various partners and government line ministries, including the Ministry of Gender, Labour, and Social Development, and Kampala Capital City Authority (KCCA), to advocate for and support integration of refugee women and children in the national child protection and gender-based violence systems. The line ministries remain committed to this process and have demonstrated openness to include refugees into relevant laws, policies, data, and case management frameworks. Government ownership has been strengthened through improved capacities, alignment and integration of local government and humanitarian systems. The localization agenda has been advanced through strategic partnerships with civil society organizations in Kampala. In collaboration with the National Identification and Registration Authority (NIRA), over 151,000 refugee children were supported to access birth certificates.

6. Outcome Area: Safety and Access to Justice

Refugees and asylum seekers live in safety and have access to legal remedies

Core Output Indicators

Indicator	
Population Type	Actual (2024)
06.1.1 Number of people who received legal assistance	
Refugees and Asylum-seekers	45,757

Progress Against the Desired Outcome

Country wide, there were noticeable gains in the access to justice with 167,906 individuals having received legal assistance/sensitization. This includes 30,924 refugees who had access to legal counselling through UNHCR partners, 24,984 refugees had access to legal representation, 1,697 refugees had access to mobile courts and 12,303 refugees benefitted from detention monitoring in 2024. UNHCR worked closely with the Justice Law and Order Sector (JLOS), through the Justice Sector Development Partner Group (JSDPG), to incrementally improve access to courts, raise awareness on rule of law, promotion of an e-justice system to reduce backlog of pending cases, and support the availability of legal aid services to indigent refugees and asylum seekers.

The Norwegian Refugee Council (NRC) partnered with UNHCR to promote access to pro-bono legal services for refugees through an engagement with the legal professionals. This resulted in a group of law firms based in Kampala, agreeing to provide pro-bono support to help refugees facing various legal challenges, navigate the complex justice system.

7. Outcome Area: Community Engagement and Women's Empowerment

All women, men, boys and girls of concern, including those of diverse backgrounds, are able to enjoy rights and play a central role in activities and decisions that affect them, and co-exist peacefully with neighbouring communities.

Persons with specific needs (PSNs) have timely access to appropriate services and participate in community activities and decision-making on an equal basis with others

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
7.2 Proportion of people who have access to safe feedback and response mechanisms			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%
7.3 Proportion of women participating in leadership/management structures			
Refugees and Asylum-seekers	50.00%	46.00%	50.00%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
07.1.1 Number of people consulted through Participatory Assessments	
Refugees and Asylum-seekers	14,749
07.2.1 Number of people who used UNHCR- supported feedback & response mechanisms to voice their needs/ concerns/feedback	
Refugees and Asylum-seekers	22,976
07.3.1 Number of people who received protection services	
Refugees and Asylum-seekers	930,000

Progress Against the Desired Outcome

The Refugee Engagement Forum (REF) in Uganda is a key mechanism for ensuring refugee voices are included in national decision-making. In 2024, two REF sessions and two District Engagement Forum (DEF) sessions were held. UNHCR promoted localization by recognizing the resilience of forcibly displaced persons and supporting 32 Refugee-Led Organizations with small grants totalling USD 294,490. UNHCR and partners conducted a participatory assessment using a Kobo tool, reaching 4,521 individuals through 442 focus group discussions and 110 key informant interviews. This included children, persons with disabilities, and individuals from ethnic or religious minorities.

The Private Sector Foundation Uganda (PSFU) trained 300 refugee women and girls in various skills for economic empowerment. The graduation ceremony highlighted the importance of such programs in supporting refugees' integration into the economy. UNHCR and partners promoted peaceful coexistence through the Regional Youth Peacebuilding Programme and grants for Community-Based Organizations. A cross-border meeting in Adjumani resolved spillover feud effects from South Sudan.

In Adjumani, 45 contestants participated in the Refugees Got Talent semi-finals, with the finale broadcasted live on NBS Television. A digital skilling platform was provided for youth to empower them in their communities. The Tokyo International Conference on Africa Development Cup saw participation from refugee girls and host communities, fostering peaceful coexistence. Capacity strengthening for RLOs included online sessions on fundraising and project management. The end-of-year Refugee Christmas Market in Kampala promoted self-reliance and peaceful coexistence.

In November, the Intergovernmental Authority on Development (IGAD) launched the Regional Refugee Engagement Forum in Kampala, focusing on partnerships, policies, voluntary repatriation, freedom of movement, and resource mobilization. UNHCR discussed refugees' contributions to Uganda with Members of Parliament, addressing concerns on security, environment, infrastructure, and health. On 27 May 2024, the UNHCR Uganda Help Page was launched to strengthen the Accountability to Affected People.

All refugees had access to safe feedback and response mechanisms, including the free Inter-Agency Feedback Referral and Resolution Mechanism (FRRM) helpline, email, protection desks, suggestion boxes, community structures, and the UNHCR Help Page. Operating 7 days a week with 30 staff speaking 38 languages, the helpline referred cases to over 1,000 staff from more than 60 partner organizations countrywide. The feedback and response mechanism in Uganda encompasses additional channels such as complaints boxes, emails, and other hotlines run by funded and operating partners.

In 2024, the UNHCR-managed FRRM helpline received about 233,000 calls, with more than 40,000 queries and 31,000 follow-ups recorded. Of all the queries received, 50% were from female callers and 58% of the calls were resolved directly by the agents, using standardized Frequently Asked Questions (FAQs). Key milestones include the deployment of Version 3 of the FRRM software, with WhatsApp chatbox integration, and a mobile application to enhance access at the local level. These upgrades are intended to digitally support localization, promote inclusion, amplify the refugees' voices, and empower local partners to play a greater role in addressing protection issues. Additionally, UNHCR partners in Uganda have received about 36,000 queries in their community interactions, including the protection desks and the complaints boxes.

8. Outcome Area: Well-Being and Basic Needs

By 2025, refugee and host communities access an environment where natural resources are managed through sustainable settlement land use plans

By 2025, refugee and host communities adopt and use affordable, reliable, sustainable and modern energy.

Comprehensive settlement planning to ensure a conducive environment and access to sustainable natural resources and ecosystem services for socioeconomic transformation and resilience in all refugee settlements and hosting communities.

Refugee and host community populations have improved well-being and functioning including very vulnerable people.

Refugees have greater dignity of choice in meeting needs through provision of domestic items and monetization of NFIs

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
8.1 Proportion of people that receive cash transfers and/or non-food items			
Refugees and Asylum-seekers	50.81%	100.00%	82.12%
8.2 Proportion of people with primary reliance on clean (cooking) fuels and technology			
Refugees and Asylum-seekers	34.10%	29.00%	44.46%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
08.1.1 Number of people who received cash assistance	
Refugees and Asylum-seekers	82,136
08.2.1 Number of people who received non-food items	
Refugees and Asylum-seekers	126,118
08.3.1 Number of people supported with improved cooking options	
Refugees and Asylum-seekers	139,815

Progress Against the Desired Outcome

In 2024, Uganda received 153,585 new refugees, with 126,118 (82%) receiving Non-Food Items (NFIs)/ Cash Based Interventions (CBI) support and allocated plots of land in refugee settlements. In July, there was a stockout of blankets, sleeping mats, and plastic sheeting (4x5M), due to an influx of the Sudanese refugees, amidst the prevailing budget constraints. To mitigate this, resources were reallocated to procure three critical items and supplies from low consumption areas were redirected to Kiryandongo refugee settlement, where the Sudanese were being settled. Increased monetization and expanded CBI support in receiving settlements was explored to ease pressure on NFI planning and management.

In 2024, the operation scaled up CBI to new arrivals, by monetizing a large portion of the CRIs/NFIs kits that refugees receive upon arrival. UNHCR transferred this cash assistance via MTN Mobile Money to 32,163 newly arrived families comprised of 80,514 individuals in Nakivale, Rhino Camp, Kiryandongo, Palabek, and Palorinya refugee settlements. Families received on average USD 75 in addition to blankets, sleeping mats, jerry cans, mosquito nets and menstrual hygiene kits provided in-kind. About 76% of beneficiaries were satisfied with the assistance provided and the most frequent complaint was that the amount provided was too low. About 90% of beneficiaries noted that settlement markets offered what is needed and reported spending their money on priority items like food, shelter, water, transport, household items and health.

A total of USD 2.47 million has been directly transferred to refugees, stimulating local economies, and benefiting refugees and host community market actors alike. Lastly, it has also supported refugees' financial inclusion from the start of their stay in Uganda. To promote further use of digital financial services and ease general communication, UNHCR began the process of procuring basic handsets to distribute to all newly arriving families.

To reduce the dependency on wood fuel and reduce the pressure on existing forest resources, UNHCR and partners continued to promote access to clean cooking fuels and technologies by disseminating energy-saving cookstoves to refugee and host community households. By the end of December 2024, 49,134 refugee and asylum seeker households had received energy-efficient cookstoves. Of these, 55.6% (27,343 households) were South Sudanese, 41.2% (20,225 households) were Congolese and 3.2% (1,566 households) were from other nationalities. UNHCR provided funding for 56.9% (27,963 households) while the rest was funded by partners.

Since 2020, a total of 159,747 refugee households have been reached, representing 798,735 individuals. This brings the coverage for improved cookstoves to approximately 44.5% by the end of December 2024. An additional 18,928 households (94,640 individuals) in the host community received clean cooking technologies, bringing the total achievement in 2024 to 68,062 households, which represents 75.6% achievement out of the Uganda Country Refugee Response Plan (UCRRP) target of 90,020 households.

A total of 45.1 tons of briquettes were produced to provide alternative cooking fuel to firewood and charcoal for refugees. Of these, 78.7% were produced by refugees and 24 tons sold, providing them with an income. In addition, 131 energy-efficient cookstoves were constructed in institutions by both UNHCR and partners.

10. Outcome Area: Healthy Lives

Improved access to adequate preventive, promotive and curative services for communicable and non communicable diseases.

Improved Sexual Reproductive Health services, HIV/Tuberculosis (TB) prevention, care, treatment services

Reduced Global Acute Malnutrition, Anaemia & Stunting

Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
10.1 Proportion of children aged 9 months to five years who have received measles vaccination			
Refugees and Asylum-seekers	96.60%	98.00%	98.10%
10.2. Proportion of births attended by skilled health personnel			
Refugees and Asylum-seekers	100.00%	100.00%	97.46%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
10.1.1 Number of individual consultations in UNHCR supported health care services	
Host Community	566,304
Refugees and Asylum-seekers	1,531,118
10.2.1 Number of consultations in UNHCR supported mental health and psychosocial support services	
Host Community	9,806
Refugees and Asylum-seekers	26,514

Progress Against the Desired Outcome

During the reporting period, the measles vaccination coverage was reported to be 98.1 % above the acceptable coverage of 95%. Vaccines were received with support of GAVI and UNICEF through the Ministry of Health supply chain system. Demand creation, integrated service delivery in maternal and child health clinics, outreaches and catch-up campaign, together contributed to the achievement.

During the reporting period, nutrition outcomes improved across the refugee operation. Child wasting reduced from 7.2% in 2023 to 5.4% in 2024 despite regional differences between West Nile (6.7%) and South West (2.7%). Child stunting remained critical in South West locations with peak stunting levels in Kyaka II (55.4%), Rwamwanja (52.4%), and Kyangwali (48.3%). Child Anaemia levels reduced from 42.7% in 2023 to 30.8% in 2024 - indicating a significant improvement. Critical anaemia levels persisted in Kiryandongo, Kyangwali, and Palabek. Improvement in nutrition outcomes can be attributed to the improvement in complementary feeding practices and the reduction in common child morbidities.

Measles outbreaks were reported in Kyangwali, Palorinya, Rhino Camp, Kiryandongo and Nakivale refugee settlements. They were adequately contained with no mortality reported. In 2024, the operation reported a skilled birth attendance of 97%. Through the VHTs, pregnancy mapping, linkages and follow ups were conducted. In addition, facility-based education, birth preparedness, and planned delivery, were conducted to ensure mothers went to health facilities for delivery.

11. Outcome Area: Education

Inclusive, equitable and quality education at all levels for all refugee and host communities

Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
11.1 Proportion of young people enrolled in tertiary and higher education			
Refugees and Asylum-seekers	0.33%	3.00%	2.14%
11.2 Proportion of children and young people enrolled in the national education system			
Refugees and Asylum-seekers	32.88%	35.00%	32.53%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
11.1.1 Number of people who benefitted from education programming	
Refugees and Asylum-seekers	674,290

Progress Against the Desired Outcome

At the end of 2024, the number of refugee youth in the age bracket of 19–35 years (the target age for tertiary education) stood at 504,135.

The percentage of refugees enrolled in tertiary and higher education improved from 0.49% in 2023 to 2.11% as at end of 2024. The increase is attributed to the scholarships provided through different avenues and expansion of opportunities in the vocational training institutions within the settlements. In addition, there was

enhanced coordination and data tracking mechanisms employed by the Education Response Plan Secretariat (ERP), to map partners providing higher education and ensure the refugees supported are effectively tracked.

A total of 248 (110 female and 138 male) learners were benefiting from the DAFI scholarship programme as of December 2024. Despite positive strides towards enhancing higher level and tertiary education opportunities, the needs and demands remain enormous.

Through strategic actions influencing policy, planning, budgeting, and data, UNHCR's inclusion roadmap aspires for the progressive transition of refugee-serving community schools to the national system. As at end of 2024, 37% of the schools in the settlements were coded and receiving government grant aid, including capitation for the refugees enrolled in them.

There was a slight decrease in the proportion of refugees accessing public education from 32.88% in 2023 to 31% in 2024. The decrease was partially attributed to influx of Sudanese refugees with unique education challenges such as the difference in Sudanese (Arabic) and Ugandan (Anglo) language of instruction, lack of certification of prior learning to facilitate enrolment especially at post primary level, religious and cultural barriers, and generally the cost of accessing post primary education. In addition, despite the national Education Information Management System (EMIS) being in place, it is not yet fully operational hence, the refugees enrolled outside the settlements schools cannot be effectively tracked.

It is also worthwhile noting that, 142,763 (78,935 male and 63,828 female) refugees accessed education through 25% of the community schools established by humanitarian partners (i.e. schools not coded by government). Another 38% accessed education through other private institutions. All the education institutions supporting refugees implement the Uganda Education Curriculum and like the host community learners, they sit for the same national certification examinations. Despite the strategic focus on advocacy for the coding (government grant-aiding) of 55% of schools in the refugee settlements by 2025, only three additional secondary schools were coded in 2024. The government embarked on the development of a transition strategy that includes the education sector. This is in line with the policy pledge made by government of Uganda at the 2023 Global Refugee Forum (GRF), to continue managing and integrating infrastructure and services specifically in health, education and water.

12. Outcome Area: Clean Water, Sanitation and Hygiene

Satisfactory and dignified conditions of sanitation and hygiene for refugee and host communities

Water services are integrated in national structures

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
12.1 Proportion of people using at least basic drinking water services			
Refugees and Asylum-seekers	85.00%	100.00%	95.00%
12.2 Proportion of people with access to a safe household toilet			
Refugees and Asylum-seekers	90.00%	90.00%	86.00%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
12.1.1 Number of people supported with access to water and/or sanitation services	
Refugees and Asylum-seekers	1,637,460

Progress Against the Desired Outcome

According to the Household Knowledge Attitude and Practice (KAP) survey report of November 2024, 95% of the refugees and host population accessed water with support from UNHCR and partners. In 2024, water was accessed by the population at an average of 16 litres per person per day (lppd), less than the previous year (17lppd), due to the continuous increase in population and lack of resources to expand provision. The average distance from the farthest user to a water point was recorded as 782 metres, an increase from 711 metres in 2023, but still within 1,000 metres (Ugandan standard). There were 223 motorized water systems were maintained at an average functionality of 98%, with 1,168 hand pumps. In addition, 77% of the water from motorized systems was pumped using renewable energy sources (solar and national grid).

The use of diesel fuel for pumping water increased from 13% in 2023 to 13.3% in 2024, to support additional water pumping hours due to the increased population. In 2024, two boreholes were drilled and solarized, while 78 were drilled and equipped with hand pumps. In addition, water pumping hours have increased by 20% in new arrival locations, 46.45km of pipe network was extended to underserved areas. Three new water reservoirs were installed, with a total of 265 cubic meters of storage capacity. Under the transition into national systems, no additional settlement was transitioned to a government system. An MoU to transition three settlements remained under review by authorities, with inclusion of the Ministry of Water and Environment, as the utility regulator in Uganda.

Access to safe household toilets (owned or shared) reduced from 90% in 2023 to 86% in 2024, due to the increase in population. 71% of the households have their own latrine and do not share. The number of household latrines constructed increased from 8,597 in 2023 to 11,738 in 2024, and 1,478 emergency latrines were constructed for new arrivals. In addition, 243 stances of institutional latrines were constructed. The Village Health Teams (VHTs) conducted 2,614 environmental health and hygiene campaigns. The populations were reached with messages on nutrition, sanitation hygiene, management of faecal oral route disease transmission, and vector control for reduced public health-related infections. Hand washing practices were at an average of 66%, according to the KAP survey conducted at the end of 2024.

13. Outcome Area: Self Reliance, Economic Inclusion and Livelihoods

Refugee and host communities have improved short and medium-term self-reliance measures, actively participate in the local economy through food production and income generation for self-sustenance.

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
13.1. Proportion of people with an account at a bank or other financial institution or with a mobile-money-service provider			
Refugees and Asylum-seekers	13.82%	65.00%	61.53%
13.2. Proportion of people who self-report positive changes in their income compared to previous year			
Refugees and Asylum-seekers	11.50%	11.50%	5.77%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
13.1.1 Number of people who benefitted from livelihoods and economic inclusion interventions	
Refugees and Asylum-seekers	19,185

Progress Against the Desired Outcome

UNHCR Uganda's strategy on self-reliance, economic inclusion and livelihoods focuses on advocacy to strengthen the enabling environment, collaboration, and coordination with partners. This is a shift from direct implementation of livelihood projects, with an overall aim to strengthen the enabling environment, while pursuing structured and collaborative partnerships with Government of Uganda, development and private sector actors, as well as local and international non-governmental organizations. In terms of coordination, the focus is on identifying and supporting qualified livelihoods actors to gain access to resources for livelihoods activities, advocating with donors to continue to and expand support to these livelihoods actors and for private sector expansion, and to ensure that there are quality self-reliance measurement tools which can be depended upon to measure and monitor impact.

To ensure access to financial services, UNHCR strengthened its advocacy efforts with the Central Bank of Uganda, leveraging its inclusive financial inclusion strategy, that seeks to ensure refugees have access to financial services. The 2024 Food Security and Nutrition Assessment (FSNA) revealed that 61% of refugees had access to arable land for crop production compared to 39% in 2023. This stems from collaborative efforts by the Government of Uganda, UNHCR and partners, to ensure access to arable land for food production and income

UNHCR continued to support skilling for gainful employment opportunities and self-reliance through private sector and humanitarian actors. For instance, 157 refugees (of diverse professional backgrounds, one-third holding university degrees from Sudan and 60 of them females) participated in two workshops held in Kiryandongo refugee settlement and Kampala, aimed at mitigating employment barriers. The workshops focused on promoting business registration, product certification and access to finance. For Sudanese professionals, a database will be created to advocate for their registration and professional practice in Uganda.

Through the UNHCR-Toyota Tsusho Corporation-CFAO mobility private sector collaboration, UNHCR skilled eight refugee youth in automotive mechanics in 2024, four of these in general repairs and four in body and paint trucks. This brought the total number of beneficiaries of the program since inception in June 2022 to 31. Out of these, eight trained in 2024 (6 male and 2 female). As of December 2024, 65% graduates were gainfully employed.

14. Outcome Area: Voluntary Return and Sustainable Reintegration

Refugees are supported to return voluntarily to their countries of origin in safety and with dignity.

Core Output Indicators

Indicator	
Population Type	Actual (2024)
14.1.1 Number of people who received counselling and/or information on voluntary repatriation	
Refugees and Asylum-seekers	11,473

Progress Against the Desired Outcome

UNHCR played a crucial role in facilitating the return of Burundian refugees to their home countries in safety and dignity. Central to these efforts is the provision of protection and legal support to refugees, as well as ensuring their right to voluntary and safe return. In 2024, UNHCR organized ten convoys facilitating the return of 2,249 Burundians to their country.

During the reporting period, community sensitization efforts were conducted to raise awareness about the right to voluntary return, reaching over 11,400 individuals with the information. UNHCR conducted an intention-to-return survey to gauge the prevailing sentiments of refugees. The survey also facilitated resource allocation and planning to ensure returning refugees receive necessary support, making repatriation efforts voluntary, safe, dignified, and sustainable.

Continuous advocacy for the issuance of civil documents, such as birth certificates, and the provision of legal aid ensured that refugees were well-informed about the importance of securing documentation, prior to returning to their home countries.

UNHCR worked in partnership with various stakeholders, including local and national governments to streamline processes. Training sessions conducted improved coordination, movement procedures, documentation requirements, and information sharing between countries of asylum and origin, thus, ensuring consistent support throughout the repatriation process.

15. Outcome Area: Resettlement and Complementary Pathways

Vulnerable or at risk refugees benefit from larger opportunities for resettlement while complementary pathways are sought for talented refugees and advocacy for stateless persons.

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
15.1 Number of refugees submitted by UNHCR for resettlement			
Refugees and Asylum-seekers	4,018	3,500	4,855

Core Output Indicators

Indicator	
Population Type	Actual (2024)
15.1.1 Country issues machine-readable travel documents	
Refugees and Asylum-seekers	Yes

Progress Against the Desired Outcome

In 2024, resettlement quotas were increased to 5,375 individuals, a rise of over 50% from the previous year. This is attributed to high resettlement needs in the operation and resettlement country confidence in the operation's ability to meet quotas with high quality submissions. Overall, a total of 4,855 individuals were submitted, reaching 90% of the target of 5,375.

Submission was halted based on guidance from DIP and PRM, in part to focus on managing a post-submission caseload already comprising more than 14,000 refugees.

16. Outcome Area: Integration and other Local Solutions

Coordination with Office of the Prime Minister (OPM), District Local Government and Partners strengthened

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
16.1 Proportion of people with secure tenure rights to housing and/or land			
Refugees and Asylum-seekers		1.00%	0.24%
16.2 Proportion of people covered by national social protection systems			
Refugees and Asylum-seekers		20.00%	19.47%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
16.1.1. Government Social protection system is inclusive of forcibly displaced and stateless people	
Refugees and Asylum-seekers	Partially

Progress Against the Desired Outcome

During the period under review, UNHCR continued to enhance coordination with Office of the Prime Minister (OPM) and the local government through a multi-faceted approach. This approach included creating partnerships, building capacity, developing monitoring and evaluation systems, as well as implementing reporting and accountability measures. Technical assistance was provided to ensure that laws and policies developed align with international standards, supporting OPM's mandate to offer refugee protection.

Building the capacity of government and local authorities was achieved through training and other capacity-building initiatives targeting the Eligibility Committee, Appeals Board, Interviewing Officers Desk Officers and provision of additional staff. OPM is progressively working on enhancing its capacity to collaborate with line ministries to transition some responsibilities to national systems in a sustainable manner.

Uganda has implemented a progressive and inclusive approach to refugee land tenure and housing, underpinned by the Refugee Act of 2006 and the Refugee Regulations of 2010. This legal framework establishes the foundation for the rights of refugees in Uganda, particularly in terms of access to land and housing. The Refugee regulation states that a refugee residing in a designated refugee settlement or area in Uganda is allowed to use land freely for cultivation or pasturing. However, they are restricted from selling, leasing, or otherwise transferring ownership of this land; it is only for personal or family use. Refugees cannot own land outright (freehold interest) in Uganda.

Nonetheless, refugees living outside designated camps can acquire or dispose of occupancy or leasehold interests in land similarly to resident foreigners, according to the law. The Office of the Prime Minister (OPM) oversees the management and allocation of land to refugees within designated settlements, which serves both housing and agricultural purposes. In some instances, refugees acquire land through informal customary agreements with local communities, which, despite their informal nature, provide a certain degree of security for the refugees. The settlement approach fosters integration of refugees into communities where they have the liberty to construct their own homes, fostering a sense of belonging and self-reliance.

2.2. Age, Gender and Diversity

UNHCR and the government ensure fair treatment for all, especially women and girls, through an inclusive registration process. UNHCR continues to advocate with the government to ensure asylum systems are responsive to diverse needs, prioritizing the safety of high-risk groups. Uganda collects health data by age and sex, with targeted HIV services. Free health services cover all ages and genders, including reproductive health for adolescents, TB/HIV care for children, and primary services for the elderly. Safe spaces and targeted HIV services are available for high-risk groups.

Uganda ensures women and girls have equal access to GBV prevention and response services through a multi-sectoral, survivor-centered approach. One-stop centres in four settlements reduced barriers to accessing GBV services, ensuring timely, confidential, and comprehensive responses. Women and girls' safe spaces offer opportunities for consultation, counseling, and skill development. However, gaps remain in the accessibility, availability, and affordability of GBV services in national institutions.

Cash-based interventions have been scaled up to meet refugees' needs, promoting inclusion and financial access. The FRRM helpline received 184,431 calls in 2024, facilitating communication between refugees, UNHCR, OPM, and partner agencies. The helpline operates seven days a week, staffed by 30 personnel, speaking 38 languages. UNHCR, UNFPA, and stakeholders successfully included six stateless indigenous communities in Uganda's national census. The "Visibility, Identity & Participation" campaign ensured their participation. The December 2024 census report identified 10,284 stateless individuals excluded from Schedule III of the Constitution.

The school-going age breakdown shows a slight male majority (51% male, 49% female). In primary education, 52% of refugees enrolled are male and 48% female, with a larger gender disparity at the secondary level (59% boys, 41% girls). Contributing factors include family preference for boys' education, early marriage, inadequate WASH facilities, and long distances to schools. Programs to enhance girls' participation include changing rooms, menstrual hygiene kits, gender-segregated latrines, and support structures like Girls' Education Movement (GEM) clubs. Scholarships and targeted support aimed at ensuring equal opportunities were also provided.

Section 3: Resources

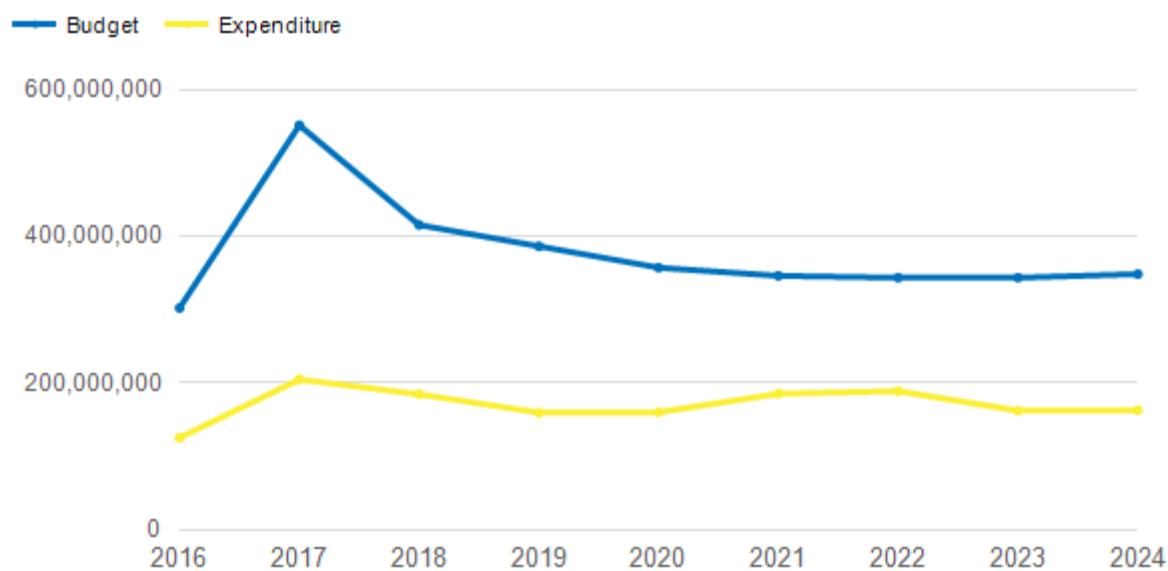
3.1 Financial Data

(Financial figures in USD)

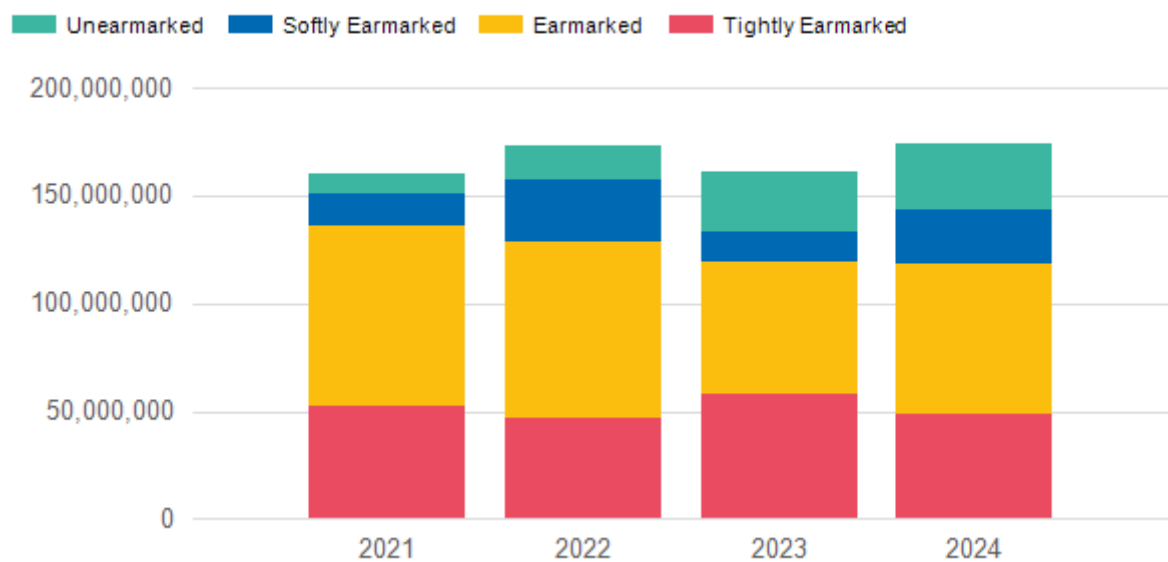
Impact Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
IA1: Protect	107,734,498	66,547,115	61.77%	66,547,115	100.00%
IA2: Assist	201,728,605	85,142,012	42.21%	84,320,745	99.04%
IA3: Empower	32,105,450	8,025,564	25.00%	8,025,564	100.00%
IA4: Solve	6,699,959	4,039,141	60.29%	4,039,141	100.00%
All Impact Areas		13,797,229			
Total	348,268,512	177,551,060	50.98%	162,932,564	91.77%

Outcome Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
OA1: Access/Doc	42,958,096	9,934,817	23.13%	9,934,817	100.00%
OA2: Status	3,267,867	592,100	18.12%	592,100	100.00%
OA3: Policy/Law	493,000	84,129	17.06%	84,129	100.00%
OA4: GBV	8,693,311	3,191,828	36.72%	3,191,828	100.00%
OA5: Children	10,192,181	3,567,016	35.00%	3,567,016	100.00%
OA6: Justice	2,000,408	2,049,757	102.47%	2,049,757	100.00%
OA7: Community	17,295,736	6,772,562	39.16%	6,772,562	100.00%
OA8: Well-being	66,540,131	13,259,185	19.93%	13,259,185	100.00%
OA10: Health	48,111,500	30,303,021	62.98%	30,303,021	100.00%
OA11: Education	51,153,936	27,261,223	53.29%	27,261,223	100.00%
OA12: WASH	18,382,390	8,711,525	47.39%	7,890,257	90.57%
OA13: Livelihood	22,158,179	3,293,043	14.86%	3,293,043	100.00%
OA14: Return	3,920,805	1,022,150	26.07%	1,022,150	100.00%
OA15: Resettle	2,286,154	2,932,862	128.29%	2,932,862	100.00%
OA16: Integrate	13,824,973	21,783,405	157.57%	21,783,405	100.00%
EA18: Support	36,989,844	28,995,208	78.39%	28,995,208	100.00%
All Outcome Areas		13,797,229			
Total	348,268,512	177,551,060	50.98%	162,932,564	91.77%

Budget and Expenditure Trend



Contributions Trend by Type



3.2. Resources Overview

In 2024, the operation maintained its presence in all the settlements across the country. However, some offices were either closed or downgraded. The Field Office in Nakivale was closed in June 2024, and the settlement is supported by staff from Mbarara Sub-Office. Three offices (Kyangwali, Yumbe, and Moyo) were downgraded from sub-office to field office level, effective January 2024.

Following the High Commissioner’s instructions and guidelines, major restructuring and realignment of staffing was carried out in 2024, which resulted in a 10% decrease in staffing. Similarly, significant cost reductions and efficiencies were achieved in mission travel, communication, and fuel costs, under the

administration and operations budgets.

The operation had a lower initial spending authority in 2024 compared to 2023, but fund-raising efforts continued that ensured the operation finished the year with the highest ending spending authority in the last 3 years. The operation prioritized lifesaving activities, emergency response, and implementation of earmarked activities. Health and education outcome areas had the highest budget amounts. with Policy/Law outcome area remaining the least funded, as statelessness programming is limited to sensitization activities. Several outcome areas had funding gaps as the needs were huge yet, the available resources were limited.

The Representation in Uganda mobilized resources in 2024 by continuing to seek funding opportunities with new donors, while maintaining and growing existing partnerships. Focus was on the negotiation of multiyear partners to increase funding predictability, and the diversification of its partners' base (Government, Intergovernmental, UN joint programmes, pooled funds, private sector partners, development partners etc.) The Representation also tried to secure primarily multiyear cash contribution in order and only go for Gift In-Kind (GIK) when it allows to steward a strategic partnership such as Uniqlo, FC Barcelona (FCB), Inditex, etc.

Section 4: Lessons Learned and Future Outlook

4.1 Lessons Learned and Future Outlook

2024 marked the second year of UNHCR Uganda's multiyear strategy 2023-2025. The operation in Uganda envisages a continued pursuit of the objectives set in the ongoing multiyear vision and strategic priorities that are medium to long-term endeavors. Significant shifts however may be necessary if the funding situation were to deteriorate drastically. Key among its focus remains its commitment to realizing the pledges from the Global Refugee Forum (GRF) and pursuing the integration of basic refugee social services into government services, including WASH, education, health, and environmental services.

The integration of services is expected to take a gradual and phased approach that envisages capacity strengthening of relevant government departments to ensure effective governmental responsibilities and oversight for the integrated services. A comprehensive roadmap and service integration plan will be developed in consultation with the government of Uganda. This will serve as a planning instrument and reference document that will guide the implementation and achievement of this strategic objective.

Consistent with its protection mandate, UNHCR will continue to support the Government of Uganda in fulfilling its commitment to providing protection and access to asylum, pursuing durable solution initiatives, coordinating stakeholders, and preparing for and responding to emergency-related influxes of new arrivals. Efforts will be made to consolidate the achievements so far in developing the refugee policy to ensure its completion.

UNHCR will continue its catalytic role of livelihood coordination, collaborating with stakeholders with the resources and technical expertise to deliver sustainable livelihood and self-reliance services to the forcibly displaced and stateless. Such an initiative will focus on job creation and skills development, working with partners and industries to provide technical training and linking refugees with formal employment opportunities. The objective is to enhance and accelerate refugees' social and economic integration. The implementation of livelihood activities will be guided strategically to ensure services address the prioritized needs.

The year 2025 shall signify the culmination of Uganda's operational three-year multi-year strategy. In this context, the representation shall thoroughly examine the strategy to assess the degree of accomplishments, challenges encountered, opportunities harnessed, and the overall ramifications of its execution on individuals who have been forcibly displaced. The operation plans to formulate a five-year multi-year strategy from 2026 to 2030. The duration of this strategy shall be aligned with the timeline of the United Nations Sustainable Cooperative Development Framework (UNSCDF) and Uganda's National Development Plan IV. This strategy is projected to be a guiding framework for transitioning humanitarian and social services into national systems.



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