

FINAL REPORT

Uganda, Africa| Population Movement

Emergency appeal №: MDRUG045 Emergency appeal launched: 24/06/2022. Operational Strategy published: 27/07/2022	Glide №: CE-2022-000195-UGA
Final Report Date of issue: 17/03/2025	
Operation timeframe: 12 months (12/04/2022 - 30/06/2023)	Number of people being assisted: 100,000
Funding requirements (CHF): CHF 3 million through the IFRC Emergency Appeal CHF 5 million Federation-wide	DREF amount initially allocated: CHF 409,283



Figure 1: Red Cross Action Team (RCAT) members conducting a monitoring exercise near the Uganda - DRC border for potential refugee movements.



Figure 2: Kisoro URCS rub-hall at the URCS premises

A. SITUATION ANALYSIS

Description of the crisis

Eastern DRC remained unpredictable with reports of continued fighting throughout the appeal period between the rebels and the Government forces. This fighting that erupted on 28 March 2022 in DRC northern Kivu area necessitating the launch of this emergency appeal displaced 161,063 cumulatively. These people entered Uganda through three border points of Kisoro, Bundibugyo, and Kasese with most of the crossings happening in the Kasoro and Bundibugyo districts. There are established refugee hosting/transit centers in the three districts designed to accommodate refugees for a few days before relocating them to settlement centers, however, eight months into the fighting, thousands of refugees were still hosted in the transit centers where URCS through this emergency appeal continued to offer humanitarian assistance. Particularly, the holding capacity at Nyakabande transit centre, Kisoro district.

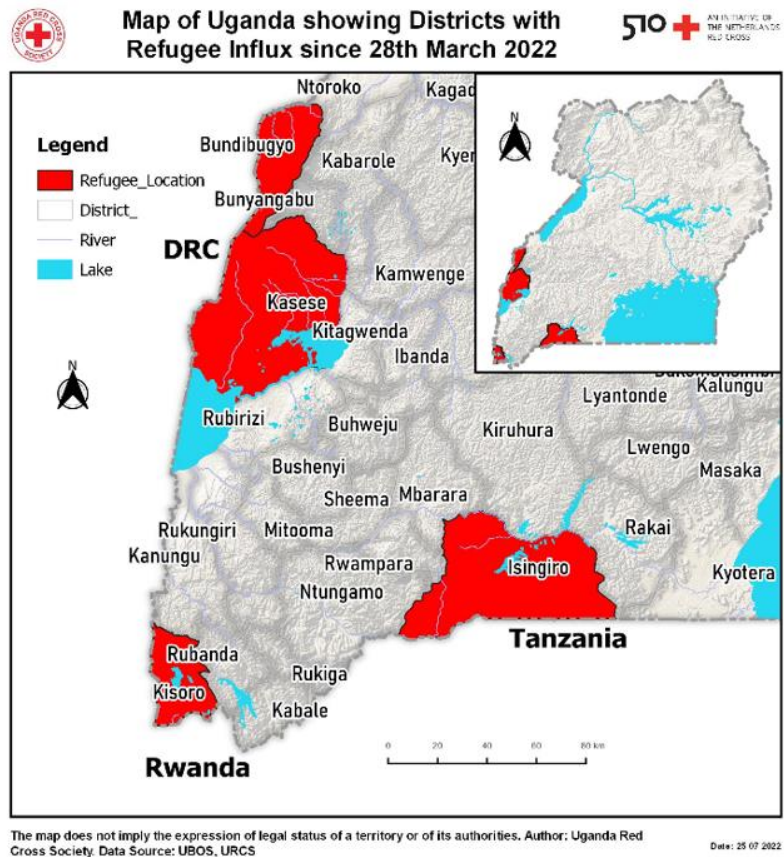


Figure 3: Map showing areas that were targeted by the IFRC Emergency Appeal Action during the DRC Refugee Response in 2022/23

The three entry points are described below.

Kisoro District

The end of March 2023 marked one year since the Refugee Influx started in Kisoro – Southwest Uganda. Fighting in Northern Kivu and Ituri in DRC on March 28, 2022, forced people to flee to Uganda through the Bunagana border and settle in Kisoro district. These were mainly children, women, and young people. A day after the fighting erupted on the 29th of July 2022, an estimated 41,733 individuals (21,582 Households) were received at both the holding and transit centers. On 31st October 2022, the holding center was officially closed, and refugees were encouraged to accept to be resettled in Nakivale Refugee Settlement as a standard practice.

By the 31st of December 2022, Nyakabande alone had cumulatively received 73,157 refugees that crossed through Kisoro while over 33,645 (16,069 Households) had been relocated to the settlement in Nakivale. The population size at Nyakabande continued to reduce and consequently a number of interventions scaled down including the decommissioning of major infrastructures that at the holding center that is currently no longer in use. As of 23/02/2023, the remaining facility – Nyakabande Transit Centre had a capacity of 825 people, yet the actual numbers realized at any given time would rise up to 2,500.



Figure 4: Figure 3: URCS Secretary General, IFRC Head of Delegation Juba Cluster and ICRC Head Delegation for Uganda, Rwanda, and Burundi visit to Nyakabande Transit Center on 7 June 2022.

As much as there were efforts to move refugees to Nakivaale settlement, many of them remained in the host communities competing for limited essential and social services like water, health, food, and sanitation. To date, even as the operation closes, the situation in DRC remains unpredictable with reports of continued fighting between the M23 rebels and forces loyal to the DRC Government.

At the time of this reporting, the border between Uganda and DRC in Kisoro at Bunagana remains officially closed and still under the control of the M23 rebels. However, the asylum-seekers living among the host communities are allowed to cross to Congo to collect food items and look after their farms during the day. Kisoro district authorities, security organs, and the Office of the Prime Minister (OPM) continue to monitor the situation.

Following the closure of Nyakabande holding center and consequent increase in the relocation of refugees to Nakivale, a number of partners prepositioned their response to Nakivale settlement. The Uganda Red Cross Society (URCS) through this appeal conducted assessments in Nakivale settlement before expanding its services beyond the transit centres whose results were used in designing and implementing response activities.

Kasese District

Asylum seekers from the Eastern DRC-North-Kivu crossed into Uganda through Kitholhu, Karambi, and Mpondwe sub-counties in Kasese District on Sunday 3 April 2022. About 3,220 individuals/asylum seekers crossed to Uganda through various porous borders and temporarily resettled in the villages of Kisololo, Busigha, Kasinga, Kisebere, Kiraro, etc. in the Kasese district. Out of 3,220 refugees, 1,233 of them were officially registered at Bwera Holding Centre (Nyamambuka) which was established on 5 April 2022. The rest remained in host communities for fear of being relocated to refugee settlements. Emergency response services were offered to those refugees at Bwera Holding Center by responding agencies including UNHCR, UNWFP, Office of the Prime Minister (OPM), CAFOMI, Medical Teams International (MTI), ALIGHT, Uganda Red Cross Society, ICRC, AIRD, GEDA-Uganda, Kasese Scouts, Uganda Peoples Defense Force (UPDF) and Norwegian Refugee Council (NRC) among others.

In July 2022, attacks were made by Mai Mai rebels in Luma town in North Kivu and burnt down Luma Hospital killing over seven people. This forced asylum seekers to cross to Uganda in the villages of Kasinga, Kahuhu Kanyatsi, and Kiraro in the Kitholu sub-county in Bwera where they were hosted before relocation to Nakivale and Rwamwanja settlements. On the 26th of July, three killings were also reported across Lhubiriha in DRC putting Kasese District on high alert to receive more refugees as witnessed in April 2022.

The first holding center was at the Nyamambuka Catholic Church playground and was closed on 31st August 2022. The 1,500 Persons of Concern (PoC) who were at the old site were all registered and taken to Rwamwanja Refugee Settlement. The current site is in Mpondwe-Lhubiriha Town Council which is 0.5km from the old one. It was opened on 01st September 2022 registering 15 – 20 PoCs weekly. It was later closed after two months. There were periodic attacks that culminated in the burning of a secondary school in Mpondwe- Lhubiriha reportedly by the Allied Democratic Forces (ADF) in 2023. Several students lost their lives and the Uganda Army continued pursuing the armed group with the hope of rescuing abducted students.

Bundibugyo District

In March 2022 there was an ADF rebel attack on the people of Nobili, Njiapande, Kamango, and Ituri in DRC that gradually spread to areas of Bugando town, Gogo, Kitendera, Kikura, Kayanje, Kitemba in Butalinga border communities in DRC which border Bundibugyo district in Uganda. Since then, there have been on-and-off attacks on the people of DRC characterized by killings, burning houses, and looting of properties, among others forcing people to flee to Uganda through the 21 nearest porous border points mainly of Busunga, Bundingoma, Sindila, kisuba, and Nyahuka in Bundibugyo District.

Bundibugyo continues to host clusters of refugees who come in and refused to be evacuated to the transit center and opt to stay with the host communities citing various reasons that are not favorable for them at the holding and settlement camps. From the latest assessments conducted by URCS and DDMC (District Disaster Management Committee), there are 29,243 refugees recorded to be living within Busunga, Bundingoma, Sindila, Kisuba, and Nyahuka sub-counties inside Bundibugyo District. The refugees keep crossing to and from Uganda, along the borderline. From 2022 to date, this has led to poor health, hygiene, and sanitation practices characterized by open defecation, poor waste disposal, poor water source management, lack of food leading to malnutrition among refugee children, safety/security issues, negative effects on the environment, Gender, and Protection. Within the operational period (2022/23), the URCS Team did Hygiene, Sanitation and Health promotion alongside PGI and CEA activities to build social cohesion among the refugees and the host communities. The situation remains hard with gaps in WASH especially sanitation. There is need for more latrines.

Summary of response

Overview of the host National Society

- 1. Assessment and Coordination:** URCS deployed a total of 70 volunteers (35 in Kisoro, 20 in Bundibugyo, and 15 in Kasese) that provided WASH services, RFL, Health promotions, and Shelter. These volunteers have been in operation since 29 March 2022 and have since been taken up by the Echo PPP project. The number of Volunteers increased with the inclusion of the Nakivale settlement camp as well as the expansion of the services to the Host communities. Additional volunteers were deployed to enhance Hygiene, Sanitation, and Health Promotion in Nakivale, Kisoro, Kasese, and Bundibugyo. In Kisoro, 20 volunteers were deployed between April and June 2022. There was a scale-up to 40. At the Transit Centre; 04 under Water Supply, 20 Hygiene Promotion, and 11 Sanitation Sensitization. At the border in Bunagana; 05 volunteers – 03 for Hygiene and 02 for Sanitation. In Bundibugyo, there were 05 volunteers in April, scaled up to 25 in July and 30 in August, then scaled down to 05 between November 2022 to January 2023. The volunteers conducted Hygiene, Sanitation, and Health Promotion. In Kasese, there were 25 volunteers who were hygiene promoters. 15 were based at the holding center and 10 were supporting the registration of PoCs at porous border points. They were downscaled to 02 at the new transit site until its closure.



Figure 5: URCS Team member explains to the EU-ECHO Officials URCS actions in Nakivale Refugee Settlement.

Since March 2022, four (04) National Disaster Response Teams (NDRT) were deployed to provide technical support to the operation. The NDRTs were all WASH specialists, and 03 were deployed in Kisoro and 01 in Bundibugyo. After the closure of the Nyakabande Holding Centre, these trained volunteers continued supporting water quality tests and treatment at the Transit Centre. 02 WASH NDRTs were deployed to support software and hardware in Nakivale and were taken up by the PPP project until the closure of the project year one implementation period in May 2023.

In Kisoro, URCS participated in a daily coordination meeting that were chaired by the Office of the Prime Minister (OPM) and UNHCR with all the partners operating in the Transit Centres in addition to participating in the District Disaster Management Committee (DDMC) meeting that is held on an occasional basis. In Bundibugyo, throughout the operation, URCS attended the District Disaster Management Meetings that were chaired by the DDMC chairperson on a weekly basis. URCS remained the only partner that was actively responding to the refugees in the host communities through Community-based Surveillance and RFL.



Figure 6: URCS Kisoro Operations Team Leader giving remarks during the launch of the Kisoro Multi-Hazard District Contingency Plan that incorporates Population Movement and Hydro-Meteorological hazards (Wednesday 22nd February 2023)

- 2. Shelter and Household items:** URCS at the onset of the refugee influx in Kisoro responded with the DG ECHO-funded crisis modifier distributing 400 NFI under the ECHO – HIP Project that was later replenished by

this emergency appeal (EA). The EA in addition procured 500 NFI kits and distributed 260 Kits to the most vulnerable refugees who were later transferred to the Nakivale settlement.

In addition, Kisoro constructed additional temporary shelter for storage of the operational items at the Kisoro branch. The temporary structure stored equipment and items especially those that were retrieved after decommissioning following the closure of Nyakabande holding centre. A new rub hall was erected at the branch premises to store all emergency items and equipment at the branch. This EA has also procured 213 shelter kits and 213 NFI kits that have been prepositioned in the Fort Portal regional warehouse.

In order to protect water tanks, at the holding center, URCS fenced the installed T-95 tanks after the closure of the holding center which were later on decommissioned following fear of seizure by the local authorities on the land in contention. The T-95 tanks were later deconstructed and stored at the URCS Kisoro Branch.

The EA was complimented by resources from the Echo PPP making it easier for URCS to expand its operations to Nakivale settlement under which assorted shelter and NFIs were procured as per the Nakivale standards for new arrivals in the settlement. In consultation with other partners on the ground such as Nsamizi, URCS supported the new arrivals with 1,000 emergency start-up shelter kits and energy-saving stoves in the Nakivale refugee settlement under the ECHO – PPP Project that complemented the Appeal. By the close of the year 2022, URCS decommissioned all infrastructure that had been placed and erected at Nyakabande following the closure of the holding center on the 31st of October 2022.

3. Livelihood: URCS had planned to support the livelihood component of the refugees by providing fodder and vaccination services for the animals at the holding and transit centers. From 30 June – 16 July 2022, URCS conducted a rapid assessment in Bundibugyo, Kasese, Kisoro, and Nakivale. The assessment findings revealed that refugees were not allowed to go to any of the centers with their livestock. However, with the closure of this EA, livelihood options continue to be explored in Nakivale refugee settlement under the ECHO-PPP Project and other URCS initiatives.

4. Water Sanitation and Hygiene (WASH): In the period March – October 2022, URCS was a leading cluster member in WASH provision in Kisoro, Kasese, and Bundibugyo in this response together with CAFOMI. In the period April – October 2022, URCS supported water trucking in Kisoro. 2,424, 000 litres of water were trucked by the URCS water tanker/ bowser which resulted in the increase in safe, equitable access to clean water for persons of concern (PoCs) for a total of 109,827 individuals at the holding center, Bunagana entry point, and the transit center. In addition, URCS supported treatment and water quality monitoring for the 20,055m³ that was supplied to the persons of concern at Nyakabande holding and transit centers as well as the host community in Bunagana. URCS extended the water pipeline (4.4km) to 05 allocated villages in Rubondo Zone in Nakivale Refugee Settlement under the PPP funding.

In complimentary to the EA, the EU-ECHO-funded Pilot Programmatic Partnership (PPP) Project, URCS constructed two 05-stance VIP latrines in Bunagana border area and Mburabuturo Health Centre II which were heavily affected by the refugee influx. In 2023, URCS constructed an emergency rub hall for the prepositioning of relief items in anticipation of refugee influx and hydro-meteorological disasters. In addition, 16 boreholes were rehabilitated in January 2023 with support from Belgian RC and Flanders. Other ongoing activities to date are supported by a fully-fledged project – PPP in the Rubondo zone within Nakivale Refugee Settlement in addition to ongoing RFL activities.



Figure 7: ECHO, UNHCR, URCS, NLRC, Austrian RC at the Nakivale Main Water Treatment and Pumping Station

Hygiene campaigns, water supply, water treatment, and hygiene promotion at the water supply points were done reaching 73,157 daily in all the project areas. A cumulative number of 73,157 PoCs were reached. Other notable actions during the response included.

- Constructed 95 temporary latrines in Kisoro, Kasese, and Bundibugyo
- Installation of 2 (two) T95 tanks in tanks in Kisoro at Nyakabande holding center and plans to install one bladder in Bunagana in the host community.
- Installed 10 (ten) T10 tanks; 6 in Nyakabande – Kisoro 3 in Bundibugyo and 1 in Kasese to increase the water supply to the refugees.
- Procured and installed 60 handwashing facilities (15 in Kisoro at Nyakabande holding center, 15 in Bundibugyo, and 30 in Kasese).
- Procured and installed 25 waste bins at the shelters in Nyakabande.



Figure 8: Hygiene Promoters conducting a session in a school in Kasese District.

- 5. Health:** URCS provided basic health services to the refugees in the target locations of Kisoro, Kasese, and Bundibugyo. The services were integrated into the WASH services. The services included:
- a) Emergency First Aid services reaching 750 individuals with basic First Aid services and referrals.
 - b) Health promotion campaigns were organized reaching 6,580 refugees in Kisoro, Kasese, and Bundibugyo. The messages were on COVID-19 prevention, Ebola, Cholera, referrals, and malaria prevention among other health messages/ guidance.
 - c) The Uganda Red Cross participated in vector control especially jigger infestation that had been noticed at Nyakabande from June to September. The URCS enhanced fumigation and jigger treatment and encouraged the POCs to improve on hygiene and cleanliness.
 - d) URCS is planning to train volunteers and Village Health Teams (VHT) on Community Base Health Surveillance to increase their preparedness for the outbreak of Ebola and any other on-time alert together with the Ministry of Health (MoH) and in collaboration with Health partners in Nakivale.
- 6. Protection, Gender, and Inclusion:** To address Protection, Gender, and Inclusion concerns, members of the community were engaged on differing needs in a non-discriminatory way. During the field assessments done in Kasese and Bundibugyo, the volunteers on the ground were taken through practical sessions at the holding center, where gaps were identified, and recommendations were given for immediate action. These volunteers were taken through PSEA policy to ensure that they were well informed when it comes to offering services to communities and the PSEA risk factor was also shared. PSEA reporting mechanisms were shared and the volunteers disseminated the same to community members. This was to ensure that staff and volunteers deliver, irrespective of their area of expertise (WASH, SHELTER, AND HEALTH). This helped them to understand the distinct needs and safety risks that persons of different genders, ages, disabilities, and backgrounds face in emergency settings as well as what measures and approaches can be implemented to address needs and mitigate safety.

With support from the International Committee of the Red Cross (ICRC), the response actions supported over 15,000 individuals to restore and maintain contact with families that were separated during the conflicts. In the same way, over 360 unaccompanied children were identified for tracing with 50% reunified while others

were supported to reunite with their relatives in other settlements in Western Uganda. URCS continued this intervention of supporting the prevention of separation of Families, Restoring Family Links, and other protection activities relating to Tracing.

- 7. Community Engagement and Accountability:** This EA deployed a PGI surge who together with URCS focal person for CEA, conducted a CEA training targeting all the Volunteers, NDRTs, and volunteers who are responding in Kisoro, Kasese, and Bundibugyo. This enabled the operations team to ensure that refugees and communities were at the center of intervention. Three trainings were conducted in Kasese reaching 30 volunteers (22m – 08f), Kisoro reaching 31 volunteers (10f – 21m), and 37 volunteers on 01st July 2022 and more 31 on 02nd September 2022 in Bundibugyo.
- 8. CEA kiosks and help desks** were installed to ensure that community members including refugees were given the opportunity to forward their complaints and feedback for timely response. URCS volunteers continue engaging the communities in their local areas even at the closure of this EA.



Figure 9: URCS volunteer engaging the community on Peaceful co-existence in Kasese district

- 9.** The RCATS disseminated the URCS TOLL FREE LINE 08002110888 for reporting: Road Traffic Accidents, Feedback and complaints, and PSEA for feedback and recommendations regarding the services. URCS engaged Community leaders of the refugees in the host communities in planning for the intervention, for example in Bundibugyo the construction of the latrines was done jointly by the community members and URCS volunteers. The transit, holding, and host communities all had community leaders with whom the URCS operations team continues to do consultations to inform the planning and execution of activities.
- 10. Planning, Monitoring, Evaluation, and Reporting/ Information Management:** URCS received support from the IFRC regional office in developing the M&E framework, ITT, Workplan, and financial performance tools as well as in reviewing the existing institutional tools that were used during the implementation of the Emergency Appeal. The tools were developed in a participatory manner. The ECHO Head in Uganda visited Nakivale on a monitoring tour to witness URCS and partners' actions funded by ECHO, and the coordination mechanism which is key to avoiding duplication of efforts.



Figure 10: EU -ECHO Uganda Head of Office handing over MHM kit to Rubondo Secondary School female student during the ECHO - PPP Project distribution activity in Nakivale Refugee Settlement (Tuesday 21st February 2023)

11. Security: Security orientation and briefing for all teams prior to deployment was constantly undertaken to ensure the safety and security of response teams. The minimum-security requirements were strictly followed. URCS, PNS and IFRC personnel actively involved in the operation completed prior to deployment, were oriented on safety and security. IFRC security plans applied to all IFRC personnel throughout the operation. The Regional Security Unit (RSU) extended security support to the Cluster Delegation and maintained close monitoring of the developments in Uganda.



Figure 11: The Prime Minister of the Republic of Uganda chairs a disaster response meeting after episodic hydro-meteorological disasters that hit Kisoro and other districts in Uganda.



Figure 12: Ministers for Security, Disaster Preparedness & management, and other Government officials.



Figure 13: URCS Head of Communications & PR, and DRM EPR Staff attended the meeting - presenting disaster data and potential of a multiple disaster if refugee influx happened within the rainy September - December 2023.

Overview of in-country Movement Partners

Regarding this operation, the following movement partners in the country played a key role, providing financial and technical support as below:

- o **ICRC:** Provided URCS with financial and technical support in the protection, especially with RFL services in the camps. ICRC provided technical and financial support to extend water supply to the host communities in Bunagana, Kisoro working together with the National Water and Sewerage Corporation (NWSC). A big water reservoir was set up in Bunagana.



Figure 14: Tracing services by the URCS volunteers in Kisoro at Nyakabande Transit Centre

- **ECHO HIP project consortium members (Netherland RC, Austrian RC, and IFRC):** Activated the crisis modifier which enabled URCS to quickly respond to the very urgent needs of the first 400 refugee households. This was activated when the district triggers for population movement were reached. The triggers were well-defined in the multi-hazard contingency plan for the Kisoro district. The approved multi-hazard District Contingency Plan was disseminated on Wednesday 22nd February 2023 by Kisoro DDMC with support from URCS. The EU ECHO Head of Office Uganda attended the dissemination session.
- **The Netherland RC with support of the ECHO project:** Allocated 5,000 EURO to support the transportation of WASH prepositioned items to Kisoro to support URCS response. The NLRC continued to support through consortia of ECHO HIP and ECHO PPP in which it was the lead European Union National Society and consortium coordinator in Uganda.
- **The Belgian RC Flanders:** Mobilized a total of 46,000 Euros as bilateral support to URCS intervention in the WASH sector through the Austrian RC. This support from Belgian Flanders was discussed with IFRC to ensure no overlap with activities supported by the DREF/ Emergency Appeal. The Austrian RC provided technical support to the National Society, especially in WASH. 15 boreholes were rehabilitated in Nakivale Refugee Settlement to provide emergency water supply to the new arrivals from DRC.
- **The Austrian RC:** Provided technical support to the emergency appeal and URCS by providing a WASH delegate that was based in the field initially for three months. The profile supported capacity building for Volunteers and staff in Kisoro and Bundibugyo on Menstrual Hygiene Management and distribution of MHM kits and also provided support for food security intervention in Nakivale. In Kisoro, Austrian RC heavily supported WASH activities.



Figure 15: The Resident District Commissioner (RDC) of Kisoro is shown one of the tanks constructed by URCS under ECHO funding in Bunagana that was heavily affected by the refugee influx in 2022/23.



Figure 16: URCS help desk at Bunagana border area in Kisoro district; A hand-washing facility supporting hygiene and sanitation.

- o **ECHO PPP Project consortium members (Netherland RC, Austrian RC, and IFRC):** Since December 2022, the project supported stakeholder meetings in Nakivale with Isingiro district DDMC, partners, Nakivale Settlement Authority/ Commandants and interacted with the refugee and host communities. Detailed assessment was made for water supply pipeline extension to Rubondo zone in which URCS was allocated 5 villages. On Tuesday 21st February 2023, the PPP Project distributed 150 MHM kits to girls and female teachers of Rubondo Secondary School in Nakivale. Hygiene, Sanitation, Health Promotion, and Social Cohesion continue in Kisoro, Kasese, and Bundibugyo districts which are the main entry points for DRC refugees. The project constructed 08 rainwater harvesting tanks in Bunagana – Kisoro, and two 05-stance VIP latrines in the host communities as a rehabilitation measure for the effect of the refugees dwelling in their areas and putting pressure on the same resources. The project was complementary to the Emergency Appeal and ensured continuity at the end of the Appeal operations in June 2023, as an exit strategy.



Figure 17: ECHO Team listens to the URCS Team in Nakivale Refugee Settlement

Throughout the operational period, the IFRC Disaster Management (DM) Delegate based in Juba provided technical support together with the IFRC in-country delegate (Finance) under the leadership of the Head of Delegation, Juba Country Cluster. A movement-wide monitoring visit was conducted in June 2022 to Kisoro that included the IFRC Head of Delegation, Juba Country cluster, URCS Secretary General, ICRC Head of Delegation, and members of the Senior Management of URCS. The aim of the visit was to understand the situation on the ground in Kisoro and meet the URCS operations team as well as the local government. The visit was well appreciated as it was crucial for advocacy. Two IFRC surge deployments were done on PGI and operations in Uganda for the Emergency Appeal for this operation. 10 monitoring missions have been done since March 2022.



Figure 18: URCS Team conducts final inspection of the 05-stance latrine with a PSN unit, at Bukazi Primary School ahead of commissioning. Bukazi P/S closed and was turned into a temporary shelter area for DRC refugees in Bunagana border area.

Needs analysis

Needs analysis

The needs analysis remains the same as in the [Operations Strategy](#)

Operational risk assessment

The situation in DR Congo remains unpredictable and considering the geopolitics of the region, it is difficult to tell when the back-and-forth movement and anticipated new influx will stop. During the operation, an operational risk assessment carried out by the URCS Team based on the partners' meetings and from activity implementation in Bundibugyo, Kisoro, Kasese, and Nakivale indicated the following anticipated risks.

1. There was reported fighting that is on and off between the different M23 and other groups and the DRC Government which made it difficult for the refugees to settle in DRC, hence the likelihood of the refugee situation in Uganda being prolonged beyond the expected period of the Appeal. URCS continued to have Operation Updates as it monitored the situation as it evolved. This continues to date.
2. Heavy rains led to floods and landslides in the operational areas making the response difficult since the operational areas are also flood and landslide-prone, i.e., Kisoro, Bundibugyo, and Kasese. Monitoring of the various hydro-meteorological hazards and dissemination of Early warning messages were activated through the Branch Teams.
3. The Ebola outbreak was officially announced by the Ministry of Health in Uganda and the Ebola National Task Force was activated on 24 September 2022 with Bundibugyo and Kasese among the high-risk Districts in Uganda. This was contained and Uganda was declared Ebola-free in January 2023. However, the risk of Ebola and Cholera at/ through the border points remains. Continuous sensitization of communities on Hygiene, Sanitation, Health – risk communication, and community engagement, Community-Based Surveillance continues.
4. Uganda is prone to flooding situations on a yearly basis (MAM and SONDA), and in the event of flooding in the Country, this is likely to draw the attention of URCS from the current operation to respond to another disaster. URCS continued to work with partners to conduct preparedness activities for floods and other anticipated hazards throughout the operation period.
5. Refugees continue to leave the settlement i.e., Nakivale and Rwamanja due to insufficient support by the Partners and budget cuts that have led to cuts in food rations; hence ending up in the host communities that will put pressure on the social services hence leading to tension between refugees and host communities. To date, this is observed in Bundibugyo and Bunagana in Kisoro where the refugees who are transferred to the settlement camp return to the host communities. URCS continued to heighten community engagement sensitization sessions throughout the implementation period.

B. OPERATIONAL STRATEGY

Update on the strategy

URCS sought to meet the basic needs of the 100,000 refugees in the Districts of Kisoro, Kasese, Bundibugyo, and Isingiro through an integrated approach with services of Shelter, Livelihood, Cash, Health, and WASH in the transit Centre, refugee settlement (Nakivale) and host communities.

The strategy incorporated additional resource mobilization considering the needs and gaps, and anticipated risks based on the needs assessment done and Implementation on the ground. It is noted that the Appeal aimed at CHF 3 million for the 100,000-population target; however, only 30% was realized. This left many planned actions unattended with some, especially in the energy and environment sector stopped. However, the PPP project and other URCS actions to date have filled some gaps. More resource mobilization continues for Kisoro, Nakivale, and other refugee influx hotspots in Uganda beyond this EA.

C. DETAILED OPERATIONAL REPORT

STRATEGIC SECTORS OF INTERVENTION


 Shelter, Housing, and Settlements	Female > 18:	Female < 18:
	Male > 18:	Male < 18:

Objective: *Communities in disaster and crisis-affected areas restore and strengthen their safety, well-being, and longer-term recovery through shelter and settlement solutions*

Key indicators:	Indicator	Actual	Target
	Number of Households supported with EHIs	5,355	10,000
	% of target population living in transitional shelter that is safe and adequately enables essential household and livelihood activities to be undertaken with dignity.	173%	20%
	Number of communal shelters established.	0	2

Shelter intervention was supported in Kisoro, Nyakabande holding Centre. The plan was to scale up the Shelter, Housing, and Settlement response to the other locations of Nakivale refugee settlement, and in the host, communities based on the needs assessment conducted. Out of the 10,000 HHs targeted by the Appeal only 5,355 HHs were reached while the rest were reached by other responding agencies. At the end of the Appeal, 213 shelter and 213 NFI kits were procured and prepositioned in Fort Portal regional warehouse through the appeal.

Besides these kits, the operation further targeted to support 20% (2,000) of them with transitional communal shelter that is safe and adequately enables essential household and livelihood activities to be undertaken with dignity in Nakivale. However, this action was picked up by ECHO – PPP Project due to low income raised in the appeal.

 Livelihoods	Female > 18: 0	Female < 18: 0
	Male > 18: 0	Male < 18: 0

Objective: *Communities, especially in disaster and crisis affected areas, restore, and strengthen their livelihoods*

Key indicators:	Indicator	Actual	Target
	Number of households supported with fodder for livestock.	0	500

As per the need assessment report, refugees were not allowed in the camps with animals, hence the plan was to refocus this indicator to support multi-purpose cash intervention to support the livelihood in case fund are realized for this action through the Appeal or complementary actions. However, this didn't happen due to limited resources raised through the EA.

 Health & Care <i>(Mental Health and psychosocial support / Community Health / Medical Services)</i>	Female > 18: 17,717	Female < 18: 21,568
	Male > 18: 16,947	Male < 18: 20,798

Objective: *Strengthening holistic individual and community health of the population impacted through community level interventions and health system strengthening*

	Indicator	Actual	Target
Key indicators:	Number of people reached with community health activities. (Note: the same people can be counted multiple times)	77,030	50,000
	Number of people reached with integrated emergency health services	77,030	50,000
	# of Red Cross volunteers trained on epidemic and pandemic preparedness (EPIC and CBS packages)	175	20
	# of CBS-trained Red Cross volunteers who routinely submit timely CBS reports	175	20
	% of CBS alerts verified as 'true' alerts (correctly match the Community Case Definition)	20%	50%
	% of CBS alert reports investigated by MOH/MOA within 48 hours	7.8%	50%
	Number of missing persons reunited with their families	9,992	5,000

URCS conducted health promotion sessions reaching 77,030 persons in Kisoro, Kasese, and Bundibugyo districts to date. The messaging was Malaria, Cholera, Ebola, and COVID-19 prevention and hygiene promotion, among others. URCS was implementing Emergency Health services such as First Aid and supported 750 persons in Kisoro. With the publishing of the Emergency Appeal operation updates, the plan was adjusted to include CBS with a focus on Epidemics and pandemics. Implementation of this action was hampered by the non-realization of anticipated Appeal funds, therefore integrating the same in hygiene promotion.

Through the ICRC, the URCS managed to reunite 9,992 persons (this includes the unaccompanied minors and elderly) back with their families mainly in Bundibugyo and Kisoro. This was done by the RFL Team through phone calls and physical tracing including cross-border tracing. This was during the operation period. The number rose after that through the continuous RFL actions.

 Water, Sanitation and Hygiene	Female > 18:	Female < 18:
	Male > 18:	Male < 18:

Objective: *Ensure safe drinking water, proper sanitation, and adequate hygiene awareness of the communities during relief and recovery phases of the Emergency Operation, through community and organizational interventions*

	Indicator	Actual	Target
Key indicators:	Number of safe, accessible, and private bathing facilities that are culturally appropriate.	79	309
	Number of households with access to clean and safe drinking water	16,424	10,000

% of communal toilets that have handwashing stations with evidence of use in the response period	95%	100%
% of target population who, during the response phase, state they are satisfied with their access to water and sanitation facilities	83%	50%
Number of girls, female adolescents, and women reached by information dissemination sessions on menstrual hygiene management (MHM)	470	800
Number of people (and households) provided household items that support the restoration and maintenance of health, dignity, safety, and the undertaking of daily domestic activities in and around the home	5,766	50,000
Number of constructed sanitation facilities that are adapted for use by the frail elderly and those with physical disabilities (older people and people with disabilities have safe and dignified access to sanitation facilities)	118 (95 toilets and 23 bath booths)	819 (510 toilets and 309 bath booths)


WASH intervention went on in all the operational areas including the host communities in Bundibugyo and Bunagana in Kisoro. URCS did intervention in Nakivale settlement including in the host communities through ECHO PPP Project.

Of the 95 toilets constructed in Kisoro, Kasese, and Bundibugyo through the Appeal, 95% had handwashing stations with evidence of use by the end of the operation.

83% of the population in the target locations stated that they were satisfied with their access to emergency water and sanitation facilities. This was relayed through the community volunteers in the community sessions.

During the operation at the Nyakabande holding center, a hygiene campaign, water supply, water treatment, and hygiene promotion at the water supply points reaching 19,033 on daily basis was conducted by URCS in all the project areas. 16,424 households got access clean and safe drinking water, during the implementation period. There was installation of 02 (two) T95 tanks in tanks in Kisoro at Nyakabande holding and installation of 10 (ten) T10 tanks (6 in Nyakabande – Kisoro and 03 in Bundibugyo and 01 in Kasese) to increase the water supply to the refugees. Additionally, URCS deployed a water bowser that supported the tracking of water in Kisoro and specifically targets the host communities, procured, and installed 60 handwashing facilities (15 in Kisoro at Nyakabande holding centre, 15 in Bundibugyo, and 30 in Kasese) and as well procured and installed 25 waste bins at the shelters in Nyakabande to enhance waste management and hygiene.

During the operation, URCS targeted to distributed 800 MHM kits out of which only 470 MHM kits were done to 470 Girls and Women of Adolescent age in Kisoro and Bundibugyo to ensure the girls live in a dignified way. The number reached was reduced since there were other responding agencies conducting the same activity.

 Protection, Gender, and Inclusion	Female > 18: 0	Female < 18: 0	
	Male > 18: 0	Male < 18: 0	
Objective:	<i>Communities identify the needs of the most at risk and particularly disadvantaged and marginalized groups, due to inequality, discrimination, and other non-respect of their human rights and address their distinct needs</i>		
Key indicators:	Indicator	Actual	Target
	Number of Red Cross Red Crescent staff and volunteers who can demonstrate sufficient skills to refer, or skills and equipment to provide services for, SGBV survivors.	155	60

Number of people (and households) offered protection assistance specifically related to displacement and migration.	9,992	5,000
Number of volunteers trained on minimum standards for protection, gender, and inclusion (PGI).	147	60
Number of volunteers and staff trained on basic SGBV awareness and survivor-centered response.	155	60
Number of girls and women of reproductive age reached with dignity kits.	470	800
Number of PGI assessments conducted on the specific needs of the affected population.	3	1

PGI activities implementation by URCS started late because of the absence of an available focal person from the NS. Deployment of PGI surge in mid-August supported in fast-tracking and providing technical support to the URCS and Branch operations teams. However, dignity kits containing 1 packet of reusable sanitary towels, 1 bar of soap, 3 panties, 1 small bucket, 100m of gauze wire for drying clothes (underwear), a 60m wrapper (kitenge), and a packet of pegs were distributed to 470 adolescent girls and women of reproductive age in Kisoro – Transit center.

9,992 people (1,998 households) offered protection assistance through tracing services as a result to the displacement and migration.

The increase in the number of volunteers was based on the increased need in Kisoro and Nakivale refugee settlement.

PGI, PSEA, and code of conduct training was conducted for the operations team members in the 03 locations of Kisoro (40 participants), Bundibugyo (40 participants), and Kasese (40 participants). The main objective of this training was to ensure the integration of PGI into WASH, Health, and shelter intervention. The training was facilitated by the PGI focal person for URCS supported by the HR Officer, and the Organization Development Manager. Branch Managers of the three Branches of Bundibugyo, Kasese, and Kisoro were engaged in the training as well to ensure adherence and application to the Code of Conduct and PSEA policy. Before the PGI training, three assessments were conducted in the three established transit centres.



Community Engagement and Accountability

Objective:			
	Indicator	Actual	Target
Key indicators:	% of community members, including marginalized and at-risk groups, who know how to provide feedback or make a complaint about the operation.	80%	50%
	Number of complaints received through feedback mechanisms.	89	100
	Number of engagement and involvement sessions conducted (with stakeholders).	27	6
	Number of feedback mechanisms/systems established.	2	1

89 categorized feedback and concerns were received and acted upon. WASH concerns across the 03 sites, appreciation feedback from a handful on the recent MHM kits that were distributed in Kisoro, and Actions on how to manage open defecation in Bundibugyo, From Kasese and Mpondwe, the concerns acted on were the need for best hygiene practices. URCS focal person for CEA with the support of the IFRC Africa regional CEA team conducted a CEA training targeting all the Volunteers, NDRTs, and volunteers who were responding in Kisoro, Kasese, and Bundibugyo. This enabled the operations team to ensure that refugees and communities were at the center of intervention.

03 trainings were conducted in Kasese reaching 30 volunteers (22m – 08f), Kisoro reaching 31 volunteers (10f – 21m), and 37 volunteers on 01st July 2022 and more 31 on 02nd September 2022 in Bundibugyo. CEA kiosks and help desks were installed to ensure that community members including refugees were given the opportunity to forward their complaints and feedback. A timely response was prioritized. Unresolved issues were forwarded for further management guided by the URCS reporting protocols. Sensitive feedback was channeled to the Director, HR, and Digital Transformation but through the CEA officer. The RCATS also disseminated the URCS TOLL-FREE LINE 08002110888 for reporting: Road Traffic Accidents, Feedback, complaints, and PSEA. URCS engaged with the Community leaders of the refugees in the host communities in planning for the intervention, for example in Bundibugyo. The construction of the latrines was done jointly by the community members and the URCS volunteers. The transit and host communities had community leaders with whom the URCS operations team did consultations during the planning and execution of activities.

Enabling approaches



National Society Strengthening

Objective:			
Key indicators:	Indicator	Actual	Target
	Number of National Society preparedness, readiness, and response plans developed	1	1
	Number of strategically located branches in conflict-affected regions offered capacity-building	4	3
	Number of volunteers mobilized and trained on PGI Minimum Standards	147	60
	Number of volunteers and staff involved in the operation who received briefings on PSEA	155	60
	Number of volunteers and staff deployed on minimum CEA actions	155	60

URCS with support of IFRC, developed a preparedness, readiness, and response plan that guided this response. Three operations updates were further developed to update and review the response strategy.

Four URCS Branches responded to the population movement in the West and South-western parts of Uganda namely Kisoro, Kasese, Bundibugyo, and Mbarara covering the Isingiro – Nakivale refugee settlement. Vehicles to support the movement of staff and volunteers in the response were deployed to support the branches in the response. Further, some portions of operational costs utilized in the response in these branches were supported by the Appeal to ensure the branches were not strained of resources. Some project staff and NDRTs were also deployed to these branches to boost the existing Branch capacities in response.

The increase in the number of volunteers was based on the increased need in Kisoro and Nakivale refugee settlement.

PGI and PSEA training targeted 60 Operational volunteers, 20 per location in the three locations of Kisoro, Kasese, and Bundibugyo. The training targeted volunteers, however Operational staff and NDRTs also benefited. This indicator was overachieved because, during the training, more volunteers were allowed to attend increasing the target to 120.

Community Engagement and Accountability training was conducted for 155 URCS Team members to enhance their skills as well as introduce them to tools that enabled them to collect community complaints and provide feedback.



Coordination and Partnerships

Objective:

	Indicator	Actual	Target
Key indicators:	Number of Movement coordination meetings organized, with updates provided to Movement partners.	9	12
	Strategic Partnerships Communication and humanitarian diplomacy conducted.	4	6
	Number of sessions conducted on Strengthening Movement Cooperation and Membership Coordination	0	6

During the peak of the influx in October 2022, URCS established a weekly coordination meeting with Partners and Branches for update sharing with a focus on the emergency response. These meetings involved the in-country PNS (Netherlands, Austria, and Belgian Flanders), the IFRC, and ICRC. The URCS shared updates and discussions on areas of support. To date, URCS continues to update partners on the progress and developments in the target location picked from partners' meetings and implementation on the ground.

On Strategic partnerships, URCS met with the UNHCR, OPM, and local government representatives in the spirit of collaborating and complementing the response efforts. These meetings went on throughout the implementation period.



Secretariat Services

Objective:

	Indicator	Actual	Target
Key indicators:	Number of IFRC monitoring and support missions	6	6
	Number of personnel deployed to support the National Society in the response	6	6
	Number of strategic partnerships and coordination sessions conducted	3	3

During the peak of the influx in March - October 2022, the IFRC, through the URCS, conducted monitoring missions to Kisoro jointly with ICRC and the URCS SMT where they met the head of operations in Kisoro for UNHCR. The purpose was to have a joint partner advocacy call to support the population movement response. IFRC deployed Surge Operations Manager for Four Months from April – August 2022 and consequently deployed PGI Surge to support the Operation alongside the NS.

Further, the IFRC deployed Technical Officers in PMER and IM to support the development of PMER tools and visualizations of the appeal performance. This was in light of enhancing accountability and real-time performance updates from the appeal. The tools were designed and deployed to the field through the NS PMER.

The Operations Manager was replaced by another one who served beyond December 2022 into January 2023. The IFRC Senior DM Staff continued to support the operation until the end.

D. FUNDING

Out of the EA CHF 3,000,000 ask, only 30% was realized. The financial report has been attached below as additional to this narrative report.

Emergency Appeal

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2022/4-2024/12	Operation	MDRUG045
Budget Timeframe	2022-2024	Budget	APPROVED

Prepared on 13 Mar 2025

All figures are in Swiss Francs (CHF)

MDRUG045 - Uganda - Population Movement from DRC

Operating Timeframe: 12 Apr 2022 to 30 Jun 2023; appeal launch date: 29 Jun 2022

I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	0
AOF2 - Shelter	1,061,000
AOF3 - Livelihoods and basic needs	22,000
AOF4 - Health	27,000
AOF5 - Water, sanitation and hygiene	1,209,000
AOF6 - Protection, Gender & Inclusion	19,000
AOF7 - Migration	0
SFI1 - Strengthen National Societies	309,000
SFI2 - Effective international disaster management	0
SFI3 - Influence others as leading strategic partners	4,000
SFI4 - Ensure a strong IFRC	349,000
Total Funding Requirements	3,000,000
Donor Response* as per 13 Mar 2025	401,992
Appeal Coverage	13.40%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	536,949	569,068	-32,120
AOF2 - Shelter	0	0	0
AOF3 - Livelihoods and basic needs	0	3,036	-3,036
AOF4 - Health	130,068	40,865	89,203
AOF5 - Water, sanitation and hygiene	0	0	0
AOF6 - Protection, Gender & Inclusion	0	0	0
AOF7 - Migration	9	9	-1
SFI1 - Strengthen National Societies	0	0	0
SFI2 - Effective international disaster management	0	0	0
SFI3 - Influence others as leading strategic partners	0	0	0
SFI4 - Ensure a strong IFRC	264,198	245,167	19,031
Grand Total	931,224	858,145	73,078

III. Operating Movement & Closing Balance per 2024/12

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	901,992
Expenditure	-858,145
Closing Balance	43,846
Deferred Income	0
Funds Available	43,846

IV. DREF Loan

* not included in Donor Response	Loan:	500,000	Reimbursed:	0	Outstanding:	500,000
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Emergency Appeal

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2022/4-2024/12	Operation	MDRUG045
Budget Timeframe	2022-2024	Budget	APPROVED

Prepared on 13 Mar 2025

All figures are in Swiss Francs (CHF)

MDRUG045 - Uganda - Population Movement from DRC

Operating Timeframe: 12 Apr 2022 to 30 Jun 2023; appeal launch date: 29 Jun 2022

V. Contributions by Donor and Other Income

Opening Balance							0
Income Type	Cash	In-kind Goods	In-kind Personnel	Other Income	TOTAL	Deferred Income	
DREF Response Pillar				500,000	500,000		
European Commission - DG ECHO	102,886				102,886		
Japanese Red Cross Society	35,138				35,138		
On Line donations	45				45		
Red Cross of Monaco	9,886				9,886		
The Canadian Red Cross Society (from Canadian Gov	99,431				99,431		
The Netherlands Red Cross (from Netherlands Govern	154,605				154,605		
Total Contributions and Other Income	401,992	0	0	500,000	901,992		0
Total Income and Deferred Income					901,992		0

Contact information

Reference documents

Click here for:

[DREF Operation](#)

[DREF Operations Update](#)

[Emergency Appeal](#)

[Operations Strategy](#)

[Operations Update 1](#)

[Operations Update 2](#)

For further information, specifically related to this operation please contact:

In the Uganda Red Cross Society

- Secretary-General, Robert KWESIGA, sgurcs@redcrossug.org +256772 638890
- Director DRM, Dr Brian K. Mwebaze, Director, Disaster Risk Management, +256782926851, bkanaahe@redcrossug.org

In IFRC Country Cluster Support Team:

- Pape Moussa TALL, Head of Country Office, **Juba Cluster Delegation**, phone: +211 91 217 9511; email: papemoussa.tall@ifrc.org
- Daniel Mutinda, Delegate, Disaster Management: Office Mobile +211 918924507 Email: Daniel.MUTINDA@ifrc.org

IFRC Africa Region:

- Rui Alberto OLIVEIRA, Regional Operations Manager, IFRC Africa Regional Office. T +254 780 422276 Email rui.oliveira@ifrc.org

In IFRC Geneva

- Nicolas Boyrie, Operations Coordination, Senior Operations Coordinator, DCPRR; email: nicolas.boyrie@ifrc.org
- Eszter Matyeka, Senior Officer, Disaster Relief Emergency Fund (DREF), email: eszter.matyeka@ifrc.org

For IFRC Resource Mobilization and Pledges support:

- Louise DAINFREY-HALL, Head of Partnership and Resource Development, phone: +254 110 843 978; email: louise.daintrey@ifrc.org

For In-Kind donations and Mobilization table support:

- IFRC Africa Regional Office for Logistics Unit: RISHI Ramrakha, Head of Africa Regional Logistics Unit, email: rishi.ramrakha@ifrc.org phone: +254 733 888 022

For Performance and Accountability support (planning, monitoring, evaluation and reporting enquiries)

- IFRC Africa Regional Office: Beatrice Okeyo, Regional Head PMER and Quality Assurance, Email: beatrice.okeyo@ifrc.org

How we work

All IFRC assistance seeks to adhere the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief, the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable, to **Principles of Humanitarian Action** and **IFRC policies and procedures**. The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.