



MAPPING OF PROTECTION SERVICES

A ROUTES-BASED APPROACH TO PROTECTION SERVICES
ALONG MIXED MOVEMENT ROUTES

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Cover photo: Sudanese refugee arrivals at the Adre border crossing point in Chad. 21 November 2023. © UNHCR/Ying Hu

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Scope

This edition of the report "Mapping of Protection Services report" covers 15 countries along the Central and Western Mediterranean and Northwest Africa Maritime Routes. These countries are: Algeria, Burkina Faso, Cameroon, Chad, Côte d'Ivoire, Djibouti, Egypt, Ethiopia, Libya, Mali, Mauritania, Morocco, Niger, Somalia, and Sudan. This report is a living document which will continue to be regularly updated to accurately reflect the protection services available and identify key gaps where they exist.

Objectives

This report has two primary objectives:

- To ensure that information about available protection services is accessible in the languages spoken by refugees and migrants on the move, enabling them to better understand the risks associated with irregular movement and to consider what alternative solutions are available to them, if and where they exist.
- To support States and donors in effectively allocating resources through a route-based approach, targeting specific locations and local actors who are best equipped to deliver essential services to victims of trafficking, survivors of abuse, and other refugees and migrants in vulnerable situations. Their efforts must be sustainable and not ad hoc on a project-by-project basis.

Foreword

Several crises emerged in 2023, including the conflict in Sudan. Regrettably, more emergencies cannot be ruled out in 2024. Neither can the human need of people to flee or abandon their homes to find safety and or better or even basic life conditions for themselves and their families. In this context, refugees and migrants are compelled to move irregularly, facing widely reported and well-known gross human rights abuses and death along the routes leading to the Mediterranean Sea, the Northwest Atlantic Ocean and onward to Europe. Further, due to the irregular nature of these movements, states along the route are losing control of their territory and the capacity to manage asylum and migration.

This needs to stop in the name of State sovereignty, the rule of law, and respect for human rights and dignity.

UNHCR is appealing to regional, State-based and private sector donors to support UNHCR and all engaged humanitarian and development partners to work with States to strengthen the protection and assistance services available to refugees and migrants on the land routes in countries across the central and Western Mediterranean Situation.

The scale and magnitude of gross human rights abuses that refugees and migrants consistently face as they travel along routes through West Africa, the Sahel, and the East and Horn of Africa towards North Africa, and onward to Europe are well known and extensively documented. The non-exhaustive list of abuses includes crimes against humanity, death, gender-based violence (GBV), torture and physical violence, kidnapping for ransom, trafficking in persons, robbery, arbitrary detention, collective expulsions and refoulement.¹ Since the publication of the previous edition of this report in July 2022, an estimated 3,045 individuals have been reported dead or missing along the combined Central and Western Mediterranean and Northwest Africa Maritime routes.² However, the real

¹ UNHCR, IOM, and the Mixed Migration Centre, “On this journey vol II, Two Years Later”, January 2024. To be published.

² <https://missingmigrants.iom.int/region/mediterranean>

figures could be higher as advanced for instance by some NGOs such as Ca Minando Fronteras who report that some 6,618 people died or went missing in 2023 on the Northwest Africa Maritime route alone³. An additional 500 deaths were reported along land routes⁴, though it is recognized that here again, actual figures could be significantly higher, as many incidents likely go undetected and remain unrecorded.

Lives are being lost or broken on a daily basis on these routes where essential life-saving protection services are almost non-existent including in some key locations. The exceptions are the humanitarian prevention and response efforts of a few dedicated actors who need and deserve our collective support. The response must be scaled up, must be more coherent, more logical and more joined-up in a route-based approach in order for States to regain control of their territory, combat smugglers and traffickers, prevent abuses, and improve the provision of protection services all along these routes.

Not having protection and assistance services available to refugees and migrants in irregular movements on these routes defeats the purpose and objective of effective asylum and migration management by States. National border management and asylum systems that are protection sensitive require, as a minimum, to have adequate infrastructure and meaningful, helpful protection and assistance responses in place. Only through these obvious means can the safe, regular, and agreed movements of people be achieved by States with support from their partners such as UNHCR, thereby addressing and mitigating the risks of human trafficking and smuggling. In this optic, UNHCR with its partners, is endeavoring a panoramic, routes-based approach with a wide range of stakeholders to monitor and analyze the drivers and effects of irregular movements, and to work with States and local authorities to manage mixed movements, including by implementing concrete lifesaving, protection services and assistance at key locations at community level in a joined-up and coherent manner.

UNHCR will continue to work with partners to update this mapping

³ <https://caminandofronteras.org/en/monitoreo/monitoring-the-right-to-life-2023/>

⁴ IOM Missing Migrants Project, available at: <https://missingmigrants.iom.int/region/africa>

for asylum-seekers, refugees and migrants along the routes and to disseminate it in the languages of the peoples and countries concerned to improve access to services, and to tailor protection and assistance responses. The availability of protection services where they are needed will help create alternatives to dangerous journeys, foster better and more informed decision making by people on the move, and contribute to a reduction of irregular onward movements. The immediate benefit will be a reduction of serious risks to life and human integrity linked to what currently is an extensive level of control over refugees and migrants exercised by the flourishing smuggling and trafficking business.

Making this information available and accessible in the different languages of people on the move can also allow them to understand and to reflect more on the risks they face or take, and to consider what alternative solutions are available to them, if and where they exist. And while UNHCR recognizes that the provision of information, taken alone, can only serve to increase the awareness of the risks - and may not necessarily change the intentions of those who are already on the move, an increased knowledge of risks, services, and the availability of credible alternatives have the potential of reducing unnecessary dangerous journeys, and opening the door to adapted responses. We also recognize however that for some people, staying where they are (in their home countries or countries of asylum or transit) may involve greater risks than embarking on dangerous and uncertain journeys to cross borders.

This edition of the report "Mapping of Protection Services report" has been expanded to cover 15 countries: Algeria, Burkina Faso, Cameroon, Chad, Côte d'Ivoire, Djibouti, Egypt, Ethiopia, Libya, Mali, Mauritania, Morocco, Niger, Somalia, and Sudan. Some key countries and locations are still missing in this edition, and we hope that with our partners, these gaps will be addressed in the next edition. The report reaffirms that while some organizations are providing valuable protection and assistance along the routes, some key service gaps persist in key geographical locations where there are clear risks for people on the move. The gaps identified are often exacerbated by growing financial constraints to fill them, which again negatively impacts the already limited range of available services in these locations.

The report will hopefully also assist States and donors to target resources

to the specific locations and the (often local) actors best placed to provide the essential services needed by victims of trafficking (VoTs), survivors of abuses and other vulnerable people on the move. The actors listed in the body of the report need support to be effective service providers in local environments where they have special knowledge and unique capacities to build trust with and among survivors, local authorities, and the broader communities. Their efforts must be sustainable and not ad hoc on a project-by-project basis. Twinning partnerships with bigger, more resourced cities and municipalities in other parts of the same route, and/or with mandated organizations and partners to whom referrals can be made is an essential ingredient to services being effective and sustainable.

We hope that this edition will encourage and galvanize greater State support for the life-saving services identified herein and look forward to guiding and helping to shape funding decisions to support this very worthy cause.

I sincerely thank all the organizations and partners for the invaluable information included in this mapping I also wish to thank donors, who provided UNHCR with the unearmarked funds that enable us to undertake this mapping.

Vincent Cochetel

UNHCR Special Envoy for the Central & Western Mediterranean Situation

May 2024

Introduction

Each year, thousands of refugees and migrants are subjected to horrific abuses as they move along different routes within the Sahel and East Africa, and towards North Africa and sometimes on to Europe.⁵ This includes being subjected to repeated gender-based violence (GBV), kidnappings for ransom, being left for dead in the desert, and many forms of physical and psychological abuse inflicted by various perpetrators, including smugglers, traffickers, and sometimes State actors. The journey across Africa to coastal points of sea departures remains one of the world’s most dangerous.⁶ UNHCR is entrusted with the global mandate to provide international protection and assistance to refugees, asylum-seekers and other persons who come within its mandate,⁷ and to find, together with governments, solutions for them. The work of UNHCR is entirely non-political, humanitarian, and social in character. UNHCR does not have a law enforcement or security mandate but has an interest and responsibility to act where serious crimes are committed against refugees, asylum-seekers, and other forcibly displaced and stateless persons

The United Nations High Commissioner for Refugees, Filippo Grandi, has repeatedly brought the attention of the UN Security Council to the horrific abuses along the Central Mediterranean route and the urgency to take collective action to end the impunity of traffickers.⁸ The abuses

5 UNHCR, IOM, and the Mixed Migration Centre, “On this journey vol II, Two Years Later”, January 2024. To be published

6 UNHCR, Briefing to the United Nations Security Council, 29 September 2023. Available at: Human Rights for Refugees & Migrants: UNHCR (New York) Briefing | Security Council | United Nations - The Global Herald

7 UNHCR, Note on The Mandate of the High Commissioner for Refugees and His Office, October 2013, available at: <https://www.refworld.org/docid/5268c9474.html>

8 UNHCR, Statement to the United Nations Security Council, 2 November 2017, available at: <https://www.unhcr.org/admin/hcspeeches/59fb25ad4/statement-united-nations-security-council.html>; UNHCR, Briefing to the United Nations Security Council, 18 June 2020, <https://www.unhcr.org/admin/hcspeeches/5eebac3a4/briefing-united-nations-security-council.html>

faced by refugees and migrants on the move along this route were again emphasized by Ruven Menikdiwela, then Director of the New York Office of the United Nations High Commissioner for Refugees (UNHCR), who addressed the UN Security Council on 29 September 2023 on behalf of the High Commissioner.⁹

The 2020 joint report by UNHCR and MMC “On this journey, no one cares if you live or die” revealed widespread human rights violations and abuses along the mixed movement routes from East/Horn of Africa and West Africa to North Africa.¹⁰ Three years later, the revision of this same report by MMC, IOM, and UNHCR using data from 2020 to 2023 testifies that the unspeakable abuses faced by people on the move along these routes have not diminished but have intensified in desert areas like Sabha, Agadez, and Tamanrasset which are perilous to traverse. Also, countries such as Libya, Niger, Mali, Burkina Faso, and Sudan are identified as very dangerous to cross in an irregular manner. With the critical security situations in many countries of origin, transit and asylum along these routes, refugees and migrants on the move today find themselves in extremely vulnerable situations and at great risk. In this second edition of the report, UNHCR, IOM, and MMC made a series of recommendations, including maintaining an updated mapping of protection and essential services along these routes and strengthening collective route-based responses, through establishing safe houses and emergency accommodation where basic needs can be met. Following the above evidence and recommendations, UNHCR duly updated this “Mapping of Protection Services report”.

This current version continues to reveal that despite increased efforts by UNHCR, IOM, partners and governments to enhance life-saving protection services and assistance as well as identification and referral mechanisms along the routes, services remain largely insufficient especially in some key locations susceptible to protection risks.

Little is available in the way of safe shelters for victims of trafficking or survivors of other abuses. For example, in Sudan, despite robust efforts by UNHCR and partners to strengthen protection services as part of the emergency response to needs in the ongoing conflict, there are still only

9 UNHCR, Briefing to the United Nations Security Council, 29 September 2023. Available at: Human Rights for Refugees & Migrants: UNHCR (New York) Briefing | Security Council | United Nations - The Global Herald

10 UNHCR, MMC, On this journey, no one cares if you live or die, July 2020. Available at: <https://www.unhcr.org/media/journey-no-one-cares-if-you-live-or-die-abuse-protection-and-justice-along-routes-between-0>

two facilities for victims of trafficking throughout the whole country, both located in Kassala, eastern Sudan.

Similarly, in Burkina Faso, Chad, Mali and Niger, UNHCR and IOM established a series of multi-purpose service centers (One Stop-shop) with local authorities to assist forcibly displaced migrants and stateless populations. However, these centers are not adequately resourced, in particular to respond immediately to persons with specific vulnerabilities and / or to support access to justice for survivors of various forms of abuses. They are also few in number, located only in bigger cities, while many more are needed in several key mixed movement locations. These include Dongola in northern Sudan, Ounianga-Kebir and Faya-Largeau in northern Chad, Tamanrasset in southern Algeria, Al Kufra and Sabha in Southern Libya, and other areas in Mali and Niger bordering Algeria or Libya which are devoid of protection services for survivors of abuse. These locations are often the last stops before refugees and migrants embark on further dangerous journeys across the Sahara Desert. They should normally, if they were resourced, present a critical opportunity for people, who may have already been subjected to abuses at the hands of State and/or non-State actors, to get help and to access protection instead of moving onward to risk crossing the desert in the hands of unscrupulous human smugglers and traffickers.

People expelled from some North African countries are abandoned in such locations, leaving them in destitute, often life-threatening situations. Here as in other locations along the routes, identification and profiling capacities and support for victims of trafficking are generally non-existent. Refugees and migrants using these routes through Central, West, and North Africa and the East and Horn of Africa vary greatly in profiles, reasons for moving, intentions, vulnerabilities, and needs for protection services. Their needs and the risks they encounter may evolve during a journey where circumstances can change quickly for the worse and without warning. In this fluid and treacherous context, this mapping focuses on helping people on the move to access protection services in a timely manner where they are, based on their vulnerabilities and needs. We also hope it contributes to a greater understanding of services available and the lack thereof in many key locations. In this way it is hoped to assist donors to target resources to specific cities, towns, and villages and the (often local) actors best placed to provide the essential services needed by refugees and migrants on the move.

Methodology

This mapping report was updated by UNHCR jointly with partner organizations, in particular IOM and IFRC in collaboration with State authorities. It covers 15 countries: Algeria, Burkina Faso, Cameroon, Chad, Côte d'Ivoire, Djibouti, Egypt, Ethiopia, Libya, Mali, Mauritania, Morocco, Niger, Somalia, and Sudan.

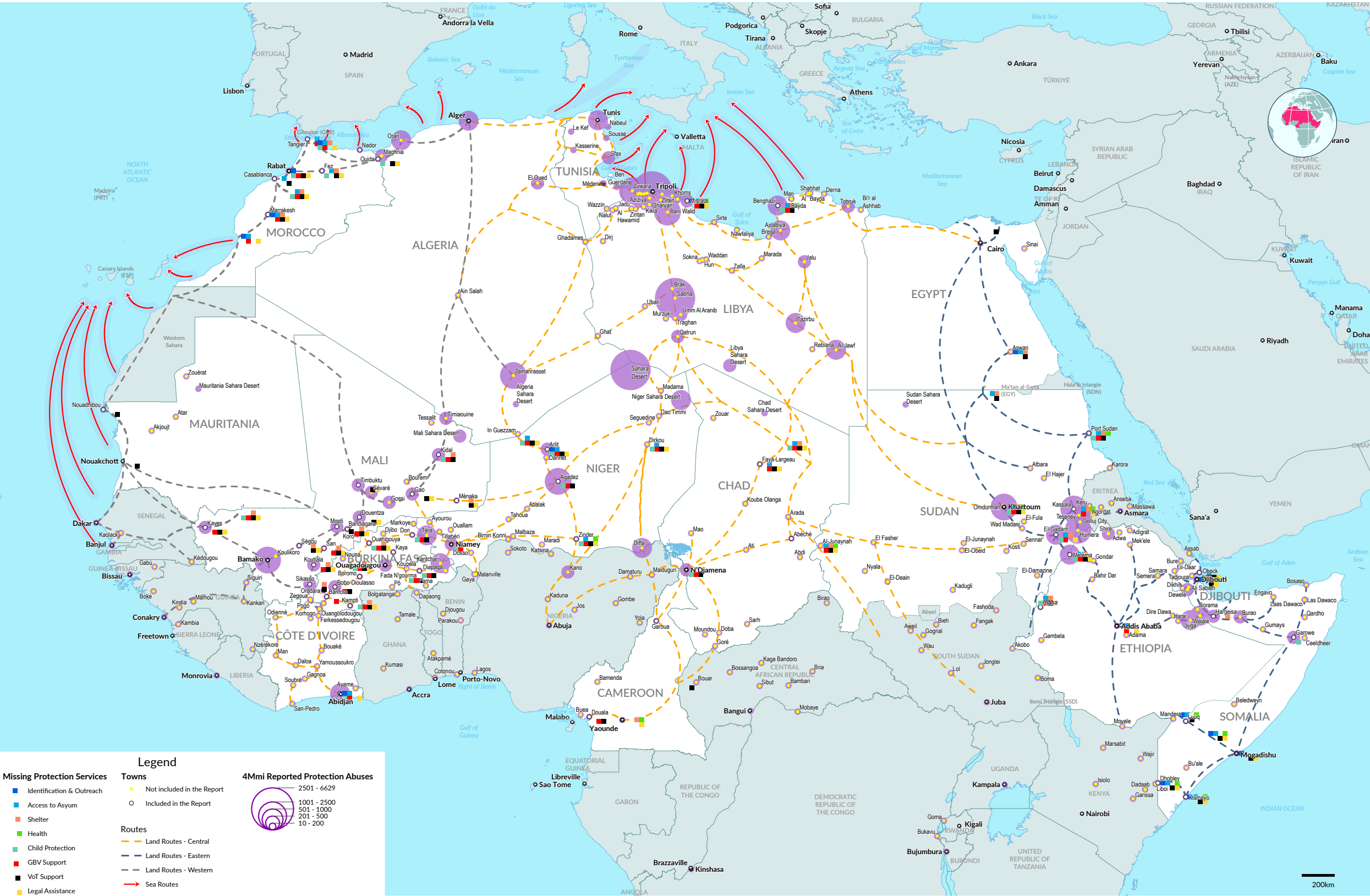
The update process involved engaging in a route-based review through UNHCR Regional Bureaus and Country Operations to identify with State actors and partners the key locations where refugees and migrants on the move transit or may seek assistance, and to take an inventory of the structures, capacities, and services available in these locations along the identified routes. The mapping focuses mostly on nine categories of protection services for survivors:

- » Identification and outreach;
- » Access to asylum procedures;
- » Shelter;
- » Legal support, including regarding access to justice;
- » Healthcare and mental health and psychosocial support services (MHPSS);
- » Services for Victims of trafficking (VoTs);
- » GBV support services;
- » Child protection services; and
- » Other services

The report provides a non-exhaustive list of organizations and government institutions offering services under the above categories to refugees and migrants.

Malian refugee being registered by UNHCR during an out-of-camp registration exercise in Nema, Hodh Ech Chargui. 30 September 2022. © UNHCR/Omar Doukali

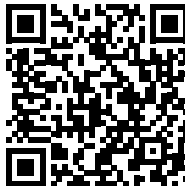
MAP 1 • Missing protection services and places with reported perception of risks and abuses within Africa towards north Africa and Europe



This map is based on 48,000 4Mi surveys by the Mixed Migration Centre with refugees and migrants in North Africa (Algeria, Libya, Morocco, Sudan, and Tunisia), West Africa (Burkina Faso, Guinea, Mali, and Niger) and East Africa (Djibouti, Ethiopia, Kenya, and Somalia), collected between 2018-2023. Data from 2018 - 2020 and 2023 focuses on experiences with specific protection violations such as sexual violence, kidnapping, physical violence and death, while data from 2021 and 2022 focuses on the perception of risks to those same violations.

Mapping and analysis completed by UNHCR.

4Mi survey data and dashboard:



The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

Observations

Despite increased efforts by UNHCR, IOM, and partners working with State authorities to enhance life-saving protection services and assistance as well as identification and referral mechanisms along the routes, services remain largely insufficient, especially in key mixed movement locations susceptible to protection risks. Significant gaps continue in shelter, legal assistance, prevention, and response to GBV and trafficking in persons, as well as protection and assistance measures for children. The report also highlights stark regional disparities in the availability of protection services, where urban centers and capital cities are generally better served than remote, border, or conflict-affected areas, many of which are de facto mixed movement hubs most prone to protection risks.

The availability of shelter varies significantly across regions, where countries like Niger and Burkina Faso have comprehensive support networks, while others, including, various regions of Morocco, Mali and Sudan, have a complete absence of these essential services. The number of shelters for survivors of abuse or other people in vulnerable situations along the routes is very limited. Often, the shelters that are available are for people awaiting IOM Assisted Voluntary Repatriation and Reintegration (AVRR) and are mainly located in urban centers, with little availability for people who do not fall into this category. Safety mechanisms, in particular safe shelters that can be used for persons facing high risks, including those pursuing access to justice, are even more limited with only two safe shelters, both in East Sudan. Providing shelter can, if properly adapted, enable proactive and early identification of vulnerabilities and/or survivors of abuse. It can also facilitate the provision of core relief items, mental health and psychosocial support including first aid and

counselling, as well as referrals to emergency medical care and other services as needed. Without the availability of some form of safe temporary shelter in key locations, the immediate protection of survivors is likely to remain theoretical. The lack of shelter not only exposes people in vulnerable situations to heightened risks and insecurities but also hampers the effective delivery of other essential services such as healthcare, child protection, and legal assistance. This lack of safe accommodation and support also acts as a disincentive for victims of trafficking to report on their situations while in transit countries. This of course also means that it is unlikely they would seek access to justice for remedies and possibly contribute to fighting impunity. However, the provision of shelter alone is not sufficient as these structures need to be properly resourced and managed in order to deliver appropriate services on a sustainable basis.

Additionally, legal support is mainly available in major cities and capitals, such as Algiers, Ouagadougou, Addis Ababa, Tunis, and Tripoli, but is markedly absent in critical transit locations along the routes. The absence of legal assistance extends to parts of Chad, Djibouti, Ethiopia, Cote D'Ivoire, Mali, Morocco, Niger, Mauritania, and Sudan, with many locations within these countries not providing legal support to refugees and migrants. This gap is particularly concerning in remote, or border locations considered as last stops before crossing the desert, or where people returning or expelled arrive in a vulnerable situation with few or no services nearby (e.g., Assamaka, Arlit, Tamanrasset, and Ounianga-Kebir, etc.). For example, according to local authorities in Niger, between January and April 2023, some 8,000 persons were expelled from Algeria to Assamaka, Niger, a village with a population of approximately 3,000 is located 11 kilometers from the Algerian border in the region of Agadez. This created a humanitarian emergency, where expellees were in urgent need of food, water, hygiene and sanitation mechanisms, child protection, medical and MHPSS, shelter, and non-food items, including

hygiene kits.¹¹ Elsewhere, incidents of abuse and extortion by State officials and non-State perpetrators in these locations are reported, and absence legal assistance is preventing survivors to access justice and other forms of support.

Services specifically tailored for victims of trafficking are scarce despite efforts to strengthen protection for victims of trafficking in countries along the routes, including Ethiopia, Niger, Egypt, and Morocco, which developed national strategies to combat trafficking and national referral mechanisms for victims of trafficking. For example, in Ethiopia, there is a broad spectrum of support for VoTs, from medical and psychosocial support to legal aid and reintegration services. This multi-faceted approach, involving the Ethiopian authorities, international humanitarian organizations, local organizations, and legal institutions, highlights the importance of a comprehensive collaborative support system for the protection of VoTs. However, in many countries covered by this report, there is little information or evidence of the availability of services for victims of trafficking. There are clear links between trafficking in persons and violence against women and the report highlights the lack of specialized services and assistance measures for female VoTs. Only in Morocco and Ethiopia are services available for women at risk or VoTs. However, even these limited services are at risk of discontinuation next year. The absence of differentiated approaches to solutions for female VoTs is problematic, as it tends to deny the GBV and gender dimension of trafficking in persons.

In general, more needs to be done to identify and assist victims of trafficking along the routes, including by:

- » Bolstering the early identification of refugees and migrants at risk or VoTs both on the land routes and upon disembarkation.
- » Facilitating access to solutions for VoTs including regular pathways,

¹¹ Niger: Response plan to the humanitarian situation in Assamaka (May 2023). Available at: <https://www.unocha.org/publications/report/niger/niger-response-plan-humanitarian-situation-assamaka-may-2023>

such as family reunification and humanitarian evacuation programs, as well as enhancing regularization and longer-term support in the host country. This means that in addressing solutions, AVRR to their countries of origin should not be the only solution considered, as it may lead to risks of re-trafficking upon return.

- » Facilitating access to legal support, including for access to justice and remedies.
- » Enhancing access to support for male victims of trafficking, as men are often not eligible for the limited support that is available.

Furthermore, specific support for specific groups, such as male survivors of sexual violence is very limited along the routes and for LGBTIQ+ persons is quasi inexistant. These groups may be particularly reluctant to seek help in the absence of information of where they can do so safely, especially in the context of criminalization of same-sex relations and negative attitudes within some countries along the routes. The general lack of GBV support services means that survivors may not have access to essential services such as safe shelters, MHPSS and medical care, and legal assistance. This can exacerbate the trauma experienced by survivors and hinder their recovery.

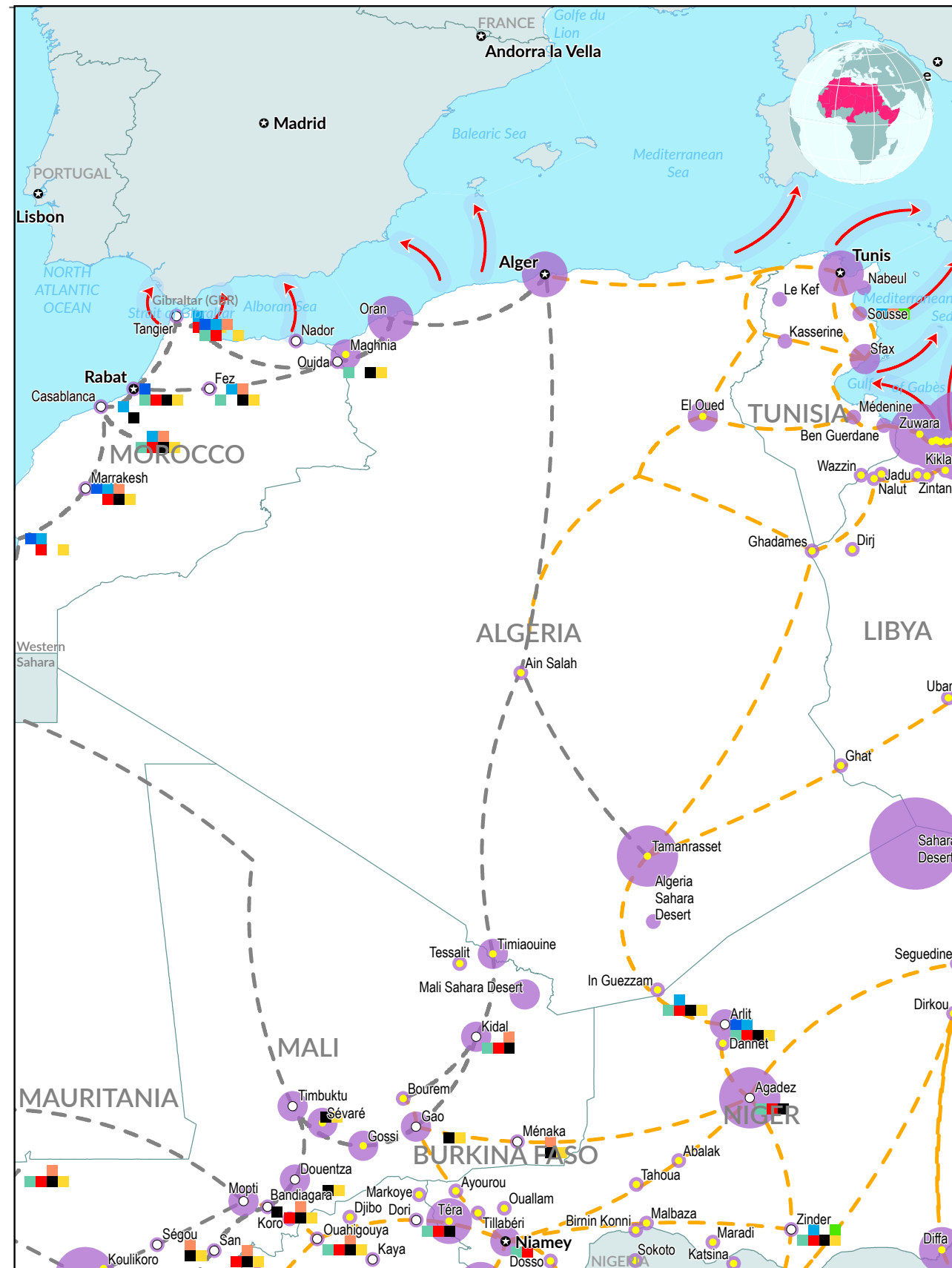
Furthermore, the impact of the risks that children and vulnerable youth experience during their journey is exacerbated by inadequate access to services they need. This report highlights the insufficient availability of such services along the routes such as access to birth registration and civil status documentation, which creates additional protection risks, including risk of statelessness for children. The few services that are available are concentrated in capital cities and refugee-hosting areas, leaving mixed movement hubs, where protection incidents are most prevalent completely uncovered. For example, there are no protection services, including for children, in Southern Libya and Algeria and across Niger.

The identified gaps in protection services along the routes are often compounded by limited availability of funds to sustain even existing capacities to assist vulnerable individuals, including unaccompanied and separate children and victims of trafficking. The cessation of numerous support activities due to funding shortages highlights this challenge and underscores the urgent need for targeted funding solutions. The following examples are illustrative:

- In **Morocco**, the "Projet SAVE," coordinated by the Comité Contre l'Esclavage Moderne (CCEM) and offering assistance to VoTs across various regions, concluded in January 2024. As a result, several organizations that were part of the "Project Save" initiative ceased their support for VoTs. This includes Association Al Karam in Marrakech and Safi, Association Afrique Culture Maroc and Association ISIA in Rabat, and Association Accueil, Ecoute et Orientation in Al Hoceima. Additionally, Mains Solidaires, the sole healthcare service provider in Tetouan, terminated their services due to budgetary and staffing limitations.
- In **Mauritania**, the planned IOM's initiative to provide temporary accommodation for unaccompanied migrant children in Nouakchott through host families, while family links are being restored, was never launched, and plans to do so in 2024 have been shelved due to lack of funds.
- In **Niger**, the PROMISA project, designed to identify and refer people on the move for assistance and protection by deploying mobile teams in key locations like Niamey, Agadez, and Arlit is no longer operational following funding cuts. Similarly, the International Rescue Committee's Signpost Project, which offered vital information on available protection services to refugees and migrants in Niger, has been discontinued.
- In **Burkina Faso**, the project "Assistance and protection of the most vulnerable migrants in West Africa: Burkina Faso" through which Red Cross make medical referrals (psychosocial support) to public hospitals and accommodation centers ended in April 2023. Also, in Tenkodogo region, Caritas Burkina Faso has to stop their identification and outreach activities implemented through the mobile teams as the PROMISA project ended in March 2023. Elsewhere, in the East Region, the East Reception and Transit Center is no longer able to provide food and healthcare service to persons on the move due to the lack of resources.
- In **Mali**, the center run by IRC in Douentza region and sheltering people on the move closed in December 2023 due to financial constraints. Additionally, in Bamako and Douentza, the recreational activities offered for children on the move and/or unaccompanied and/or separated children by the NGO Terre des Hommes at the "Espaces Amis de l'Enfant" were discontinued as part of the services provided within One-stop shop following the closer of the UNICEF project « Protection des enfants en situation de mobilité et autres enfants vulnérables » by end 2023.

Map of Missing Protection Services

as of December 2023



The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

ALGERIA

Algeria is a country of origin, transit, and destination for people on the move. Given its vast geography and extensive borders with Morocco, Mali, Niger, Chad, Libya and Tunisia, several important mixed movement routes pass through Algeria traversing the country from south to north and onwards to Europe, or from the southeast and southwest to Tunisia, Libya or Morocco.

Most people on the move enter through Algeria's southern borders, inevitably undertaking dangerous journeys through the Sahara Desert reliant on smugglers. Forcibly displaced persons and migrants who reach Algiers report being subjected to GBV, exploitation including forced labour, extortion, discrimination, physical abuse and being left and to die in the desert along the route. The perpetrators include smugglers and traffickers. Furthermore, people on the move often find themselves with no access to food, water, shelter, medical assistance, or other basic services and are at constant risk of arrest and collective expulsions to Niger. People are also expelled to Algeria from neighboring countries

such as Tunisia from where they face chain expulsion to Niger.

In 2023, the ongoing conflict in Mali forcibly displaced Malian refugees into Algeria. UNHCR is prepared to assist in responding to any massive displacement in and from border areas. Algeria adopted a new Trafficking in Persons law in 2023 including a National Referral Mechanism (NRM). However, the implementation of the law and the NRM is pending.

Algiers

Identification and Outreach

IOM and UNHCR have a cross-referral mechanism in place allowing IOM to refer individuals with potential international protection needs to UNHCR, and UNHCR to refer migrants to IOM.

UNHCR Algeria (128, Chemin Cheikh Bachir El Ibrahimi, Poirson, El Biar, Alger; **+213 23 05 28 53/54**; Website: <https://help.unhcr.org/algeria/unhcr-in-algeria/>. Emergency hotline (for arrests, removal and medical emergencies only) : **+213 661 69 68 41**; Registration: algalreg@unhcr.org ; Protection: algalprt@unhcr.org) shares updated information on asylum procedures and available services through its help site: <https://help.unhcr.org/algeria/> as well as through WhatsApp on **+213 661 32 84 50**. Forcibly displaced persons also receive such info through UNHCR's Outreach Volunteers in Algiers as well as other digital communication with communities tools.

IOM Algeria (23-23 Rue Amzaham Mohamed, Ben Aknoun, Alger; **+213 661 46 46 22**

Hotline for Victims of Trafficking: **+213 661 91 12 36**; iomdza@iom.int) IOM does outreach missions in urban areas, including in construction sites where refugees and migrants can be exploited. Migrants may approach IOM for protection services and assisted voluntary return to their country of origin via email: iomdza@iom.int or by phone: **+213 661 46 46 22**.

Access to asylum procedures

UNHCR conducts Registration and Refugee Status Determination in Algiers. People seeking international protection in Algeria can apply for asylum by approaching UNHCR's offices in Algiers at 128 Chemin Bachir El-Ibrahimi, El-Biar. UNHCR in Algiers is also reachable by telephone at: **+213 23 05 28 53/54**.

Shelter

UNHCR in Algiers has very limited capacity to offer emergency shelter to

persons most in need. Therefore, this service is reserved for unaccompanied and separated children (UASC) and the most urgent cases of individuals with specific needs. Where possible, UNHCR may support refugees with cash for housing and in exceptional circumstances, other cash assistance to extremely vulnerable asylum-seekers.

IOM has an accommodation center, Office des Parcs des Sports & des Loisirs, in Caroubier, as well as a center in El Harrach for vulnerable migrants.

Mental Health and Psychosocial Support (MHPSS)

By law, access to public health care services in Algeria is free of charge for all persons on Algerian soil, regardless of origin and legal status. People on the move should consequently be able to access any public hospital or clinic for healthcare. This applies for all healthcare levels and all public healthcare facilities.

In Algiers, UNHCR supports forcibly displaced persons and IOM supports migrants facing difficulties in accessing healthcare, including with medical orientation, and counselling, physical accompaniment of the most vulnerable cases to health structures, case management and medical referrals, health education, sensitization and behavioral change, MHPSS, as well as facilitating the comprehensive clinical management of GBV survivors.

Such assistance can be requested from UNHCR via email at algalprotection@unhcr.org and in case of medical emergencies through UNHCR's emergency hotline: **+213 661 69 68 41**, open 24h/7, or from IOM via email: iomdza@iom.int or through IOM's hotline **+213 661 46 46 22**, open from Sunday-Thursday, 8.30 – 17:00.

“Protection Civile”/Health emergency public ambulance: **14 / 1021**

Key Websites:

- » Algiers: <https://www.versusdz.com/stores/ehs-hopital-el-hadi-flici-ex-el-kettar> (UNHCR reference hospital for HIV/STIs treatment and follow up)

- » <https://www.chu-mustapha.dz/> (UNHCR reference hospital for clinical management of GBV and rape survivors, reproductive health, and surgery)
- » <https://www.versusdz.com/stores/ehs-hopital-drid-hocine> (UNHCR reference hospital for Mental health)
- » <https://epsp-bouchenafa-97.websself.net/contact> (Bouchnafa health district: referral health structures for primary and secondary health care including child and mother health, specialized health care, laboratory and medical imaging).

Child Protection

UNHCR in Algiers (algalprotection@unhcr.org - **213 23 05 28 53/54**) provides essential support for forcibly displaced children, including UASC, through best interest procedures, access to legal assistance, facilitation of access to health, MHPSS, education, and alternative care arrangements for UASC through foster families from the refugee community. UNHCR collaborates with partners on the protection of UASC as well as access to schools.

Where possible, UNHCR in Algiers offers emergency shelter to unaccompanied and separated children (UASC).

IOM in Algiers provides similar support for migrant children through case workers, best interest procedures, access to legal assistance, facilitation of access to health, referrals to consular services as well as accommodation of unaccompanied migrant children. Contact: iomdza@iom.int / **+213 661 46 46 22**.

GBV Support Services

Based on the survivor-centered approach, where possible UNHCR in Algiers assists forcibly displaced GBV survivors with emergency healthcare/MHPSS and GBV psychosocial counselling, cash assistance to fulfill basic needs and legal assistance as well as access to safe shelter depending on the survivor's needs.

Services for victims of trafficking in persons

In May 2023, Algeria passed a new law on Trafficking in Persons which establishes protection services for victims of trafficking. However, the protection structures and services are yet to be fully implemented, and the UN system is not aware of any mechanisms in place for referral of victims to national protection systems.

Following IOM (+213 661 91 12 36 open from Sunday - Thursday, 8.30 – 17:00) and UNHCR's (UNHCR's emergency hotline: +213 661 69 68 41, open 24h/7) cross-referral mechanism, both agencies may identify and refer potential and confirmed victims of trafficking. In such an event, IOM and UNHCR coordinate an emergency assistance plan including relevant services such as emergency safe shelter, MHPSS, healthcare and legal assistance dependent on the specific needs identified, the wishes of the survivor and the services available.

Legal assistance

UNHCR (Emergency hotline +213 661 69 68 41 for immediate intervention) in Algiers can provide legal assistance for forcibly displaced and stateless persons. In cases of detention.

IOM (iomdza@iom.int / +213 661 46 46 22) similarly provides legal assistance to migrants.

Other services:

Education

By law, access to primary and secondary education in Algerian national schools is free of charge for all persons on Algerian soil, regardless of origin and legal status. However, in practice, people on the move may face practical barriers to enroll their children in public schools. UNHCR (algalprotection@unhcr.org) supports school enrolment of forcibly displaced children.

BURKINA FASO

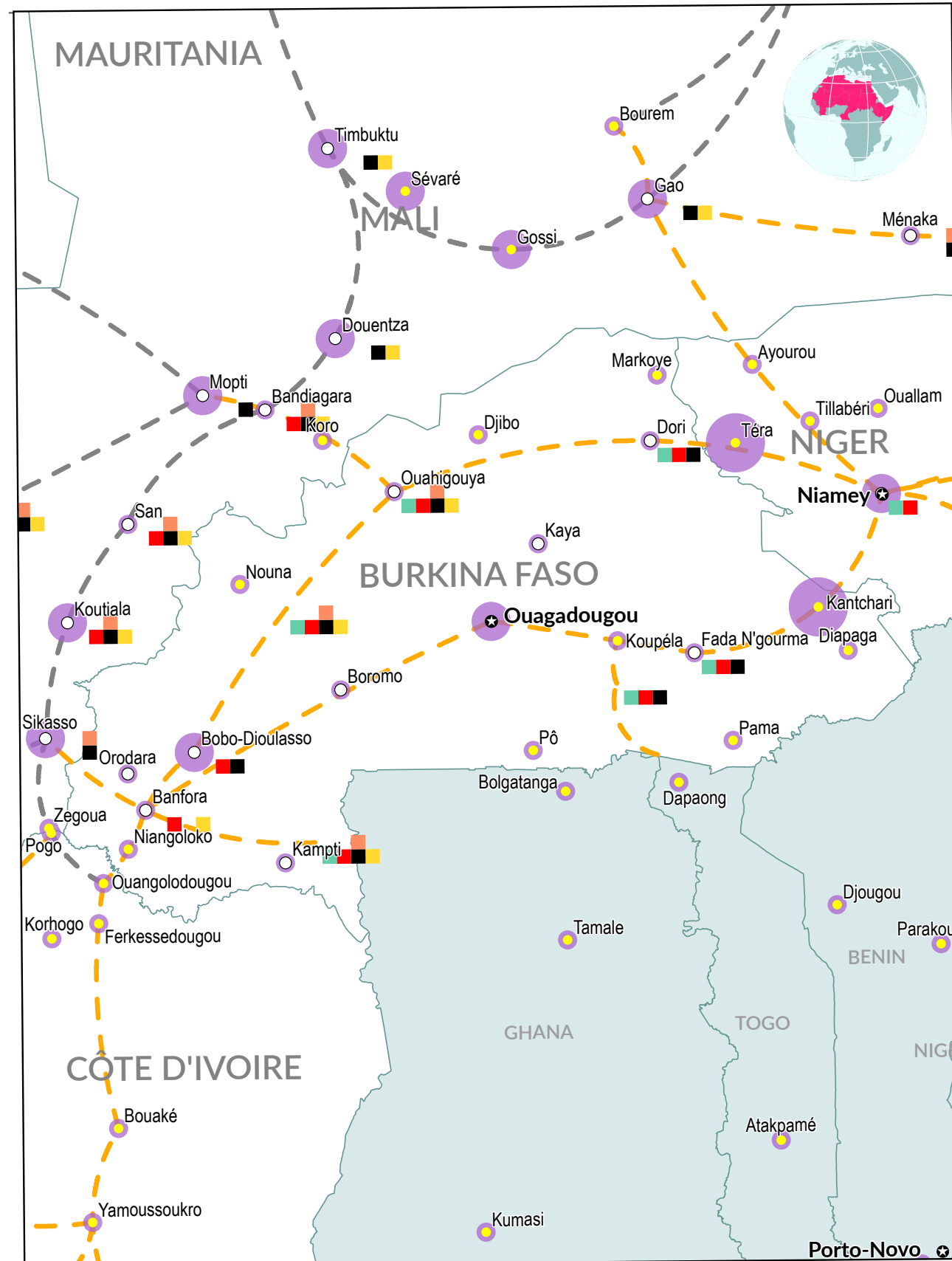
Ranging in the heart of West Africa, Burkina Faso is a major departure, transit and destination country in West and Central Africa. Being positioned at the crossroads of the region's main mixed movement routes, it is a key transit country for regional and cross-regional movements. Many West and Central African nationals transit the country, undertaking often perilous journeys across the Sahara Desert and the Mediterranean Sea to Europe. It is increasingly clear that insecurity and political instability in the Sahel region are pushing people to take dangerous routes in search for safety. Most of them often travel without valid travel documents (this applies to ECOWAS nationals leaving the borders of member countries), crossing borders through unofficial entrances with the help of smugglers.

In 2023, Burkina Faso faced significant socio-political turmoil, further exacerbating an already precarious security environment and prompting a major flow of refugees to neighboring countries. In 2023, the country experienced two coups d'état; the first on 24 January against the democratically elected president, and a

BURKINA FASO

Map of Missing Protection Services

as of December 2023



The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

subsequent coup on 30 September against the head of State who had risen to power following the earlier upheaval.

The deteriorating security situation, compounded by the socio-political instability, has also led to numerous movements of Burkinabè nationals, including internally displaced persons (IDPs), to neighboring countries, mainly to Côte d'Ivoire. Between January and October 2023, around 19,212 Burkinabè were identified in mixed movement flows, 48.7% of whom were internally displaced before moving across borders due to insecurity.

REGION	IDENTIFICATION & OUTREACH	ACCESS TO ASYLUM PROCEDURES	SHELTER	HEALTHCARE & MHPSS	CHILD PROTECTION	GBV SUPPORT SERVICES	SERVICES FOR VOTS	LEGAL ASSISTANCE
Ouagadougou	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Bobo-Dioulasso et Hauts-Bassins	Yes	Yes	Yes	Yes	Yes	No	No	Yes
Banfora et région des Cascades	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
Dori et Region de Sahel	Yes	Yes	Yes	Yes	No	No	No	Yes
Tenkodogo (Centre-Est), Bam et Sanmantenga (Centre-Nord)	Yes	Yes	Yes	Yes	No	No	No	Yes
Région du Sud-Ouest	Yes	Yes	No	Yes	No	No	No	Yes
Région de l'Est	Yes	Yes	Yes	Yes	No	No	No	Yes
Région du Nord	Yes	Yes	No	Yes	No	No	No	Yes
Région de la Boucle du Mouhoun	Yes	Yes	No	Yes	No	No	No	Yes

Ouagadougou and Central Region

Identification and Outreach

As part of the project on Asylum and Mixed Movements, the International Committee for Emergency Relief and Development (CIAUD CANADA) (Area Sector 5, Sarfalao **+226 76 85 39 49/54 82 74 44**; Armel Yameogo; yawaya@ciaud.ca), UNHCR partner is working to identify people on the move, using three protection monitors supported by three protection networks and three community relays to provide information on arrivals on national territory and departures to neighboring countries. Awareness is being raised on protection against en-route risks through the identification and referral mechanism. UNHCR provides financial support in particular to vulnerable asylum seekers and victims of trafficking. Support amounts to 35,000XOF, but may vary according to protection needs.

UNHCR works in collaboration with FENAT - National Federation of Road Carriers (Quartier Gounghin; **+226 70 19 33 00**; Yasmine Traore; yasminetraore2@yahoo.fr) to raise awareness and prevent risks on the road. The agreement covers the identification and referral of people on the move requiring international protection throughout the country. The capacity of the staff of the main road transport companies was strengthened in respect of dealing with international protection matters in the context of mixed movements. UNHCR has provided FENAT with audiovisual aids and has, jointly with OPM, prepared a leaflet to raise awareness among people on the move, including the services available along the roads at the borders delivered by monitors.

International Organization for Migration (IOM) (**+223 54 49 50 74 / 67 71 13 66**; Sandrine Négalo, esnegalo@iom.int; Severin Kéré) set up Flow Monitoring Points (FMP) in 2018 in Yendéré (border with Côte-d'Ivoire), Faramana (border with Mali), Dori/Seytenga/Kantchari (border with Niger) and Ouagadougou. IOM data collection teams act constantly at each monitoring point to ensure the collection of movement data and facilitate the operation of the referral mechanism set up with the various partners. In addition, under the joint IOM-UNHCR-CONAREF referral SOPs, asylum seekers identified by IOM are referred to UNHCR or CONAREF.

Set up in 2018 under the initiative of IOM in collaboration with MFSNFAF the National Referral Mechanism (MNR) for migrants in transit in Burkina Faso was updated in May 2023 available here : [Mécanisme National de Référencement](#).

The mechanism enables actors working in identification to better orient people on the move, including unaccompanied or separated children and vulnerable cases. The document includes a mapping of services available in the following regions: Centre, Sahel, Cascades, Hauts Bassins, Est and Centre Est.

The Keoogo Association (Adélaïde Sawadogo **+226 70 09 36 21/25 38 03 24** sawadogo.adelaide@yahoo.fr, Quartier sise à Panzani) implements identification and awareness-raising activities for people on the move through a mobile team that organizes weekly maraudes and a network of community and institutional players on identification and referral including women community leaders, the police (particularly the border police), the transporters' union, children and social workers. As a member of the West African network for the protection of children in the 15 ECOWAS countries, Keoogo collaborates with organizations that identify Burkinabé children on the move, including child victims of trafficking, and refer them to Keoogo for reintegration in their locality of origin wherever possible. To raise awareness, Keoogo organizes collective discussion sessions and theatrical forums in neighborhoods and villages on the issue of child protection in general, and the protection of children on the move in particular. The association involves peer educators (former street youth) and women leaders in mobilization and facilitation. The activities are implemented within the framework of the Mobility - Protect project supported by Ecpat France-Luxembourg funding from 2022 to 2025.

The NGO Terre des Hommes (TdH) (Quartier Wemtenga Assetou Sore/Traore **+226 25 36 91 82 /64 00 05 10**, assetou.soretraore@tdh.org) deploys mobile teams targeting at-risk children on the move (separated and/or unaccompanied children, children present in stations, markets and workplaces). Staff trained in child approach techniques are tasked with identifying children on the move, including unaccompanied and/or separated children. The staff provide them with information, assess their needs and refer the most vulnerable cases to the inter-sectoral one-stop shops run by TdH, where they are received by social workers. Depending on the children's needs, social workers facilitate their access to health, police and legal professionals.

These cross-sectoral one-stop shops are often located near the offices of the Ministry of Women and Solidarity in 6 regions (Centre Ouagadougou), Hauts Bassins (Koloko and Faramana), Cascades (Niangologo) and Est (Fada), Sahel (Dori). To identify children at risk, TdH also works with

transport associations who help to disseminate information tailored to children on the move, and contact social workers when vulnerable cases are identified.

Access to Asylum Procedures

People on the move arriving in Burkina Faso and wishing to apply for asylum should register with CONAREF to lodge an asylum application within fifteen (15) days of entering the country. Asylum applications should be sent to National Commission for Refugees (SP/CONAREF) (Quartier Koulouba; **+226 25 30 87 13/ 25 33 07 00**, Emmanuel Ouali; emma_ouali@yahoo.fr; Koussoubé Dramane mahkouss.mk@gmail.com). When applying for asylum, asylum seekers should provide personal information, a copy of their identity document and an explanation of the reasons for their asylum application, as well as any other supporting documents relating to their individual circumstances (send requests for individual interviews via bkfouprt@unhcr.org). Further to the Refugee Status Determination (RSD) interview, a document signed by the SP/CONAREF is issued to the asylum seeker in lieu of a provisional authorization to stay in Burkina Faso. This Acquis de Droit (AQD) is valid for six (6) months and is renewable on request. Asylum seekers' files are examined by an Eligibility Commission made up of representatives from several ministries, with the possibility for the asylum seeker to appeal in the event of rejection at first instance. In accordance with the Standard Operating Procedures (SOP) in force between IOM, UNHCR and CONAREF, IOM refers asylum seekers to CONAREF or UNHCR.

- The Ministry of Women, National Solidarity, Family and Humanitarian Action (MFSNFAH) (**+226 70 30 74 40; Somé Sagnon**) runs a temporary shelter for indigent nationals or vulnerable people on the move. The center has a limited capacity (ten rooms at most, with a maximum of three people per room), and accommodates women and children only. No food or medical care is provided. UNHCR provides food, health and psychological support to refugees and people in specific need. At each regional and provincial directorate, the social service within the Regional Directorate provides food and non-food assistance to people in need and on the move. (+223 70 25 26 49 Harouna Simpore).

- The Ministry of Foreign Affairs, Regional Cooperation and Burkinabe Abroad, supported by IOM, built a reception center in Bassinko. The official handover to the Government took place in 2023. The center is scheduled to open in the course of 2024. The center's capacity is planned for 80 people. Services will include shelter, food support, basic psychosocial health support and legal advice. The center will have an on-site medical team. For people in transit in Ouagadougou with no specific vulnerability, IOM will provide assistance up to 72 hours. The center will also accommodate people awaiting Assisted Voluntary Return and Resettlement (AVRR). Spaces will be separated by gender and family. unaccompanied and/or separated children will be referred directly to the MFSNFAH.
- Shelter and Training Center and BEOTEMBO of the Keoogo Association (Quartier Kamboissin, Arrondissement 10; **+226 70 09 36 21**; Adélaïde Sawadogo; sawadogo.adelaide@yahoo.fr) provides food, medical care and psychological support for people on the move, particularly vulnerable girls who are survivors of GBV and VoTs. The center also provides training for young girl mothers in income-generating activities (IGA) (pastry-making, cooking, cutting and sewing, childcare, mechanics, pharmacy auxiliaries) and community-based health assistance). The center has a capacity of 24 places dedicated exclusively to children (boys and girls) on the move, unaccompanied and/or separated. The center has been run as part of the Protected Mobility project under ECPAT France-Luxembourg funding since November 2021, ending in October 2024. Areas covered include Ouagadougou, Bobo - Dioulasso, Orodara, Niangoloko, Faramana, Koloko. In addition, Keoogo is developing partnerships with other organizations (Hôtel Maternel, Emergency and Transit Center of the Provincial Directorate of Social Action of the Center, SAMU SOCIAL, Reception and Accommodation Center of PAMBILA, APDM, FOCEB, AJFEB) to provide shelter and IGA training to target groups.

Healthcare and Mental Health and Psychosocial Service

Basic medical services in public health facilities—such as the Center for Health and Social Advancement Centre de Santé de Promotion Sociale (CSPS), Centre Médical avec Antenne Chirurgicale (CMA), and Centre Hospitalier Universitaire (CHU) are available to Burkinabé nationals as well as refugees and migrants on the move. However, exceptions may be made for children under five and pregnant women.

IOM (+223 54495074/67711366; Sandrine Négalo, esnegalo@iom.int) provides emergency medical assistance to persons on the move and refers those in need of more than primary care to public hospitals, with the majority being treated at the Sainte Camille Hospital, the Yalgado Hospital and/or the Schiphra Medical Center.

Keoogo Medical Center (CMK) (Quartier sis à Panzani; +226 25 38 03 24/ 70 09 36 21; Adélaïde Sawadogo sawadogo.adelaide@yahoo.fr) provides psychosocial healthcare for people on the move, including survivors of GBV. The costs are covered by the Center. Patients with pathologies requiring referrals are transferred by the Keoogo center to Paul VI Hospital, Yalgadogo University Hospital or Charles De Gaulle Pediatrics.

- The Somgandé reception center in Kadiogo (+226 57 01 69 69; Abdou Guebre, Director) is run by MFSNFAH and provides shelter for unaccompanied and separated children. Depending on the case and needs, IOM covers food, provides NFIs, medical assistance, mental health and psychosocial support and/or helps with family tracing and AVRR.
- As part of the “Reducing Vulnerabilities of Children and Youths Affected by Irregular Movements and Labor Exploitation” Project, financed by the LED Foundation and Medior, 11 Points Espoir (+226 79 75 82 72; Soulama Yaya; yaya.soulama@tdh.org) have been set up by the NGO Terre des Hommes (TdH) in three provinces (Ouagadougou, Kadiogo, Sourou, Yatenga, Ganzourgou, Houet, Kénédougou, Como) in collaboration with the Association of Working Children and Youth of Burkina Faso, with the participation of social services. The incumbents are made aware of the various risks associated with the worst forms of child labor and the protection risks faced by people on the move, as well as access to games and income-generating activities (soap or necklace making). Although the Points Espoir are mainly geared towards children on the move, they are also open for other children at risk. Assistance with emergency care and personalized social accompaniment is provided as well.
- **Keoogo Association (Adélaïde Sawadogo +226 25 38 03 24/ 70 09 36 21, sawadogo.adelaide@yahoo.fr)** works in synergy with the National Network within the West Africa Network, with associations at border crossings (TON, BENKADI, SOS ENFANTS, SALAKI, AJBF) and with road transport unions and border police. There is collaboration at international level between the various child protection players in the 15 ECOWAS countries plus Mauritania and other countries around the world, notably in the Central African regions, for the referral, care and

protection of vulnerable children and youths on the move and victims of trafficking. The Keoogo Association takes in children VoTs referred by the Baskuy emergency reception center, all Ouagadougou police stations headed by the Regional Brigade for Child Protection, and the Women and Minors Security Service of the municipal police force, for support and accompaniment with their voluntary return.

- The reception center of The Ministry of Women, National Solidarity, Family and Humanitarian Action (MFSNFAH) (Mariam Kabire + 226 60 95 04 65, Regional Direction du MFSNFAH) identifies, approves and trains foster families throughout the country to take in children at risk from Burkina Faso and children on the move.

GBV Support Services

- The reception center of MFSNFAH (Mariam Kabire + 226 60 95 04 65, Regional Directorate of MFSNFAH) runs a reception center for people on the move for GBV survivors, especially women, with a capacity of 30 women and girls. Beneficiaries are supported on an ad-hoc basis by IOM which provides food, NFIs, medical assistance and psychosocial health support, as well as family tracing and AVRR.

Services for Victims of Trafficking

The Keoogo association - (Adélaïde Sawadogo +226 226 25 38 03 24/ 70 09 36 21 - sawadogo.adelaide@yahoo.fr; Zampou lassina +2226 70 06 38 85, zamplass@yahoo.fr) runs a reception center for people on the move VoTs, with a capacity of around 15 places. The center provides medical and psychosocial support for all beneficiaries, legal assistance for children VoTs, and support for the reintegration of children excluded from the socialization process. Keoogo is the focal point of the West Africa Network for the protection of children (WAN) and in this capacity provides protection services (identification, referral, medico-psychosocial care and legal support) to children and youths who are victims of trafficking or on the move at national and transnational level (within the ECOWAS region).

Keoogo's projects include Protected Mobility and Strengthening Assistance to Child VoTs, where victims benefit from holistic protection services from emergency care through to reintegration.

Legal Assistance

Association of Women Lawyers of Burkina Faso (AFJBF) (Quartier 1200 logements (headquarters); **+226 25 36 15 56/ 21 41 23 91**; secretariat.afjbf@gmail.com). The Association helps women and girls survivors of GBV and VoTs by taking them in its offices for legal and judicial assistance, as well as through legal clinics set up in some towns including Ouagadougou, Bobo-Dioulasso and Ouahigouya. However, the Association has national geographical coverage and can be contacted by people on the move in need of legal assistance. It runs awareness campaigns for women, girls, youths and opinion leaders on Sexual and Reproductive Health Rights (SRHR), GBV and the support provided by the Association itself.

Burkinabe Movement for Human and Peoples' Rights (MBDHP) (Quartier Somgandé; **+226 76 42 44 32/ 78 02 10 14**; Sanou Ay; mbdhpburkina@gmail.com /sanoualy@yahoo.fr), UNHCR partner is a national human rights association providing legal and judicial assistance to people on the move throughout the country.

They partner with UNHCR in the implementation of the project "Access to Justice for Forcibly Displaced and Stateless Persons in Burkina Faso" coordinated by the team based in Ouagadougou for Bobo-Dioulasso, Djibo, Dori, Fada-N-Gourma, Kaya, Ouahigouya, Kongoussi, Tenkodogo, Dédougou Banfora, Yako.

People in need of legal assistance can contact the Ouagadougou-based MBDHP office. The project aims to improve access to justice for IDPs, refugees and asylum seekers through information and awareness activities, as well as legal aid and judicial assistance. Specifically, asylum seekers often find themselves without assistance at the start of RSD procedures, which are generally unfamiliar, leading to rejections of asylum applications deemed unfounded because they are poorly articulated. During the asylum process, refugees are confronted with disputes in the workplace, wrongful termination of rental leases, disagreements with neighborhoods, paternity suits, family abandonment and a lack of

information on naturalization procedures and opportunities.

IOM (**+226 54 49 50 74/ 67 71 13 66**; Sandrine Népal, Severin Kéré) provides advice, referrals and/or assistance with legal support, as appropriate, for people on the move, including victims of trafficking. People are taken in at MFSNFAH reception centers in Ouagadougou.

Bobo-Dioulasso and Hauts-Bassins Regions

Identification and Outreach

UNHCR in collaboration with the National Federation of Road Carriers (FENAT) (Area Gounghin; **+226 70 19 33 00**; Yasmine Traore; yasminetraore2@yahoo.fr) to raise awareness and prevent risks incurred on the road. The agreement covers the identification and referral of people on the move requiring international protection throughout the country. The capacity of the staff of the main road transport companies was strengthened in respect of dealing with international protection matters in the context of mixed movements. UNHCR has provided FENAT with audiovisual aids and has prepared a leaflet in conjunction with IOM to raise awareness among people on the move, including the services available along the roads at the borders delivered by the monitors.

As part of the project on Asylum and Mixed Movements, the International Committee for Emergency Relief and Development (CIAUD CANADA) (Area Sector 5, Sarfalao **+226 66 66 67 61**; Ousmane Ouedraogo; ouedraogo@ciaud.ca), UNHCR partner is working to identify people on the move, using three protection monitors supported by three protection networks and three community relays to provide information on arrivals on national territory and departures to neighboring countries. Awareness is being raised on protection against en-route risks through the identification and referral mechanism. UNHCR provides financial support in particular to vulnerable asylum seekers and victims of trafficking. Support amounts to 35,000XOF, but may vary according to protection needs.

In 2018 IOM (**+226 54 49 50 74/ 67 71 13 66** ; Sandrine Negalo, Severin Kere; esnegalo@iom.int) set up Flow Monitoring Points (FMPs) in Yendéré (border with Côte d'Ivoire), Faramana (border with Mali), Dori/Seytenga/ Kantchari (border with Niger) and Ouagadougou. IOM data collection teams act on a regular basis at each monitoring point to ensure the

collection of migration data and facilitate the operation of the referral mechanism set up with the various partners.

NGO Terre des Hommes (TdH) (Area [Wemtenga](#), Ouagadougou; Assetou Sore/Traore; **+226 25 36 91 82/ 64 00 0510**; assetou.sorettraore@tdh.org) deploys mobile teams targeting at-risk children on the move (separated and/or unaccompanied children, children in train stations, markets and workplaces). Staff trained in child outreach techniques are tasked with identifying children on the move, including unaccompanied and separated children. The staff provide them with information, assess their needs and refer the most vulnerable cases to an inter-sectoral one-stop-shop run by TdH, where they are taken in by social workers. According to the children's needs, social workers facilitate their access to health, police and legal professionals.

These cross-sectoral One Stop Shops are often located near the offices of the Ministry of Women and Solidarity in five regions; Centre Ouagadougou, Hauts-Bassins (Koloko and Faramana), Cascades (Niangologo), East (Fada), and Sahel (Dori). To identify children at risk, TdH also works with transport associations who help to disseminate information tailored to children on the move and contact social workers when vulnerable cases are identified.

Access to Asylum Procedures

People on the move arriving in Burkina Faso and wishing to apply for asylum should register with SP/CONAREF to lodge an asylum application within fifteen (15) days of entering the country. People who show at the Bobo-Dioulasso branch office of the CONAREF (Quartier Secteur 5, Sarfalao; **+226 76 06 19 23/ 70 07 72 87**; Signi Issifou, Bobo branch office manager; issifousiqui@yahoo.fr) are referred to the Ouagadougou-based SP/CONRAF (send requests for individual interviews via bkfouprt@unhcr.org). Malian asylum seekers are recognized prima facie. The Branch carries out individual interviews. The RSD process is maintained at the SP/CONAREF based in Ouagadougou. When applying for asylum, asylum seekers should provide personal details, a copy of their identity document and an explanation of the reasons for their asylum application, as well as

any other supporting documents relating to their individual circumstances. Following the RSD interview, a document signed by the SP/ CONAREF is issued to the asylum seeker in lieu of a provisional authorization to stay in Burkina Faso. This Acquis de Droit (AQD) is valid for six months and can be renewed on request. Asylum seekers' files are examined by an Eligibility Commission made up of representatives from several ministries, with the possibility for the asylum seeker to appeal in the event of rejection at first instance. In accordance with the Standard Operating Procedures (SOP) in force between IOM, UNHCR and CONAREF, IOM refers asylum seekers to CONAREF or UNHCR.

Shelter

The transit center of MFSNFAH (**+223 68 90 10 10**; Benjamin Ouedraogo, Regional Director for Humanitarian Action) managed and financed by the MFSNFAH Provincial Directorate, accommodates people on the move, including unaccompanied and/or separated vulnerable children. It has a capacity of 90 beds, including 30 for women, 30 for men and 30 for vulnerable children. IOM provides food support for migrants accommodated for at least 72 hours and/or the entire duration of accommodation while awaiting the AVRR. IOM also supports the center's social workers with case management and assists by obtaining travel documents and AVRR.

Association TIE (Quartier Secteur **24 et 32**; **+226 76671476**; Lassina Konate), UNHCR partner, fights for the protection of street children. In addition to children, the association aims to promote the rights of vulnerable people, including children and women in difficulty, street children and youths, and people on the move in vulnerable situation including VoTs and GBV survivors. The TIE has a reception center with a capacity of 30 beds, including 10 for women and 20 for men. There is also a non-equipped area with a capacity of over 30 people. The center takes in people on the move, as well as children who are homeless. TIE is supported by UNHCR funds as part of the localization mechanism through a partnership agreement with CIAUD Canada. The center provides psychosocial health support to people on the move, as well as housing and food assistance.

Healthcare, Mental Health and Psychosocial Care

Basic medical services in public health facilities—such as the Centre de Santé de Promotion Sociale (CSPS), Centre Médical avec Antenne Chirurgicale (CMA), and Centre Hospitalier Universitaire (CHU)—are available to Burkinabé nationals and individuals in transit, with costs borne by the patients themselves. However, exceptions may be made for children under five and pregnant women.

IOM (+223 54495074/67711366; Sandrine Négalo, esnegalo@iom.int) provides emergency care for migrants and refers cases requiring care other than primary to public hospitals. Most of these cases are treated at Sourou Sanou Hospital.

Child Protection

The Transit Center of MFSNFAH (+223 68 90 10 10, Benjamin Ouédraogo, Regional Director) hosts children on the move. Children are often detained in police stations to undertake an identity verification process. They are then referred to the MFSNFAH transit center and social services, or to the transit center run by the TIE Association, a UNHCR partner (see shelter section) as part of the “Asylum and Mixed Movements” project.

Legal Assistance

Burkinabe Movement for Human and Peoples’ Rights (MBDHP) (Quartier Secteur 5, Sarfalao; +223 76 42 44 32/ 78 02 10 14; Rachidatou Dioni, rachidatoudioni5@gmail.com, mbdhpburkina@gmail.com), UNHCR partner, is implementing the project “Access to Justice for Forcibly Displaced and Stateless People in Burkina Faso” to improve access to justice for people on the move, by providing information and raising awareness, as well as legal assistance. Persons who approach MBDHP are being provided free legal assistance at the Bobo-Dioulasso branch if needed.

Banfora and Cascades Region

Identification and Outreach

UNHCR works in collaboration with the National Federation of Road Transporters (FENAT) (Quartier Gounghin; +226 70 19 33 00; Yasmine Traore; yasminetraore2@yahoo.fr), to raise awareness and prevent risks on the road. The agreement covers the identification and referral of people on the move requiring international protection throughout the country. The staff of the main road transport companies were provided training to build their capacity to deal with international protection matters in the context of mixed movements. UNHCR has provided FENAT with audiovisual aids and has prepared jointly with IOM a leaflet to raise awareness among people on the move, including the services available along the roads at the borders delivered by the monitors.

As part of the project on “Asylum and Mixed Movements”, the International Committee for Emergency Relief and Development (CIAUD Canada) (+226 54 82 74 44/ 76 67 67 17; Asseta Ilboudo; ilboudoasseta22@gmail.com), UNHCR partner, is working to identify people on the move, using four monitors and a protection supervisor supported by five protection networks and six community relays to provide information on arrivals on the national territory and departures to neighboring countries. Awareness is raised on available protection services through the identification and referrals. UNHCR provides financial support in particular to vulnerable asylum seekers and victims of trafficking. Support amounts to 35,000XOF, but may vary according to protection needs.

The NGO Terre des Hommes (TdH) (Quartier Wemtenga 01 BP 2212 Ouagadougou 01; +226 25 36 91 82/ 64 00 05 10; Assetou Sore Traore; assetou.sorettraore@tdh.org) deploys mobile teams targeting children on the move at risk (separated and/or unaccompanied children, children in train stations, markets and workplaces). Staff trained in child outreach techniques are tasked with identifying children on the move, including unaccompanied and separated children. Staff provide them with information, assess their needs and refer the most vulnerable cases to an inter-sectoral One Stop Shop run by TdH, where they are taken in by social workers. According to the children’s needs, social workers facilitate their access to health, police and legal professionals. These inter-sectoral One Stop Shops are often located near the offices of the Ministry of Women and Solidarity in five regions; Centre Ouagadougou, Hauts-

Bassins (Koloko and Faramana), Cascades (Niangologo), East (Fada), and Sahel (Dori). To identify children at risk, TdH also works with transport associations who help to disseminate information tailored to children on the move and contact social workers when vulnerable cases are identified.

Access to Asylum Procedures

People on the move arriving in Burkina Faso and wishing to apply for asylum should register with SP/ CONAREF to lodge an asylum application within fifteen (15) days of entering the country. People who show at the CONAREF office in Bobo-Dioulasso (Secteur 5, Sarfalao; **+226 76 06 19 23/ 70 07 72 87**; Sigui Issifou, Bobo brand office manager; issifousigui@yahoo.fr) are referred to the SP/CONRAF based in Ouagadougou (send requests for individual interviews via bkfouprt@unhcr.org). Malian asylum seekers are recognized prima facie. The Branch carries out individual interviews. The RSD process is maintained at the SP/CONAREF based in Ouagadougou. When applying for asylum, asylum seekers should provide personal details, a copy of their identity document and an explanation of the reasons for their asylum application, as well as any other supporting documents relating to their individual circumstances. Following the RSD interview, a document signed by the SP/ CONAREF is issued to the asylum seeker in lieu of a provisional authorization to stay in Burkina Faso. This Acquis de Droit (AQD) is valid for six months and can be renewed on request. Asylum seekers' files are examined by an Eligibility Commission made up of representatives from several ministries, with the possibility for the asylum seeker to appeal in the event of rejection at first instance. In accordance with the Standard Operating Procedures (SOP) in force between IOM, UNHCR and CONAREF, IOM refers asylum seekers to CONAREF or UNHCR.

Shelter

The TON reception center (Quartier Niangoloko; **+226 70 13 35 80**; Issaka

Somande; issakanet@yahoo.fr) is supported by UNHCR through the partnership with CIAUD Canada as part of the “Asylum and Mixed Movements” project. Vulnerable people on the move are referred to the Ton center. It has a capacity of 30 beds, including 10 for men, 10 for women and 10 for children. Accommodation is provided for up to 10 days. Referred persons receive housing and psychosocial support. Vulnerable people on the move only receive occasional food support. However, due to a lack of funding, assistance is not extended to all people on the move at the center.

Healthcare and Mental Health and Psychosocial Services

Basic medical services in public health facilities—such as the Centre de Santé de Promotion Sociale (CSPS), Centre Médical avec Antenne Chirurgicale (CMA), and Centre Hospitalier Universitaire (CHU)—are available to Burkinabé nationals as well as refugees and migrants on the move. However, exceptions may be made for children under five and pregnant women.

IOM (**+223 54495074/67711366**; Sandrine Négalo, esnegalo@iom.int) provides emergency medical assistance to migrants and refers those in need of more than primary care to public hospitals, with the majority being treated at the Banfora University Hospital.

Child Protection

The Transit Center of MFSNFAH (**+223 70 27 11 41**; Bernadette Ouédraogo, Regional Director for Social Action). Children on the move are often detained in police stations so that the police can verify their identity. They are then referred to the MFSNFAH transit center and the TON center (see shelter section) and social services. The Keoogo Association handles transfers of identified people on the move, particularly victims of trafficking, to the MFSNFAH center from the Keoogo center.

Services for Victims of Trafficking in Persons

Association Keoogo and TON Association (Adélaïde Sawadogo **+226 25 38 03 24 / 70 09 36 21**, sawadogo.adelaide@yahoo.fr; Zampou lassina **+223 70 06 38 85** zamplass@yahoo.fr) are engaged in activities under the Strengthening Assistance to Child Survivors of Trafficking (SACST) project. Keoogo offers comprehensive reintegration services to VoTs such as family tracing and reunification, access to civil status documents, alternative care arrangements, school enrolment and placement and access to apprenticeship programs, as well as support for repatriation to their countries of origin.

Legal Assistance

Burkinabe Movement for Human and Peoples' Rights (MBDHP) (Quartier Secteur 5, Sarfalao; **+223 76 42 44 32/ 78 02 10 14**; Rachidatou Dioni, rachidatoudioni5@gmail.com, mbdhpbukina@gmail.com), UNHCR partner, is implementing the project "Access to Justice for Forcibly Displaced and Stateless People in Burkina Faso" to improve access to justice for people on the move, by providing information and raising awareness, as well as legal assistance. Persons who approach MBDHP are being provided free legal assistance at the Bobo-Dioulasso branch if needed.

Dori and Sahel Region

Identification and Outreach

UNHCR works in collaboration with National Federation of Road Transporters (**FENAT**) (**Gounghin Area ; +226 70 19 33 00**; Yasmine Traore; yasminetraore2@yahoo.fr) to raise awareness and prevent risks on the road. The agreement covers the identification and referral of people on the move requiring international protection throughout the country. Training has been provided to the staff of the main road transport

companies to build their capacity to deal with international protection matters in the context of mixed movements. UNHCR has provided FENAT with audiovisual aids and has prepared jointly with IOM a leaflet to raise awareness among people on the move, including the services available along the roads at the borders delivered by the monitors.

International Committee for Emergency Relief and Development (CIAUD Canada) (Cité Des Forces Vives; **+226 67 36 56 08**; Sanou Marie Charles; mcdsanou@ciaud.ca) , UNHCR partner under the project on asylum and mixed movements identifies people on the move. CIAUD Canada employs three protection monitors, supported by three protection networks and three community relays to provide information on dangers and available protection services along the routes. UNHCR provides financial support in particular to vulnerable asylum seekers and victims of trafficking. Support amounts to 35,000XOF, but may vary according to protection needs.

The NGO Terre des Hommes (Quartier Wemtenga; **+226 25 36 91 82/ 64 00 05 10**; Assetou SoreTraore; assetou.sorettraore@tdh.org) deploys mobile teams targeting children on the move at risk (separated and/or unaccompanied children, children in train stations, markets and workplaces). Staff trained in child outreach techniques are tasked with identifying children on the move, including unaccompanied and separated children. The staff provide them with information, assess their needs and refer the most vulnerable cases to an inter-sectoral One Stop Shop run by TdH, where they are taken in by social workers. According to the children's needs, social workers facilitate their access to health, police and legal professionals. These inter-sectoral One Stop Shops are often located near the offices of the Ministry of Women and Solidarity in five regions; Centre (Ouagadougou), Hauts-Bassins (Koloko and Faramana), Cascades (Niangologo), East (Fada), and Sahel (Dori). To identify children at risk, TdH also works with transport associations who help to disseminate information tailored to children on the move and contact social workers when vulnerable cases are identified.

Access to Asylum Procedures

People on the move arriving in Burkina Faso and wishing to apply for asylum should register with SP/ CONAREF to lodge an asylum application

within fifteen (15) days of entering the country. People who show at the CONAREF office in (Quartier Cite Des Forces Vives; **+226 70 70 71 91**; Ben Omar Tiemtore; ramozos@gmail.com) are referred to the Ouagadougou-based SP/CONRAF (for individual interviews, send requests via bkfouprt@unhcr.org). Malian asylum seekers are recognized prima facie. The Branch carries out individual interviews. The RSD process is handled by the Ouagadougou-based SP/CONAREF. Asylum applications should be sent to the Ouagadougou-based SP/CONAREF. When applying for asylum, asylum seekers should provide personal details, a copy of their identity document and an explanation of the reasons for their asylum application, as well as any other supporting documents relating to their individual circumstances. Following the RSD interview, a document signed by the SP/ CONAREF is issued to the asylum seeker in lieu of a provisional authorization to stay in Burkina Faso. This Acquis de Droit (AQD) is valid for six months and can be renewed on request. Asylum seekers' files are examined by an Eligibility Commission made up of representatives from several ministries, with the possibility for the asylum seeker to appeal in the event of rejection at first instance. In accordance with the Standard Operating Procedures (SOP) in force between IOM, UNHCR and CONAREF, IOM refers asylum seekers to CONAREF or UNHCR.

Shelter

MFSNFAH transit center (Quartier Secteur 5 Dori **+223 70 74 74 95 / 76 5 164 03**; Kini Sathoun) run by the Regional Direction of MFSNFAH and rehabilitated by IOM, has a reception and accommodation capacity for over 90 people, mainly migrants, with gender-specific blocks.

Healthcare and Mental Health and Psychosocial Services

Basic medical services in public health facilities—such as the Centre de Santé de Promotion Sociale (CSPS), Centre Médical avec Antenne Chirurgicale (CMA), and Centre Hospitalier Universitaire (CHU)—are

available to Burkinabé nationals and individuals in transit, with costs borne by the patients themselves. However, exceptions may be made for children under five and pregnant women.

IOM (**+223 54 49 50 74/67 71 13 66**; Sandrine Négalo, esnegalo@iom.int) offers emergency medical assistance to migrants and refers cases needing more than primary care to public hospitals, with the majority being treated at Dori University Hospital.

Legal Assistance

As part of the “Access to justice for forcibly displaced and stateless people” project, partner MBDHP (Ki François Laye **+226 76 52 76 86**; mbdhpbukina@gmail.com) is implementing information and awareness-raising initiatives in the Sahel region, as well as legal aid and legal assistance, with the aim of improving access to justice for IDPs, refugees and asylum seekers. Persons who approach MBDHP are being provided free legal assistance at the Dori branch if needed.

Tenkodogo (Center-East), Bam and Sanmantenga (Center-North)

Identification and Outreach

As part of the project on Asylum and Mixed Movements, the International Committee for Emergency Relief and Development (**CIAUD CANADA**) (**+226 65 81 11 15**; Boukary Tamboura; tamboura@ciaud.ca), UNHCR partner is working to identify people on the move, using three protection monitors supported by three protection networks and three community relays to provide information on arrivals on national territory and departures to neighboring countries. Awareness is being raised on protection against en-route risks through the identification and referral mechanism. UNHCR provides financial support in particular to vulnerable

asylum seekers and victims of trafficking. Support amounts to 35,000XOF, but may vary according to protection needs.

Access to Asylum Procedures

People on the move arriving in Burkina Faso and wishing to apply for asylum should register with SP/ CONAREF to lodge an asylum application within fifteen (15) days of entering the country. CONAREF does not have an office in Tenkodogo. Asylum applications should be sent to the SP/ CONAREF in Ouagadougou (Quartier Koulouba ; **+226 25 30 87 13**; Emmanuel Ouali; emma_ouali@yahoo.fr; **+226 25330700**; Koussoube Dramane; mahkouss.mk@gmail.com) where the Refugee Status Determination (RSD) process is carried out. When applying for asylum, asylum seekers should provide personal information, a copy of their identity document and an explanation of the reasons for their asylum application, as well as any other supporting documents relating to their individual circumstances (send requests for individual interviews via bkfouprt@unhcr.org). Following the RSD interview, a document signed by the SP/ CONAREF is issued to the asylum seeker in lieu of a provisional authorization to stay in Burkina Faso. This Acquis de Droit (AQD) is valid for six months and can be renewed on request. Asylum seekers' files are examined by an Eligibility Commission made up of representatives from several ministries, with the possibility for the asylum seeker to appeal in the event of rejection at first instance. In accordance with the Standard Operating Procedures (SOP) in force between IOM, UNHCR and CONAREF, IOM refers asylum seekers to CONAREF or UNHCR.

Shelter

Center-East is one of the main regions of origin of Burkinabé migrants assisted by IOM (Tenkodogo area; **+226 67 39 65 33**; Yempabou Guillaume Nadiouari; ynadiouari@iom.int) for return and reintegration. IOM can be called upon for cases of migrants of different nationalities in need

in accordance with the National Referral Mechanism.

Healthcare and Mental Health and Psychosocial Services

Basic medical services in public health facilities—such as the Centre de Santé de Promotion Sociale (CSPS), Centre Médical avec Antenne Chirurgicale (CMA), and Centre Hospitalier Universitaire (CHU)—are available to Burkinabé nationals and individuals in transit, with costs borne by the patients themselves. However, exceptions may be made for children under five and pregnant women.

IOM (**+223 54 49 50 74/67 71 13 66**; Sandrine Négalo, esnegalo@iom.int) offers emergency medical assistance to migrants and refers cases needing more than primary care to public hospitals, with the majority being treated at the Tenkodogo University Hospital.

Legal Assistance

As part of the “Access to justice for forcibly displaced and stateless people” project, partner MBDHP (Ki François Laye **+226 76 52 76 86**; mbdhpbukina@gmail.com) is implementing information and awareness-raising initiatives in the Sahel region, as well as legal aid and legal assistance, with the aim of improving access to justice for IDPs, refugees and asylum seekers. Persons who approach MBDHP are being provided free legal assistance at the Fada branch if needed.

South-West Region

Identification and Outreach

As part of the “Asylum and Mixed Movements” project, UNHCR’s partner CIAUD CANADA (Pascal Ouoba; +226 75 18 82 05; pascalouob1010@gmail.com) is working to identify people on the move, using 3 monitors and a protection supervisor supported by 8 protection networks and 5 community relays to provide information on arrivals on national territory and departures to neighboring countries. Awareness activities are conducted on protection against en-route risks through the identification and referral mechanism. UNHCR provides financial support in particular to vulnerable asylum seekers and victims of trafficking. Support amounts to 35,000XOF, but may vary according to protection needs.

For proximity monitoring in the context of localization, partner CIAUD Canada has signed a partnership agreement in 2021 with local organization **ALEED** (Quartier Secteur 2, quartier Tielkan; +226 72 77 32 17; **Elise KAM**; audkind@gmail.com), where protection committees and community relays were stemming from, in charge of identifying and referencing people on the move in the Region’s border communes to facilitate the identification of VoTs, vulnerable migrants and people in need of international protection.

Access to Asylum Procedures

People on the move arriving in Burkina Faso and wishing to apply for asylum should register with SP/ CONAREF to lodge an asylum application within fifteen (15) days of entering the country. People who show at the CONAREF branch in Bobo-Dioulasso - National Commission for Refugees (Quartier Secteur 5, Sarfalao; +226 76 06 19 23/ 70 07 72 87; Signi Issifou, Bobo branch office manager) are referred to the Ouagadougou-based SP/CONRAF (for individual interviews, send requests via bkfouprt@unhcr.org). Malian asylum seekers are recognized prima facie. The Branch carries out individual interviews. The RSD process is maintained by the Ouagadougou-based SP/CONAREF. When applying for asylum, asylum seekers should provide personal details, a copy of their identity document and an explanation of the reasons for their asylum application, as well as

any other supporting documents relating to their individual circumstances. Following the RSD interview, a document signed by the SP/ CONAREF is issued to the asylum seeker in lieu of a provisional authorization to stay in Burkina Faso. This Acquis de Droit (AQD) is valid for six months and can be renewed on request. Asylum seekers’ files are examined by an Eligibility Commission made up of representatives from several ministries, with the possibility for the asylum seeker to appeal in the event of rejection at first instance. In accordance with the Standard Operating Procedures (SOP) in force between IOM, UNHCR and CONAREF, IOM refers asylum seekers to CONAREF or UNHCR.

Healthcare and Mental Health and Psychosocial Services

Basic medical services in public health facilities—such as the Centre de Santé de Promotion Sociale (CSPS), Centre Médical avec Antenne Chirurgicale (CMA), and Centre Hospitalier Universitaire (CHU)—are available to Burkinabé nationals and individuals in transit, with costs borne by the patients themselves. However, exceptions may be made for children under five and pregnant women.

IOM (+223 54 49 50 74/67 71 13 66; **Sandrine Négalo**, esnegalo@iom.int) offers emergency medical assistance to migrants and refers cases needing more than primary care to public hospitals, with the majority being treated at the Gaoua CMA.

Legal Assistance

As part of the “Access to justice for forcibly displaced and stateless people” project, partner MBDHP (Ki François Laye +226 76 52 76 86; mbdhpbukina@gmail.com) is implementing information and awareness-raising initiatives in the Sahel region, as well as legal aid and legal assistance, with the aim of improving access to justice for IDPs, refugees and asylum seekers. Persons who approach MBDHP are being provided free legal assistance at the Bobo – Dioulasso branch if needed.

East Region

Identification and Outreach

As part of the “Asylum and Mixed Mouvement” project, UNHCR’s partner **CIAUD CANADA** (Armel Yameogo; **+226 76 85 39 49**; yawaya@ciaud.ca) is working to identify people on the move through one protection monitor/supervisor, supported by five protection networks and six community relays, to provide information on arrivals on national territory and departures to neighboring countries. Awareness activities are conducted on protection against en-route risks through the identification and referral mechanism. UNHCR provides financial support in particular to vulnerable asylum seekers and victims of trafficking. Support amounts to 35,000XOF, but may vary according to protection needs.

Terre des Hommes (TdH) (Wemtenga 01 BP 2212 Ouagadougou 01 ; Assetou Sore/Traore; assetou.sorettraore@tdh.org; **+226 25 36 91 82; 64 00 05 10**) deploys mobile teams targeting at-risk children on the move (separated and/or unaccompanied children, children present in stations, markets and workplaces). Staff trained in child outreach techniques are tasked with identifying children on the move, including unaccompanied and separated children. Staff provide them with information, assess their needs and refer the most vulnerable cases to an inter-sectoral One Stop Shop run by TdH, where they are taken in by social workers. According to the children’s needs, social workers facilitate their access to health, police and legal professionals. These inter-sectoral One Stop Shops are often located near the offices of the Ministry of Women and Solidarity in five regions; Centre Ouagadougou, Hauts-Bassins (Koloko and Faramana), Cascades (Niangologo), East (Fada), and Sahel (Dori). To identify children at risk, TdH also works with transport associations who help disseminate information adapted to children on the move and contact social workers when vulnerable cases are identified.

Access to Asylum Procedures

People on the move arriving in Burkina Faso and wishing to apply for asylum should register with SP/CONAREF to lodge an asylum application

within fifteen (15) days of entering the country. CONAREF does not have an office in the East Region. Asylum applications should be sent to the Ouagadougou-based SP/CONAREF (Quartier Koulouba ; +226 25 38 71 3/ 25 33 07 00; Emmanuel Ouali; emma_ouali@yahoo.fr; Koussoube Dramane; mahkouss.mk@gmail.com) where the Refugee Status Determination (RSD) process is conducted. When applying for asylum, asylum seekers should provide personal information, a copy of their identity document and an explanation of the reasons for their asylum application, as well as any other supporting documents relating to their individual circumstances (send requests for individual interviews viabkfouprt@unhcr.org). Following the RSD interview, a document signed by the SP/CONAREF is issued to the asylum seeker in lieu of a provisional authorization to stay in Burkina Faso. This Acquis de Droit (AQD) is valid for six months and can be renewed on request. Asylum seekers’ files are examined by an Eligibility Commission made up of representatives from several ministries, with the possibility for the asylum seeker to appeal in the event of rejection at first instance. In accordance with the Standard Operating Procedures (SOP) in force between IOM, UNHCR and CONAREF, IOM refers asylum seekers to CONAREF or UNHCR.

Shelter

MFSNFAH East Reception and Transit Center (Jean Paul Ouédraogo; **+223 70 33 74 97**; jeanpaulnama@yahoo.fr) receptions vulnerable people on the move, including victims of trafficking and GBV survivors. It has a capacity of 10 places for men, women and children, whose spaces are not compartmentalized. The Center provides accommodation for a limited period of a few days, until the protection needs of the person on the move are met. Due to a lack of resources, the Center is unable to provide food or assist with healthcare.

Healthcare and Mental Health and Psychosocial Services

Basic medical services in public health facilities—such as the Centre de

Santé de Promotion Sociale (CSPS), Centre Médical avec Antenne Chirurgicale (CMA), and Centre Hospitalier Universitaire (CHU)—are available to Burkinabé nationals and individuals in transit, with costs borne by the patients themselves. However, exceptions may be made for children under five and pregnant women.

IOM (+223 54 49 50 74/67 71 13 66; Sandrine Négalo, esnegalo@iom.int) offers emergency medical assistance to migrants and refers cases needing more than primary care to public hospitals, with the majority being treated at the Fada hospital.

Legal Assistance

As part of the “Access to justice for forcibly displaced and stateless people” project, partner **MBDHP (Ose Tinano; +226 76 52 76 86; osetindano@gmail.com)** is implementing information and awareness-raising initiatives in the Sahel region, as well as legal aid and legal assistance, with the aim of improving access to justice for IDPs, refugees and asylum seekers. Persons who approach MBDHP are being provided free legal assistance at the Fada branch if needed.

North Region

Identification and Outreach

As part of the “Asylum and Mixed Movement” project, UNHCR’s partner **CIAUD CANADA (Armel Yameogo; +226 76 85 39 49; yawaya@ciaud.ca)** is working to identify people on the move through one protection monitor/supervisor, supported by five protection networks and six community relays, to provide information on arrivals on national territory and departures to neighboring countries. Awareness activities are conducted on protection against en-route risks through the identification and referral mechanism. UNHCR provides financial support in particular to vulnerable

asylum seekers and victims of trafficking. Support amounts to 35,000XOF, but may vary according to protection needs.

Access to Asylum Procedures

People on the move arriving in Burkina Faso and wishing to apply for asylum should register with SP/ CONAREF to lodge an asylum application within fifteen (15) days of entering the country. People who show at the **Ouahigouya CONAREF office of the National Commission for Refugees (+226 70 45 82 28; Alima Songné, branch office manager Ouahigouya alimsa@yahoo.fr)** are referred to the Ouagadougou-based SP/CONRAF (for individual interviews, send requests via bkfouprt@unhcr.org). The Branch carries out individual interviews. The RSD process is handled by the Ouagadougou-based SP/CONAREF. When applying for asylum, asylum seekers should provide personal details, a copy of their identity document and an explanation of the reasons for their asylum application, as well as any other supporting documents relating to their individual circumstances. Following the RSD interview, a document signed by the SP/CONAREF is issued to the asylum seeker in lieu of a provisional authorization to stay in Burkina Faso. This Acquis de Droit (AQD) is valid for six months and can be renewed on request. Asylum seekers’ files are examined by an Eligibility Commission made up of representatives from several ministries, with the possibility for the asylum seeker to appeal in the event of rejection at first instance. In accordance with the Standard Operating Procedures (SOP) in force between IOM, UNHCR and CONAREF, IOM refers asylum seekers to CONAREF or UNHCR.

Healthcare and Mental Health and Psychosocial Services

Basic medical services in public health facilities—such as the Centre de Santé de Promotion Sociale (CSPS), Centre Médical avec Antenne Chirurgicale (CMA), and Centre Hospitalier Universitaire (CHU)—are available to Burkinabé nationals and individuals in transit, with costs borne

by the patients themselves. However, exceptions may be made for children under five and pregnant women.

IOM (+223 54495074/67711366; Sandrine Négalo, esnegalo@iom.int) offers emergency medical assistance to migrants and refers cases needing more than primary care to public hospitals, with the majority being treated at Ouahigouya University Hospital.

Legal Assistance

As part of the “Access to justice for forcibly displaced and stateless people” project, partner **MBDHP (Sanou Ay +226 76 44 32; mbdhpbukina@gmail.com)** is implementing information and awareness-raising initiatives in the Sahel region, as well as legal aid and legal assistance, with the aim of improving access to justice for IDPs, refugees and asylum seekers. Persons who approach MBDHP are being provided free legal assistance at the Ouahigouya branch if needed.

Boucle du Mouhoun Region

Identification and Outreach

As part of the “Asylum and Mixed Movement” project, UNHCR’s partner **CIAUD CANADA (Armel Yameogo; +226 76 85 39 49; yawaya@ciaud.ca)** is working to identify people on the move through two protection monitor/supervisor, supported by four protection networks and five community relays, to provide information on arrivals on national territory and departures to neighboring countries. Awareness activities are conducted on protection against en-route risks through the identification and referral mechanism. UNHCR provides financial support in particular to vulnerable asylum seekers and victims of trafficking. Support amounts to 35,000XOF, but may vary according to protection needs.

Access to Asylum Procedures

People on the move arriving in Burkina Faso and wishing to apply for asylum should register with SP/CONAREF to lodge an asylum application within fifteen (15) days of entering the country. People who present themselves at the Ouahigouya CONAREF branch office (**+226 70 45 82 28**; Alima Songné, branch office manager Ouahigouya ; alimsa@yahoo.fr) are referred to the Ouagadougou-based SP/CONRAF (for individual interviews, send requests via bkfouprt@unhcr.org). The Branch carries out individual interviews. The RSD process is maintained at the SP/CONAREF based in Ouagadougou. When applying for asylum, asylum seekers should provide personal details, a copy of their identity document and an explanation of the reasons for their asylum application, as well as any other supporting documents relating to their individual circumstances. Following the RSD interview, a document signed by the SP/CONAREF is issued to the asylum seeker in lieu of a provisional authorization to stay in Burkina Faso. This Acquis de Droit (AQD) is valid for six months and can be renewed on request. Asylum seekers’ files are examined by an Eligibility Commission made up of representatives from several ministries, with the possibility for the asylum seeker to appeal in the event of rejection at first instance. In accordance with the Standard Operating Procedures (SOP) in force between IOM, UNHCR and CONAREF, IOM refers asylum seekers to CONAREF or UNHCR.

Healthcare and Mental Health and Psychosocial Services

Basic medical services in public health facilities—such as the Centre de Santé de Promotion Sociale (CSPS), Centre Médical avec Antenne Chirurgicale (CMA), and Centre Hospitalier Universitaire (CHU)—are available to Burkinabé nationals and individuals in transit, with costs borne by the patients themselves. However, exceptions may be made for children under five and pregnant women.

IOM (+223 54 49 50 74/67 71 13 66; Sandrine Négalo, esnegalo@iom.int) offers emergency medical assistance to migrants and refers cases needing more than primary care to public hospitals, with the majority being treated at Ouahigouya University Hospital.

Legal Assistance

As part of the “Access to justice for forcibly displaced and stateless people” project, partner **MBDHP (Sanou Ay +226 76 44 32; mbdhpbukina@gmail.com)** is implementing information and awareness-raising initiatives in the Sahel region, as well as legal aid and legal assistance, with the aim of improving access to justice for IDPs, refugees and asylum seekers. Persons who approach MBDHP are being provided free legal assistance at the Ouahigouya branch if needed.



Malian refugee being registered by Nigerians refugees at the registration centre in Minawao refugee camp, Far North Region, in Cameroon. 7 November 2023. © UNHCR/Caroline Irby

CAMEROON

Map of Missing Protection Services

as of December 2023



The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

CAMEROON

Cameroon is a country of transit, origin and destination for people on the move. Mixed movements from Cameroon are complex, with northbound and southbound flows. Human trafficking affects nationals, including internally displaced persons, as well as refugees and migrants, with multiple forms of exploitation, including forced labor, sexual exploitation and forced recruitment in armed conflicts. Trafficking can take victims and survivors from Cameroon to other countries in West Africa, Europe and the Middle East, among other regions.¹⁹ There is, however, a lack of data concerning these movements.

Yaoundé

Identification and Outreach

IOM (Clotilde Essama, pessama@iom.int), in collaboration with Association of Returnees and Fight against Illegal Emigration from Cameroon (ARECC), Organization for Youth Awareness on Irregular Migration and Human Trafficking (OEMIT), and Solutions for Illegal Migration (SMIC), organizes awareness-raising activities such as social meetings with youths from the first year of secondary school (11-12 year-olds) to the final year of high school (18-19 year-olds) on the dangers of irregular movement, reception, integration and reintegration of young people in Cameroon.

Access to Asylum Procedures

Immigration Service under the Technical Secretariat of the Refugee Status Management Bodies (Euharia Nta Ada, Deputy Coordinator +237 677 218 689, Quartier Bastos Yaounde). This contact information is valid for all regions, as the responsibility for asylum procedure through the Refugee Status Determination (RSD) rests with the government. UNHCR provides support only.

Access to asylum procedures is facilitated in the Center region jointly by the government (Technical Secretariat of the Refugee Status Management Bodies) and UNHCR, and in five regions (Adamaoua, East, Far-North, Littoral, North) mainly by UNHCR. However, the individual RSD procedure is only available in Douala and Yaoundé, while in other localities the acknowledgment procedure is collective (for Nigerians in the Far North and for Central Africans in the Adamaoua, East and North regions). The transfer of RSD responsibilities to the government is planned for 2024.

Thanks to ongoing collaboration with immigration services in the Center and Littoral regions, the immigration authorities identify asylum seekers among people on the move stopped for lack of residence documents, and regularly refer them to UNHCR for registration.

Child Protection

PLAN International (Bastos district, +237 677 628 303; Suzanne Mechet) provides child protection services for people on the move under the umbrella of the Ministry of Social Affairs (MINAS) (Child Social Protection Director, Marius Pangam +237 699 749 366; Quartier du Lac) are provided by UNHCR partner PLAN International in collaboration with the Regional Social Affairs Delegations under the MINAS umbrella.

Numerous social centers, social action services and associations, as well as an extensive network of social workers in charge of prevention and response to child protection cases, are available under their responsibility, in particular the prevention and treatment of juvenile delinquency and social maladjustment; the fight against human trafficking, in particular of children, in liaison with the Administrations concerned; the monitoring of procedures for the protection of children in difficulty in liaison with the Ministerial Departments concerned.

Services are accessible to Ivorians and people on the move, including victims of trafficking.

Social centers take in vulnerable people and provide them with psychosocial healthcare and assistance in school placements for vulnerable children. Social action services provide local follow-up in prisons, high schools and police stations to ensure the protection of vulnerable people.

The children's centers are located in Betamba, Maroua and Bertoua. Originally designed to take in children with social integration difficulties, the centers provide guidance and counseling for children (girls and boys under 18) with other vulnerabilities. They do not offer accommodation services.

Social centers take in all people in need of social services every working day. The average capacity of these social centers varies between 10 and 15 per day.

GBV Support Services

Ministry for the Promotion of Women and the Family (MINPROFF) (**Martine Ongola, Women's Social Protection Director +237 699 958 036**) carries out prevention activities (Information, Education and Communication (IEC) and Communication for Communication Change (CCC)) and response activities (reception, advice, and referral of survivors to the national support system) for people on the move who are survivors of GBV.

UNHCR collaborates with MINPROF's regional, departmental and district delegations. The ministry also includes women & family promotion centers providing care to GBV victims in 4 areas: medical, psychosocial, safety/ security and legal/judicial.

Services for Victims of Trafficking

Services for Victims of Trafficking in Persons

IOM, together with the Ministry of Social Affairs (MINAS) (**Child Social Protection Director, Marius Pangam, Quartier du Lac +237 699 749 366**) is working on a referral mechanism for victims of trafficking. A 1503 hotline is dedicated to people on the move, including VoTs.

Other Services - Assistance for Cameroonian Returnees

As part of its AVRR program, **IOM (Hermann MVOGO, cmvogo@iom.int)** provides direct assistance to Cameroonian migrant returnees, under the Migrant Protection, Return and Reintegration Program for Sub-Saharan Africa (MPRR-SSA), particularly the most vulnerable. This assistance includes coverage of medical costs and referrals to public or private hospitals and health centers, subsistence support for urgent needs, accommodation equivalent to one or two hotel nights, and psychosocial care in partnership with the NGO Trauma Center.

Douala Town and Wouri Department

Identification and Outreach

Association for a Humanitarian Mission (MAKAMTE) (**Jertrude Makamte +237 681 584 091/ 694 406 564; pr1.misshum@gmail.com**) in collaboration with the Ministry of Youth and Civic Education organizes awareness campaign for people on the move on the following subject: "Harm and impact of irregular movement on youths: recommending solutions". UNHCR is involved in the campaign with awareness-raising and advocacy activities.

Access to Asylum Procedures

UNHCR Douala Sub-Delegation (**Samira Keita +237 693 016 851, keitas@unhcr.org**) deals with asylum seeker registration and RSD. In collaboration with the Immigration Police Station in the Centre and Littoral regions, the immigration services regularly refer to UNHCR asylum seekers identified among people on the move who have been stopped for lack of a residence document, for registration. Registration and Refugee Status Determination (RSD) activities have been discontinued in Douala since September 2023, and are currently being transferred to the Technical Secretariat in Yaoundé, which is still the site for RSD procedures.

Shelter

The Departmental Delegation for Social Affairs (Oscar Seumegni, Departmental Representative for Wouri +237 677 736 230) provides assistance to vulnerable people, including those on the move, by housing them in approved social centers. The capacity of the social centers varies from one to another. There are no social housing centers in Douala. As in Yaoundé, social centers are intended for orientation and counseling.

Healthcare and Mental Health and Psychosocial Services

Healthcare is available in public and private health centers for people on the move, at the patient's expense. Primary healthcare is provided in district medical centers. Specific categories of vulnerable refugees, including VoTs, GBV survivors, and elderly people, benefit from free healthcare at medical centers in Douala with which UNHCR has signed agreements, such as the Nylon and Laquitninie district hospitals.

Cameroon Red Cross (+237 222 224 177, info@croix-rouge.cm) assists people on the move with basic healthcare and psychosocial services. It refers cases to Red Cross hospitals or hospitals, distributes hygiene kits including for newborns, dignity kits for women, and provides transport to and from hospitals. The Red Cross assists in the search for family members missing during movements and facilitates contact and support for voluntary returnees to their place of origin nationwide.

PLAN International (Bastos district; Suzanne Mechet; +237 677 628 303) UNHCR partner, provides child protection services for people on the move in collaboration with the Departmental Delegation for Wouri (Oscar Seumegni +237 677 736 230) through social workers under the coordination of the Departmental Representative. Their interventions benefiting children at risk, including unaccompanied and separated children, people on the move and victims of trafficking, are being implemented through a network of approved social centers.

Legal Assistance

Association Universal Lawyers and Human Rights Defense (UL & HRD) (Quartier Bali Douala, +237 698 844 426) a law firm and UNHCR partner provides free legal assistance to forcibly displaced and stateless people only.

Garoua-Boulai

Identification and Outreach

In Garoua-Boulai there are no specific activities underway for identification and sensitization of people on the move.

However, there is an alert mechanism that is activated in the event of an influx of asylum seekers or when irregular entries are reported. The administrative and immigration authorities (Subprefect and immigration services) are notified, they identify people on the move, and refer identified asylum seekers to the UNHCR office for registration through protection screening, documentation and assistance.

Access to Asylum Procedures

UNHCR Field Office at Meiganga (90 km from Garoua-Boulai) conducts frequent protection monitoring missions and has established a remote monitoring mechanism. UNHCR implementing partners (IMC, Plan International, AHA, ADES, AIRD) and other operational partners (WFP, DRC, JRS) are present on an almost daily basis. This border remains accessible to the office via an asphalt road. UNHCR conducts RSD procedures. Collaboration between the authorities and UNHCR facilitates access to the territory for people seeking asylum, and limits cases of refoulement. In the event of a mass influx, the UNHCR field office in Meiganga receives support from the UNHCR Sub Delegation in Bertoua.

Shelter

A head of the social center, with no response capacity, has an office in the Subprefecture. However, this border town is a commercial hub where services are available such as hotels, hostels, department stores, bare spaces, etc.

Healthcare and Mental Health and Psychosocial Services

Healthcare is available in the town of Garoua-Boulai, which has a public district hospital and a private hospital (commonly known as the “Norwegian Hospital”). Both facilities welcome national patients as well as people on the move, provided they cover their medical expenses.

African Humanitarian Action (AHA) (Dr Juvenal Barahiraje, +237 698 187 028/ 651 697 402, Bertoua Cameroun), UNHCR partner, provides free medical assistance to emergency cases of vulnerable refugees referred from the Integrated Health Center in Gado (25 km from Garoua-Boulai). AHA is supported by UNFPA and UNICEF in the field of reproductive health and nutrition.

Child Protection

PLAN International (Suzanne Mechet, Project Manager, Bastos district, +237 677 628 303) UNHCR partner, provides child protection services for forcibly displaced and stateless people in collaboration with the **Social Affairs Delegation (Head of Social Affairs Center, Nathalie Dibo +237 696 669 334)**. UNHCR’s partner social workers, Local Protection Committees and Community-Based Organizations, under the coordination of the head of the social center, act in favor of children at risk, people living with disabilities, the elderly and women at risk.

GBV Support Services

A Department Representative from the Ministry for the Promotion of Women and the Family (MINPROFF), Ella Mbameyo Clovis (+237 69 61 61 122), collaborates with UNHCR and its partner, the International Medical Corps (IMC), on activities aimed at preventing and responding to GBV. Prevention efforts include conducting awareness sessions and educational talks in collaboration with community members, involving various committees such as girls’ and husbands’ clubs, and GBV survivors. Response activities offer a range of services from initial psychosocial support to referrals for medical, socio-economic, and legal assistance. The Danish Refugee Council (DRC) is responsible for protection monitoring, income-generating initiatives, and

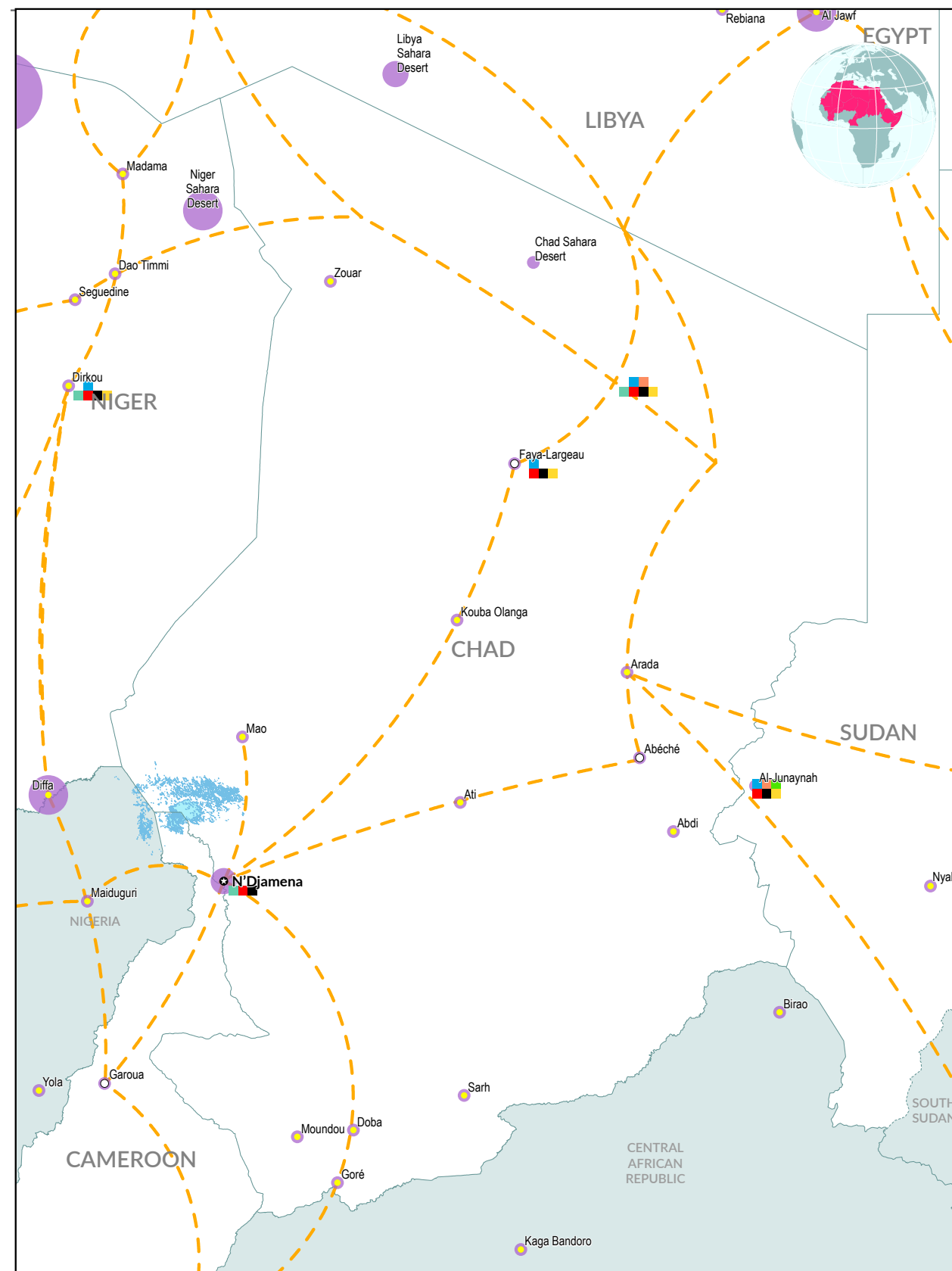
civil documentation. Operating in the Garoua-Boulai district, the representative’s role is to protect and manage GBV cases within refugee and host communities, coordinate case management meetings, handle cases, provide psychosocial support, and promote GBV prevention awareness.

GBV survivors and other persons in vulnerable situations, such as children and women at risk and persons with disabilities, identified by the UNHCR partner International Medical Corps (IMC) (**Ginette Belam +237 69 02 32 636**) are integrated into social inclusion programs. The town has a multifunctional training center for young refugees and Cameroonians, which receives referrals from IMC and DRC to provide fee-based training. DRC covers the costs of training for Cameroonian and refugee beneficiaries. IMC provides a dedicated listening space where GBV survivors can communicate with case management officers. To enhance community awareness and support survivors in regaining their self-esteem, support groups for GBV survivors have been established. Unaccompanied and separated child survivors of GBV are referred by Social Affairs to partners DRC, IMC and AHA. These agencies arrange foster care placements and offer psychosocial health services to the survivors.

Legal Assistance

The law firm (Maître Josue Wountanna **+237 67 49 80 679/ 69 44 99 543** oumaroujosuew@gmail.com) UNHCR partner, provides free legal assistance specifically to forcibly displaced and stateless people. Those seeking legal assistance are followed up by a UNHCR partner law firm.

REGION	IDENTIFICATION & OUTREACH	ACCESS TO ASYLUM PROCEDURES	SHELTER	HEALTHCARE & MHPSS	CHILD PROTECTION	GBV SUPPORT SERVICES	SERVICES FOR VOTS	LEGAL ASSISTANCE
Yaoundé	Yes	Yes	No	No	Yes	Yes	Yes	No
Ville de Douala et département du Wouri	Yes	Yes	Yes	Yes	Yes	No	No	Yes
Garoua-Boulai	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes



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CHAD

Chad is at the crossroads for refugees, asylum seekers and migrants traveling from Sudan, Cameroon, Central African Republic (CAR), Niger and Nigeria to Libya, Tunisia, Algeria and Morocco. Northern Chad, in particular, is a transit zone for people moving north toward Libya or Europe. Vulnerable groups in this region include people expelled from Libya, unaccompanied children, victims of trafficking and other people on the move trying to return from Libya to their country of origin.

Since the start of the ongoing conflict in Sudan, Chad has been faced with a massive influx of Sudanese refugees, Chadian returnees and third-country nationals fleeing violence and persecution. To ensure their protection, a vast enumeration operation was launched along the border, enabling the collection of essential data on refugees with a view to providing vital assistance and a range of protection services both in spontaneous reception sites and also in extensions and newly established refugee camps. As of December 31, 2023, UNHCR and its partners reported 583,396 new arrivals from Sudan, while the number of refugees is

496,834, and Chadian returnees and other migrants from Sudan is estimated by IOM at 131,235. Although solidarity between new arrivals and the host community is good, the current crisis in Sudan entails risks to exacerbate the dynamic movement of people from Chad to Libya and Europe in search of better living conditions or asylum. The likelihood of pursuing irregular and dangerous journeys is increased by the lack of socio-economic opportunities in refugee-hosting areas, particularly for youths.

Some refugees, asylum-seekers and migrants work in the gold-bearing areas of the Tibesti region, in northern Chad on the border with Libya, to finance their crossing to Europe and/or the Gulf States and Saudi Arabia. As the border between Chad and Libya has closed its borders with Libya, crossings take place by irregular means, outside bus stations or border posts. Abéché is also a major transit point for people on the move, most of whom come from CAR, Nigeria, Niger, Sudan and the Horn of Africa. Abuses reported along the route through Chad include physical abuse, destruction or confiscation of documents, trafficking, including sexual exploitation, abduction, arbitrary detention and theft.

N'Djamena

Identification and Outreach

- UNHCR (Quartier Moursal, Avenue Mobutu, 5001 Porte 22, BP 5601, N'Djamena; +235661115; chdnd@unhcr.org) in partnership with the Chad Red Cross (CRT) (Yacoub Mahamat Allamine, croixrougeabc@yahoo.fr, +235 66 29 82 59; Albein Yaya Mahamat, mahamatalbein@yahoo.fr, +235 99 43 87 52 or Hassan Abakar Maroua, hass.maroua@yahoo.com, +235 66 22 50 17) monitors the protection of mixed movements and conducts awareness activities on the protection risks faced by people on the move, notably through broadcasts on national and local radio, in schools, markets and bus stations.
- Chad Red Cross (Yacoub Mahamat Allamine, croixrougeabc@yahoo.fr, +235 66 29 82 59; Albein Yaya Mahamat, mahamatalbein@yahoo.fr, +235 99 43 87 52 or Hassan Abakar Maroua, hass.maroua@yahoo.com, +235 66 22 50 17), UNHCR partner, is deploying volunteers in ten districts of N'Djamena. These volunteers are Chadians who live in neighborhoods where people on the move live and/or transit. The volunteers are tasked with monitoring and profiling people in mixed movements, gathering information on intentions to apply for asylum, among other subjects.
- IOM (+235 22 52 53 62) carries out awareness-raising activities in places that are on the way of people on the move, such as bus stations, to inform them of the risks of irregular movement and the services available, notably by distributing leaflets with a toll-free number.

Access to Asylum Procedures

- UNHCR (Quartier Moursal, Avenue Mobutu, 5001 Porte 22, BP 5601, N'Djamena; +235 66 11 15; chdnd@unhcr.org) and its partners receive refugees and asylum seekers at the One Stop Shop of the UNHCR N'Djamena office to register their applications and provide various protection services UNHCR Protection toll-free number (+235 66 20 20 92) is operational 24/7.
- The National Commission for Reception and Reinsertion of Refugees and Returnees (CNARR) (Quartier Sabangali, 3e Arrondissement, city of N'Djamena), the government institution in charge of asylum in Chad,

receives and processes all asylum applications in Chad in partnership with UNHCR. If necessary, you can contact the focal point of the National Commission for Mixed Movements for CNARR on the following number: 66 27 10 33 or 66 38 52 70/ +235 22 52 22 00 Monday-Friday. CNARR also has offices in the east (Abéché, Farchana, Goz Beïda, Guereda, Iriba, Amdjarass) and south (Gore, Maro, Bongor, Moissala) and in Bagasola in the Lake Chad province. The Chad Red Cross refers asylum seekers to the CNARR in N'Djamena.

- » Farchana: UNHCR: 68 08 50 86 or 65 27 48 67; CNARR: 66 29 85 33; CRT: 66 22 07 20
- » Iriba: UNHCR: 66 63 32 77 or 62 92 92 79; CNARR: 66 67 49 57; CRT: 66 84 40 40
- » Goz-Beida: UNHCR: 68 00 05 53; CNARR: 66 72 20 64; CRT: 95 88 59 88
- » Abéché: UNHCR: 66 39 64 47; CNARR: 66 24 39 42; CRT: 66 30 82 59
- » Bongor: CNARR: 66 26 55 84; CRT: 66 11 99 61
- » Baga Sola: UNHCR: 66 30 62 45; CNARR: 66 28 03 40; CRT: 66 58 58 81

- IOM implements humanitarian assistance activities including shelter, non-food items, resettlement, assisted voluntary return, engagement with members of the diaspora, border management, and counter-trafficking. IOM's main office is in N'Djamena, with field offices in Bol, Baga Sola, Faya, Farchana, Goré, Sarh, Sido and Zouarké.

Legal Assistance

- The Association for the Promotion of Fundamental Freedoms in Chad (APLFT) (63 51 53 56) receives refugees at the One Stop Shop and supports them in procedures related to legal or judicial problems.

Shelter

- IOM's two transit centers in N'Djamena (+235 22 52 53 62) can accommodate 240 people, mainly refugees awaiting resettlement and migrants awaiting AVRR. There are sections for men, women, families and unaccompanied children. Services provided include food, medical assistance, mental health care, psychosocial assistance and support for survivors of GBV. Cases requiring more specialized medical assistance are referred to a hospital with which IOM has an agreement.
- The Ministry for Women, Early Childhood Protection and National Solidarity has a shelter in Koundoul near N'Djamena for children at protection risks (separated or unaccompanied children, vulnerable children without family support, etc.). The head of the center can be reached on (+235 66 36 33 55).
- For people in vulnerable situations, the Chad Red Cross tries to find solutions through social services, but this is difficult given the lack of such services in some places.

Healthcare and Mental Health and Psychosocial Services

- IOM has two transit centers (+235 22 52 53 62) providing medical assistance, mental healthcare and psychosocial support. One center is dedicated to Chadians and has a capacity for at least 200 people. People have a short stay there until they are transferred by IOM to their place of origin. Another center with a capacity for 40 people for non-Chadians: people spend about two weeks there, awaiting the AVRR, until they are transferred to N'Djamena and then to their country of origin.
- The Chad Red Cross refers people on the move to healthcare providers and covers the costs. If they are not referred, they have to bear the costs. It has been reported that people on the move may suffer discrimination and mistrust when they go to hospital, especially if they have no documents. In this case, they can call upon the Red Cross or UNHCR to act in their favor.

Faya-Largeau (North)

Identification and Outreach

- IOM is conducting awareness-raising activities to inform people about the risks of irregular movement and the services available, notably by distributing leaflets with a toll-free number.
- The Chad Red Cross, through its focal points (Mahamat Saleh Abderahim, crtborkou@gmail.com, +235 95 23 25 00, Yacoub Mahamat Allamine, +235 66 29 82 59, croixrougeabc@yahoo.fr or Hassan Abakar Maroua, hass.maroua@yahoo.com, +235 66 22 50 17) refers refugees to UNHCR and migrants to IOM. If people express a wish to apply for asylum, the Chad Red Cross in Faya-Largeau informs CNARR and refers them to CNARR offices in N'Djamena, Amdjarass, Iriba or Abéché.

Shelter

- IOM has a transit center with a capacity for 30 people, where it provides services including shelter, food, medical assistance, mental healthcare and psychosocial support, but no legal assistance. Cases requiring more specialized medical care are referred to a hospital that IOM has rehabilitated in the local community of Faya Largeau.
- The Chad Red Cross is providing shelter, food and transport assistance to extremely vulnerable refugees identified in the most remote areas, to enable them to return to their camps/places of origin.

Healthcare and Mental Health and Psychosocial Services

- IOM has two transit centers providing medical assistance, mental healthcare and psychosocial support.

Child Protection

- There are no organizations working specifically on child protection in Faya-Largeau, but when child protection cases are identified by the

Chad Red Cross, they are referred to other support partners (UNHCR, ICRC, IOM) according to their mandate, which are based either in N'Djamena or in the east (Abéché, Farchana, Goz Beïda, Guereda, Iriba, Amdjarass).

Ounianga-Kebir

Identification and Outreach

- IOM provides services including food, medical assistance, mental health and psychosocial care, but no legal assistance. Cases requiring more specialized medical care are referred to the Ounianga health center. Chadian migrants are transported to their areas of origin, while foreign migrants (non-Chadians) are transferred to the Faya transit center pending their transfer to N'Djamena by IOM for administrative formalities to return to their countries of origin.

Healthcare and Mental Health and Psychosocial Services

- IOM provides services including food, medical assistance, mental health and psychosocial care, but no legal assistance. Cases requiring more specialized medical care are referred to the Ounianga health center. Chadian migrants are transported to their areas of origin, while foreign migrants (non-Chadians) are transferred to the Faya transit center pending their transfer to N'Djamena by IOM for administrative formalities to return to their countries of origin.

Adre

Identification and Outreach

- The Chad Red Cross, through its Protection, Gender and Inclusion Program (PGI), provides basic services (water, food kits, telephone recharging, referral of the most vulnerable) to people on mixed movements in eastern Chad.

Child Protection

- The Chad Red Cross, in partnership with UNICEF, provides play and recreational activities in child-friendly spaces for the benefit of all refugee and local children in refugee camps and selected nearby areas.

Tiné

- UNHCR is working with IOM, CNARR, CRT, ONDC and local authorities to open a One Stop Shop to offer protection and assistance to all refugees in mixed movements identified on the Tiné axis, which is a major crossroads for people coming from Sudan or Chad to northern Chad or Libya to reach Europe.

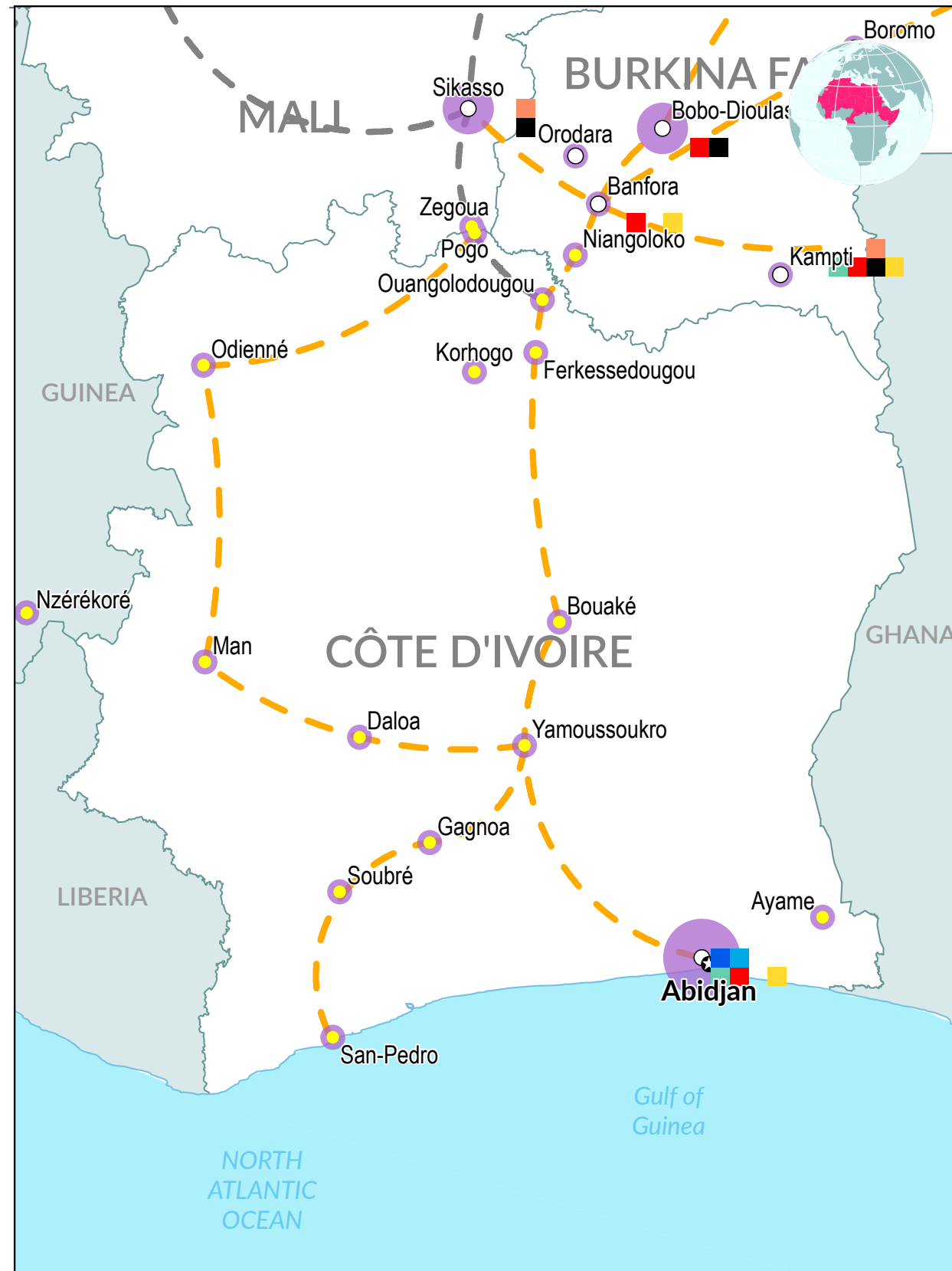
REGION	IDENTIFICATION & OUTREACH	ACCESS TO ASYLUM PROCEDURES	SHELTER	HEALTHCARE & MHPSS	CHILD PROTECTION	GBV SUPPORT SERVICES	SERVICES FOR VOTS	LEGAL ASSISTANCE
N'Djamena	Yes	Yes	Yes	Yes	No	No	No	Yes
Faya-Largeau	Yes	No	Yes	Yes	Yes	No	No	No
Ounianga-Kebir	Yes	No	No	Yes	No	No	No	No
Adre	Yes	No	No	No	Yes	No	No	No

UNHCR and partners relocate Sudanese refugees living in makeshift shelters at the border in Chad to new refugee site Alacha, Chad. 30 November 2023. © UNHCR/Ying Hu



CÔTE D'IVOIRE Map of Missing Protection Services

as of December 2023



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CÔTE D'IVOIRE

Côte d'Ivoire is a country of origin and destination for refugees and migrants, particularly Malians and Burkinabé. In recent years, Côte d'Ivoire has been one of the main countries of origin of people arriving on the Italian and Spanish coasts, and IOM has identified a large number of Ivorian VoTs along the central and western Mediterranean route.

In terms of numbers, the former mixed movement route between Burkina Faso and Côte d'Ivoire is considered the second most used route in the whole of Africa. As insecurity spreads in the Sahel and forced displacement increases and extends, refugees and internally displaced people are using routes to coastal countries such as Côte d'Ivoire. Whereas movements have hitherto remained temporary as an economic adaptation mechanism, more permanent movements, such as those of family units, may multiply.

In September 2021, UNHCR recommended that countries hosting Ivorian refugees terminate refugee status as a result of the changes in Côte d'Ivoire. Termination took effect on June 30, 2022. There was a sharp increase in the number of voluntary returns of

Ivorians in 2021-2022, with over 43,200 returnees, mainly from Liberia, Ghana and Guinea.²⁵ Since 2021, the crisis in Burkina Faso and Mali has driven thousands of people to flee neighboring countries, including Côte d'Ivoire. People arriving in Côte d'Ivoire are registered as asylum seekers and are in need of protection and humanitarian assistance. UNHCR reports the following figures¹ as of November 26, 2023: 43,108 estimated new arrivals from Burkina Faso and Mali; 32,282 registered asylum seekers (including 7,902 families); 13,219 people with special needs; 12,279 school-age children.

Abidjan

Shelter

- The NGO Côte d'Ivoire Prospérité (CIP) (Abobo N'Dotré, to the north of Abidjan Abobo N'Dotré, not far from the Ningou building; +225 07 07 61 54 27/ +225 07 09 73 21 34; Patrick Klossaï) runs the CATOE shelter, renovated by IOM. The shelter has a capacity of 150 places, with dormitories, an infirmary and a multi-purpose room for vocational training (sewing, pastry-making, hairdressing, etc.), psychosocial counseling sessions and discussion groups. Dormitories and bathrooms for men and women are separate. The terrace can also be used as a dormitory. There is no specific area for children. Beneficiaries are mainly migrants, particularly Ivorians returning home from the central Mediterranean route, or victims of trafficking on the move referred by the National Committee to Combat Trafficking in Persons (CNLTP) or other authorities. Most of the VoTs are women of various nationalities. The length of stay is limited to the time needed to complete (2-3 months for adults and accompanied children, and 3-6 months for

¹ [Document - UNHCR Cote d'Ivoire Dashboard: Situation des demandeurs d'asile au Nord 28 Novembre 2023](#)

unaccompanied and separated children) procedures such as risk identification and assessment, and the preparation of travel documents for cases wishing to return to their country of origin.

- Dignity and Children Rights in Côte d'Ivoire (DCR -CI) (Yopougon Toit Rouge; +225 07 07 80 51 28; Mme Coulibaly) shelter for unaccompanied and separated children on the move has a capacity for 25 people and can accommodate around 50 children. The NGO provides holistic assistance to children in vulnerable situations, survivors of violence, mistreatment and abuse, victims of sexual exploitation and trafficking, children in conflict with the law and/or deprived of their liberty, children and youths on the move having become vulnerable, and children living with disabilities. These children are also being provided literacy courses.
- Cavoequiva shelter (Quatier Adjamé liberté, not far from the maternity hospital Thérèse Houphouët Boigny; +225 05 78 54 94/ 07 09 78 29 65; Irie Tra Clément) takes in girls and women in vulnerable situations, including child and girl VoTs, survivors of physical and/or sexual violence, and GBV survivors. It can accommodate 80 people. The beneficiaries are being provided vocational training (sewing, baking, hairdressing, etc.), psychosocial counseling, discussion groups and awareness-raising on their rights.

Healthcare and Mental Health and Psychosocial Services

- International Organization for Migration (IOM) (+225 05 95 89 50 77; Assane Salimatou; dlcivavrr@iom.int) refers Ivorian returnees and VoTs on the move to various Abidjan clinics and hospitals, as well as to pharmacies, notably the Grande Pharmacie des II Plateaux in Cocody, with medical costs covered by the organization.

Services for Victims of Trafficking

- International Organization for Migration (IOM) (+225 07 05 48 31 44; Mendy Laetia; dlcivavrr@iom.int) receives referrals of victims of trafficking on the move from authorities, NGOs or CNLTP. Between

2020-2023, IOM assisted over 157 cases of VoTs, 66% of whom were Nigerian, 20% Burkinabé, 4% Togolese and 9% other nationalities. Victims receive assistance with shelter, food, medical and psychosocial care, assistance with voluntary return to their countries of origin for VoTs on the move, and economic and social reintegration once they have returned to their countries of origin. Challenges persist due to the unavailability of services to facilitate the reintegration and support of VoTs who wish to remain in Côte d'Ivoire.

Miscellaneous Services

- International Confederation of the Red Cross (ICRC) (+ **225 07 08 08 49 70**, abi_tracing_services@icrc.org); the Red Cross of Côte d'Ivoire (Katakra Roger; rogerkatakra@gmail.com; (+**225**) **0544815638** ; +**225 0798 202401**) provide services to restore and maintain family links for people on the move who have been separated from or lost contact with their families and search for missing persons. Some vulnerable cases wishing to return to their country of origin are assisted with family reunification. During field missions and through radio messages, the ICRC and CRCI provide information on how to access these free services to restore family links, specifically by visiting the nearest Red Cross office.

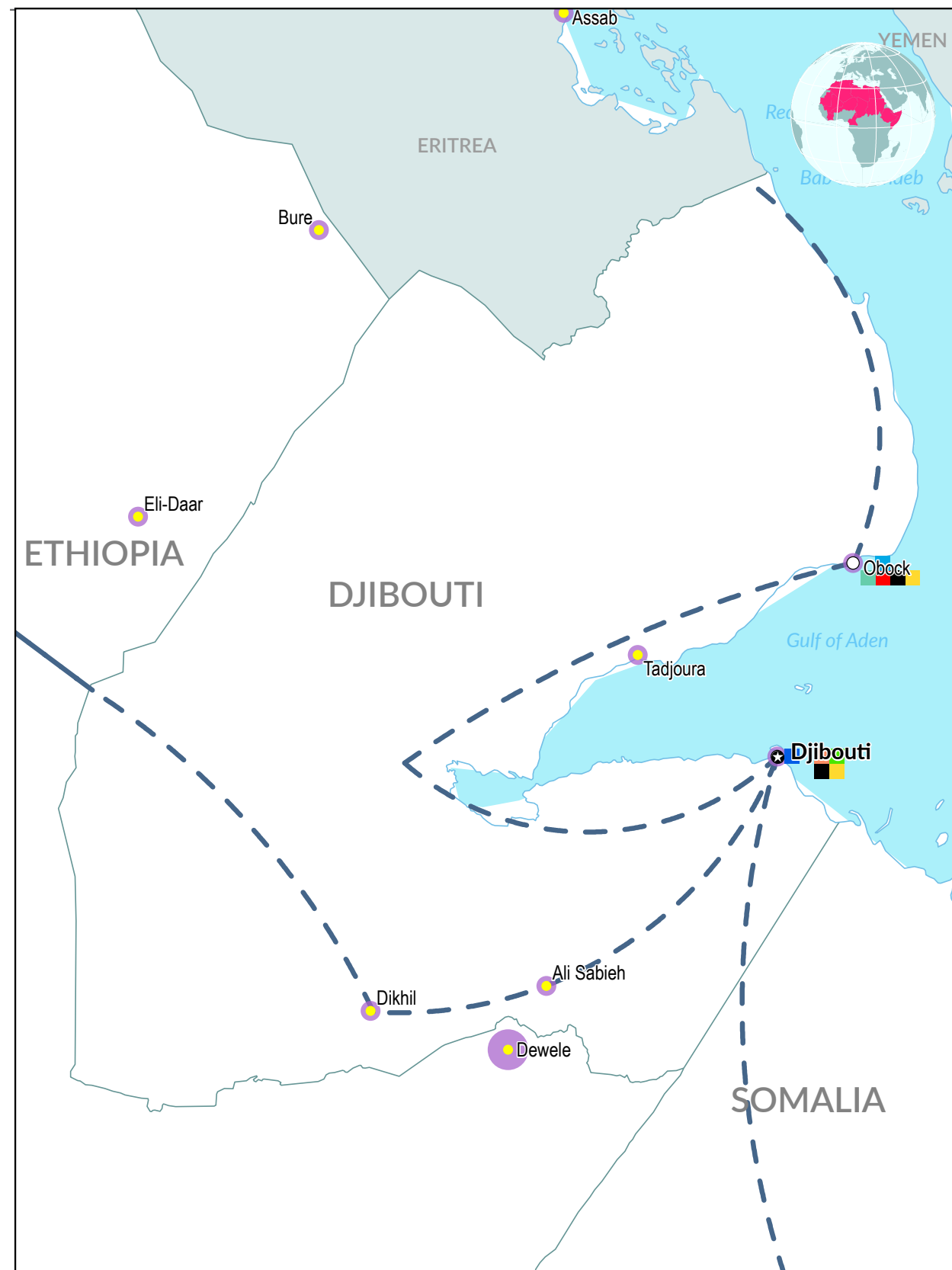
REGION	IDENTIFICATION & OUTREACH	ACCESS TO ASYLUM PROCEDURES	SHELTER	HEALTHCARE & MHPSS	CHILD PROTECTION	GBV SUPPORT SERVICES	SERVICES FOR VOTS	LEGAL ASSISTANCE
Abidjan	No	No	Yes	Yes	No	No	Yes	No



DJIBOUTI

Map of Missing Protection Services

as of December 2023



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DJIBOUTI

Djibouti is one of the most stable countries in the region in terms of security. It is also a country of asylum, of stay, and of transit for both migrants and refugees in mixed onward movements crossing to Yemen and possibly on to Saudi Arabia and other destinations. Most of those using this route are Ethiopian nationals. Incidents of abuse by smugglers are often reported at sea, including those in which smugglers have forced people overboard resulting in multiple deaths. Others have reportedly been abandoned in the desert. Djibouti receives people returning from Yemen, sometimes after enduring very difficult conditions during the journey, with no access to water in extreme heat. Key locations in Djibouti include Obock, and Djibouti city where many stop on their way to and back from Yemen. Arrivals to Djibouti happen by sea from Yemen mainly to Obock and by land mainly across the border from Somalia or Ethiopia, mainly in the area Djibouti city.

Djibouti city

Access to asylum procedures

When people cross into Djibouti (city region), border officials provide them information about the National Office for Assistance to Refugees and Affected People (ONARS, +253 21 35 67 51 or +253 21 35 16 26). UNHCR conducts joint registration with ONARS.

People who previously had been granted international protection in Yemen and have relevant documents are channeled directly to ONARS. Djibouti grants continuity of status to people who were granted status in Yemen.

Following their registration, refugees and asylum-seekers arriving in Djibouti (city region), regardless of country of departure, are transferred by ONARS, in collaboration with UNHCR, to the Holl-Holl refugee village, where they are provided with warm meals for three days before choosing to stay in Holl-Holl or move to Ali Addeh village in the same region. In these two refugee villages, refugees and asylum seekers receive multisectoral assistance. Alternatively, they may choose to stay in Djibouti city (urban area) where no direct material assistance is provided. Ali Addeh and Holl villages host nationalities other than Yemenis. The main nationalities are Somali, Ethiopian and Eritrean.

IOM (Rue de l'Ambassadeur, Heron. République de Djibouti et de la Formation Professionnelle Heron B.P. 670 , Djibouti ;+253 21 32 04 50 or +253 21 35 72 80; oidmdjibouti@iom.int[coordinates](https://www.iom.int/coordinates)) with the Ethiopian and Djiboutian authorities to organize its assisted Voluntary Return and Reintegration (AVRR) programme for Ethiopian migrants who wish to return voluntarily to their country.

GBV support services

Union Nationale des Femmes de Djibouti (UNFD, +253 21 35 04 21) provides GBV prevention and response services to refugees and asylum-seekers in Djibouti city and in the three refugee villages.

Child protection

International Committee for Emergency Relief and Development Canada (CIAUD- Canada, +253 77 36 19 19 / +253 77 35 41 95) is currently the NGO in charge of child protection on the three major sites in the rural area (Ali Addeh, Holl-Holl and Markazi). Caritas (+253 213 539 81) in collaboration with IOM have a temporary night shelter for children waiting for Assisted Voluntary Return and Reintegration (AVRR) and for other vulnerable children such as pregnant girls. The shelter has 36 beds, one room for boys and one room for girls. Caritas has a day center in Djibouti city for children where it provides food assistance and educational activities. Most beneficiaries are children who are homeless, 85% of who are unaccompanied children from Ethiopia. The center also has a small medical unit and can refer more serious cases to a hospital.

Obock

Identification and outreach

IOM focal points on the coast alert the Migrant Resource Center (MRC) in Obock when boats arrive from Yemen, and the MRC sends an ambulance that provides first aid, water and dates to people who have disembarked. The most vulnerable persons (including medical cases) are then transferred to the MRC.

The migrants and refugees who are not among the most vulnerable can walk up to 60 km from the disembarkation points located along the shores of Obock, crossing desert terrain, to reach the MRC in Obock city. This is a particularly dangerous route, especially in the warmer months. Through its mobile unit, IOM provides life-saving assistance to these people (water, food, medical first aid) arriving along the shores of Obock.

When someone at IOM's Migrant Resource Center (MRC) wishes to apply

for asylum, IOM contacts UNHCR and UNHCR then refers them to ONARS. Yemeni refugees and asylum seekers are then hosted in Markazi village where they receive multisectoral assistance.

Shelter

IOM's Migrant Resource Center (MRC) has capacity to accommodate up to 250 migrants at a time and accommodates migrants waiting for AVRR services. Given the limited capacity at the MRC, IOM accommodates the most vulnerable migrants (including children, pregnant women, the elderly, people with medical conditions) in four shelters: one for women and young children, one for families, one for unaccompanied minors and one for men. Assistance to GBV survivors is provided by the psychosocial support worker.

For child protection, a Rapid Response Assessment is done but not a Best Interest Determination. The person in charge of AVRR does family tracing.

Once per week, the Red Crescent goes to the MRC to help migrants call their families.

When someone at the MRC wishes to apply for asylum, IOM contacts UNHCR and UNHCR then refers them to ONARS. Such cases are identified during their stay in the MRC, through discussions with the protection worker.

Healthcare and Mental Health and Psychosocial Services (MHPSS)

IOM's MRC has a small clinic with a doctor, a nurse and an assistant. For types of care that cannot be provided on site (such as laboratory tests), IOM has an agreement with the local hospital (Centre Medical Hospitalier of Obock). However, for psychiatric cases, there is a lack of providers to which they can be referred. There is a psychosocial support worker who is part of the MRC staff team.

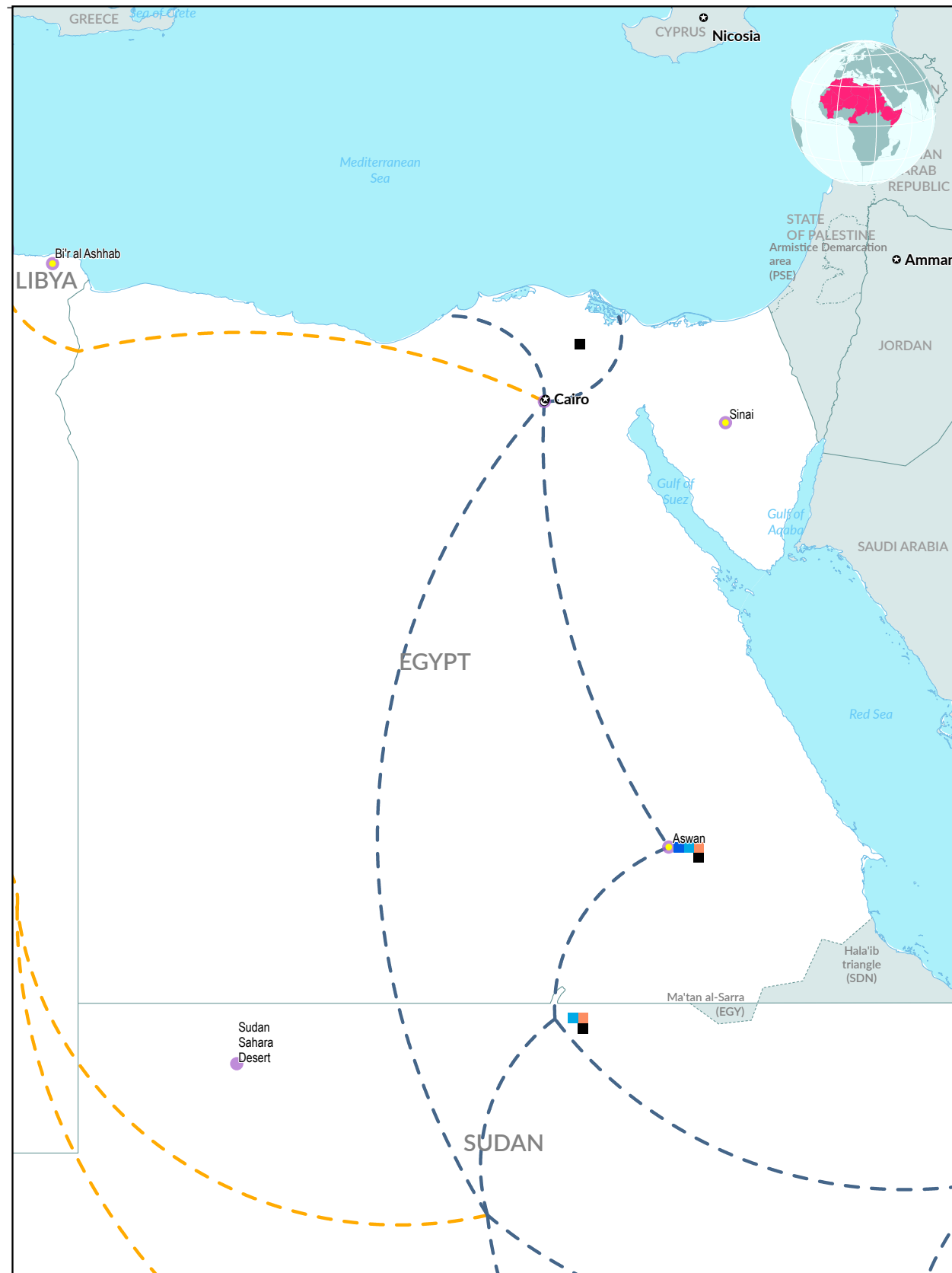
REGION	IDENTIFICATION & OUTREACH	ACCESS TO ASYLUM PROCEDURES	SHELTER	HEALTHCARE & MHPSS	CHILD PROTECTION	GBV SUPPORT SERVICES	SERVICES FOR VOTS	LEGAL ASSISTANCE
Djbouti City	No	Yes	No	No	Yes	Yes	No	No
Obock	Yes	No	Yes	Yes	No	No	No	No



EGYPT

Map of Missing Protection Services

as of December 2023



The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

EGYPT

The Arab Republic of Egypt is a country of origin, transit, and destination for people on the move.

The Government of Egypt (GoE) has delegated the functional responsibilities for all aspects of registration, documentation, and refugee status determination (RSD) of asylum-seekers and refugees to UNHCR. The GoE grants registered refugees and asylum-seekers with UNHCR a six-month renewable residence permit, pursuant to the Law of Foreign Nationals No. 89 of 1960, amended by Law No. 88 of 2005, which regulates the legal stay and entry of foreigners in Egypt, including asylum-seekers and refugees. As of November 2023 year's end, Egypt hosts over 472,800 registered asylum-seekers and refugees from 62 countries. The majority are from Sudan (207,833 nationals), followed by Syria (153,756), South Sudan (37,915), Eritrea (32,175), Ethiopia (17,516), Yemen (8,447), Iraq (5,562) and Somalia (7,373).¹

According to governmental official data available as of the end of December 2023, the number of persons fleeing Sudan who entered Egypt after the outbreak of hostilities in that country stands at 409,000 (400,000 Sudanese nationals and 9,000 third country nationals).

¹ UNHR, Registration records as of 30 November 2023.

UNHCR is progressively assisting those who approach the Office for registration. As of 31 December 2023, 219,020 individuals who arrived from Sudan approached UNHCR for registration appointments, 63% of whom (138,116 individuals) were registered.

The IOM estimated that the number of third country nationals residing in Egypt in 2022 was approximately 9 million, which amounts to 8.7% of the country’s population.² Given the current Sudan situation following the outbreak of hostilities on 12 May 2023UNHCR issued a Position on Returns to Sudan.

People on the move mainly live in urban areas, including Giza, Cairo, Alexandria, Kalyoubin, Sharkia, Damietta, Dakahlia, Menoufia, and Matrouth and access and/or exit Egypt largely by land. New arrivals from Sudan enter through Arqeen and Qustol, in the South, and continue towards Karkar and Aswan. Those who cannot meet visa criteria for entry often resort to the services of smugglers, which exposes them, particularly women and children, to numerous protection risks, including potentially human trafficking. Those exiting the country in the north cross through Salloum towards Libya.

People on the move mainly live in urban areas, including Giza, Cairo, Alexandria, Kalyoubin, Sharkia,

2 IOM, Triangulation of Migrants Stock in Egypt July 2022. (2022). Retrieved 07 November 2022, from: https://egypt.iom.int/sites/g/files/tmzbd11021/files/documents/migration-stock-in-egypt-june-2022_v4_eng.pdf

Damietta, Dakahlia, Menoufia, and Matrouth and access and/or exit Egypt largely by land. New arrivals from Sudan enter through Arqeen and Qustol, in the South, and continue towards Karkar and Aswan. Those who cannot meet the visa criteria for entry often resort to the services of smugglers, which exposes them, particularly women and children, to numerous protection risks, including potentially human trafficking. Those exiting the country in the north cross through Salloum towards Libya.

The GoE has established mechanisms to combat the crime of trafficking in persons through an integrated approach that focuses on the protection of VoTs, the effective implementation of the law, the prosecution of the perpetrators, as well as raising the awareness of the crime’s dangers and forms. Law No. 64 of 2010 pays special attention to the protection of victims and their non-criminalization. The National Referral Mechanism for Victims of Trafficking regulates the roles of the national authorities dealing with victims of trafficking to ensure a rapid response and necessary support for their recovery. This includes providing the services stipulated in Article 22 of Law No. 64 of 2010, which explicitly articulates State’s commitment to ensure victim’s protection and to work on creating proper conditions for their assistance, health, psychological, educational and social care, and rehabilitation. On 29 September 2023, the National Coordinating Committee to Combat and Prevent Illegal Migration and Human Trafficking,

affiliated with the Presidency of the Council of Ministers, launched the third National Strategy to Combat and Prevent Human Trafficking for the 2022 – 2026 Period IOM assists trafficking survivors in reporting their cases to the relevant national authorities, including the National Councils of Women and of Childhood and Motherhood, that activate the protection chain as per the National Referral Mechanism for Victims of Trafficking, including their relocation to government-run shelters. IOM also provides Assisted Voluntary Return and Reintegration (AVRR) services to any person who needs assistance to return home voluntarily. Survivors of trafficking who are not willing or able to return to their country for fear of persecution upon return may approach UNHCR to seek international protection or assistance.

Cairo

Identification and Outreach

Psychosocial Training Institute in Cairo (PSTIC) (PSTIC Emergency & Infoline Helpline 24/7 Tel: **+20 11 1086 6333**, **+20 11 2777 7005** and **+20 11 2777 7004**): Refugee outreach workers provide community and home-based mental health and psychosocial support, case management, problem solving, counseling, information sessions on services and assistance, service referral and emergency response 24 hours a day, 7 days a week in several languages to people on the move. Outreach workers also collaborate closely with refugee community representatives and Refugee Led Organizations to identify individuals and families in need of assistance and ensure their access to appropriate assistance.

Saint Andrews' Refugee Services (StARS) (Address: 38, 26th July St., Downtown, Cairo; **+2 01029842820**; info@stars-egypt.org) provides information, counselling, referral, legal representation, and advocacy for refugees and migrants as well as stateless persons in Egypt free of charge.

Access to asylum procedures

UNHCR conducts registration of refugees and asylum seekers and the issuance of asylum documentation. The GoE issues residency permits based on UNHCR registration documents, as well as, in certain instances, refugee certificates. UNHCR Egypt provides new and continuous registration in two locations in Greater Cairo and one location in Alexandria. UNHCR also carries out mobile registration missions to Damietta, and in exceptional circumstances carries out home/hospital visits. Registration appointments are granted through UNHCR Infoline, physical presence in the offices, as well as through internal and external referrals from partners for identified urgent cases. It should be noted that persons with vulnerabilities and specific needs are systematically identified and prioritised.

Refugee Status Determination (RSD) is the service provided by UNHCR through which an asylum seeker's application for international refugee protection is assessed. All asylum seekers who register with UNHCR Egypt may be eligible to undergo RSD. UNHCR Egypt conducts RSD strategically and uses different case processing modalities to maximize efficiency gains and protection dividends for asylum-seekers. It should be noted that all asylum-seekers may be entitled to have a legal representative to assist them during the RSD interview.

UNHCR Offices Cairo (Infoline: **+2 022 739 0400** available from Sundays to Wednesdays 8:15 am to 3 pm and on Thursdays from 8:15 am to 12 pm).

Registration, documentation, and RSD:

» For Syrian nationals: Zamalek office, 5 Michel Lotf Allah, Zamalek, Cairo. The office is open from Sundays to Thursdays, 08:00 am –

02:00 pm.

- » For applicants from other nationalities: 6th of October Main building, 17 Mecca El-Mokarama, 7th District, 6th of October City. The office is open from Sundays to Thursdays, 08:00 am – 02:00 pm.

Shelter

Where possible, PSTIC in Cairo (24/7 Emergency & Infoline: **+20 11 1086 6333 & +20 11 2777 7005**) provides emergency housing assistance to registered asylum- seekers and refugees facing acute protection concerns and in need of relocation to a safe area. Referrals to PSTIC are received by UNHCR, partners and outreach workers who identify protection cases in urgent need of assistance.

Healthcare and Mental Health and Psychosocial Services (MHPSS)

The Egyptian Ministry of Health (MoH) provides basic health services to asylum-seekers and refugees registered with UNHCR on par with Egyptian citizens, including curative and preventative services in public primary health care facilities including mental health services, as well as initial life- saving interventions in public hospitals. Services for more complex conditions including treatment for chronic diseases are difficult to access for non-Egyptians. UNHCR, together with partners provide access to such services for registered refugees and asylum-seekers. National public health services include:

- » MoH ambulance services: **123**
- » MoH hotline for psychiatric emergencies: **16328**
- » MoH HIV hotline: **+2 01100666471**

Save the Cildren (SCI) (Hotline for emergencies: **+2 012 80770146, +2 012 8076 9456 or +2 010 6483 3320**) supports hospital admissions for critical conditions in a network of hospitals across Egypt.

Caritas clinics in Greater Cairo, Alexandria, Damietta, Marsa Matrouh and Aswan, provide consultations and prescriptions of subsidized medications

for non-communicable diseases (NCDs):

- » Address 1: 8, Dr Ibrahim Badran Street, behind Four Seasons Hotel, Garden City; Phone numbers: **+202 2794 9203 / +202 2796 1771 / +202 2796 1441**
- » Address 2: 15 Mohamed Youssef Moussa St., parallel to Moustafa El Nahas St., Nasr City; Tel: **+20 2 2386 7366 /+2 0 2 2386 7367 / +20 223867378 / +20 11 2988 0884**
- » Address 3: Block 48/8, 8th District, 2nd proximity, 6th of October City; Phone numbers: **+2 02 3889 7129 /+2 011 2988 4420.**

Refuge Egypt clinics in Greater Cairo provides services for people with HIV and persons infected with TB:

- » Address 1: 5 Michel Lotfallah St., Zamalek ;Tel: **+20 12 7204 0710.**
- » Address 2: Building” Maktab El Tamween”, Street Market, 10th District, Nasr City; Tel: **+20 12 1197 0028.**
- » Address 3: 47 El Mehwar El Markazi St., Episcopal Church, 10th District, 6th of October City; Tel: **+20 12 1197 0037.**

International Organization for Migration (IOM) (47 C Abu El-Feda Street, Zamalek, Cairo (by appointment only); **+20 1032046064; +20 1033398239; egyptmpainquires@iom.int**) provides medical, mental health and psychosocial support, and counselling, under their Direct Assistance programme, free of charge to migrants in vulnerable situations and victims of trafficking. Following the outbreak of hostilities in Sudan, IOM has stepped up to provide much needed medical support to Sudanese refugees.

Child Protection

Caritas (Address: 8 Doctor Ibrahim Badran Street (formerly Dar El-Shefa), behind Four Seasons Hotel, Garden City; +2 02 2794 9203/ +2 02796 1771/ +2 02 2796 4441 and SCI (Wadi el Nile Street, Al Maadi; +20 102 980 3454; +20 102 980 2524) undertake Best Interest Procedures for child refugees and asylum-seekers, including assessments, case management, psychosocial support, and community mentorship.

Terre des Homes (Tdh) (16 Omar ibn Elkhatab St., Dokki, Giza ; +20 1000

706 505 ; salamicenter@gmail.com) provides psychosocial services, case management, positive parenting programmes and recreational activities at the Salami Center.

GBV Support Services

CARE Egypt in Cairo (Villa 26, Street 262, Maadi, Cairo; +20 1028859666, +20 1028859777, +20 1120486354) offers comprehensive case management services, including safe relocation, specialized psychosocial support and referrals to medical and legal services to refugees and asylum-seekers. Services are available to survivors from all nationalities regardless of age, overnates: Cairo, Alexandria, and Aswan, but support survivors from other locations equally. In addition to an emergency helpline 01028062178, CARE has a walk-in reception service to accommodate self-referrals in all the three locations.

Services for victims of trafficking in persons

Government hotlines:

- » National Council of Women: **15115**
- » National Council for Childhood and Motherhood: **16000**
- » National Council for Human Rights: **15508**

International Organization for Migration (IOM) (47 C Abu El-Feda Street, Zamalek, Cairo; +20 1032046064; +20 1033398239; egyptmpainquires@iom.int) assists victims of trafficking and reports cases to the relevant national authorities according to the National Referral Mechanism for Victims of Trafficking, including the placement of the survivor in government-run shelters. IOM also assist survivors with medical support, legal aid, mental health and psychosocial support, and counselling.

Legal assistance

Asylum-seekers and refugees are by law entitled to access the judicial system in Egypt. UNHCR's legal partners EFRR and UL assist refugees and asylum-seekers advance their right to access to justice and civil documentation.

Egyptian Foundation for Refugee Rights (EFRR) (2, Hussain El-Ma'mar, off Mahmoud Bassiouny St., Downtown, Cairo; Sunday to Thursday from 10:00 to 17:00 ; +20 1272020938 / +20 225751118); the legal aid provided by EFRR covers three domains: (i) refugees facing arbitrary arrest, indefinite imprisonment, and unlawful expulsion or refoulment; (ii) refugees who are victims of crime; and (iii) refugees facing prosecution for criminal acts. Legal aid in Egyptian administrative proceedings is also available in matters related to housing, employment, and the registration of personal status (births, marriages, divorces, and deaths). EFRR proactively engages with refugee communities to legally educate refugees about their rights and avenues for redress.

United Lawyers (UL) (Street 105, building 114, 3rd floor, flat 8, Hadayeq El-Maadi, Cairo; Saturday – Thursday: 10:00 AM – 6:00 PM; **0 1154526171**) provides legal assistance for refugees and asylum seekers. Services include legal assistance in obtaining civil documentation, including birth, marriage, and divorce certificates. UL provides legal representation before courts of law and administrative authorities. United Lawyers assist in complex late birth registration procedures and provides community legal education sessions to refugees and asylum-seekers.

International Organization for Migration (IOM) (47 C Abu El-Feda Street, Zamalek, Cairo (by appointment only) ; +20 1032046064; +20 1033398239 ; egyptmpainquires@iom.int) provides legal aid, under their Direct Assistance programme, free of charge to migrants and victims of trafficking.

North Coast: Alexandria, Damietta, and Mansoura

Identification and Outreach

Caritas - Refugee outreach workers provide information on services and

assistance to people on the move through information sessions and community events. Working in close collaboration with refugee communities, outreach workers identify individuals and families in need of assistance and ensure their access to appropriate assistance. Their services cover Alexandria, Damietta, and Mansoura.

- Caritas Alexandria is located at 26 Talaat Numaan Street, Mahatet El Raml, 3rd Floor. The office is open on Monday, Tuesday, Wednesday, Thursday and Saturday from 15:30 to 20:30. Tel: **+20 34840138** Fax: **+20 34805367** Helpline: **+20 34844169**. E-mail: aiu_caritasalex@yahoo.com/
- Caritas Agamy, Greater Alexandria is located at 7/6 Elnakheel beach. Tel: **+20 1154760711** & **+20 1289919536**
- Caritas Damietta is located in 81/21 building, 1st District, 1st Neighborhood, New Damietta City, opposite the Institute of Tourism and Hotels. It is open from Sunday to Thursday, 9:00 -16:00. Tel: **+20 1153727700**

Access to asylum procedures

UNHCR in Alexandria (13 Ordon, 3 Kerdahi Kafr Abdou - Sunday to Thursday, from 8:00 to 16:00. Infoline service in Alexandria FO: Appointments, counselling, and referrals can be accessed through the infoline at **+20 227390400** - Sunday to Thursday from 08:00 and 16:00) conducts registration of refugees and asylum seekers and the issuance of asylum documentation. The GoE issues residency permits based on UNHCR registration document, as well as, in certain instances, refugee certificates. Registration appointments are granted through UNHCR Infoline, physical presence in the offices, as well as through internal and external referrals from partners for identified urgent cases. It should be noted that persons with vulnerabilities and specific needs are systematically identified and prioritised.

RSD is the service provided by UNHCR through which an asylum seeker's application for international refugee protection is assessed. All asylum seekers who register with UNHCR Alexandria are eligible to undergo RSD.

Shelter

PSTIC in Alexandria (24/7 Emergency & Infoline: **+20 1118874474**) provides emergency housing assistance to registered asylum-seekers and refugees

facing acute protection concerns and in need of relocation to a safe area. Referrals to PSTIC are received by UNHCR, partners and outreach workers who identify protection case in urgent need of assistance.

Healthcare and Mental Health and Psychosocial Support (MHPSS)

Caritas clinics in Alexandria, Damietta, and Marsa Matrouh provide consultations and prescriptions of subsidized medications for non-communicable diseases (NCDs):

- Caritas Raml Clinic (10, Mohamed Tlaat Noaman St, El-Raml Station, Alexandria; **+2 01120077088** / **+201207726477**)
- Caritas Agamy Clinic (Kilo 21, beside Mabaret El Asafra West, Agamy, Alexandria; **+201207726577**)
- Caritas Damietta Clinic (81/21 Building, First District, First neighborhood, next to El-Rashedy Mosque, Damietta; **+20 1207937255** / **+20 1122000782**)
- Caritas Mansoura Clinic (Emam Mohamed Abdu St., of Suez Channel St., beside Jadela Gas Station, Mansoura; **+20 1010280088**)
- Caritas Marsa Matruh Clinic (Aser El Islam Medical Center located in Al-Sanawya Street (known by Tahrir St.) beside Dafrawi Mosque, Marsa Matruh; **+20 1000197739**)

Child Protection

Refugees and asylum seekers children at risk can access case management, MHPSS, community mentorship and cash assistance:

- In Alexandria, children may approach Save the Children: 52 Mohammed Safwat Kafr Abdo Roushdy street, 5th floor, Alexandria; Tel **+2 034298857**
- In Damietta, children can approach Plan International at New Damietta office, 98 central, near the Al-Ahly Bank; Tel: **+2 01025029995**
- Eligibility for service: the above services are accessible to registered refugees and asylum seekers.

GBV Support Services

CARE Egypt in Alexandria (+2 01144470800, +2 01146077273, +2 01276429307) offers comprehensive case management services, including safe relocation, specialized psychosocial support and referrals to medical and legal services to refugees and asylum seekers. Services are available to survivors from all nationalities regardless of age, gender, or sexual orientation. CARE Egypt operates in three main governorates: Cairo, Alexandria, and Aswan, but support survivors from other locations equally. In addition to emergency helpline 01028062178, CARE has a walk-in reception service to accommodate to self-referrals in all the three locations.

Legal assistance

ERRF and UL operate from their offices in Cairo and extend their services to refugees and asylum seekers remotely through lawyers located in Alexandria and the Northern Coast area.

Southern Area - Aswan

Healthcare and Mental Health and Psychosocial Services (MHPSS)

Caritas clinic in Aswan (Al Sadaat Street behind Al-Mkawolon El Arab Garage, Alta Ameen buildings, Aswan; +20 1155571760) provides consultations and prescriptions of subsidized medications for non-communicable diseases (NCDs).

REGION	IDENTIFICATION & OUTREACH	ACCESS TO ASYLUM PROCEDURES	SHELTER	HEALTHCARE & MHPSS	CHILD PROTECTION	GBV SUPPORT SERVICES	SERVICES FOR VOTS	LEGAL ASSISTANCE
Cairo	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
North Coast: Alexandria, Damietta, and Mansoura	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Southern Area (Aswan)	No	No	No	Yes	Yes	Yes	No	Yes

Child Protection

Save the Children (SCI) (Sadaat Street, First Floor, Aswan; +2 01000177598) provides services to refugee and migrant children at risk in need of psychosocial support and access to child-friendly spaces.

GBV support services

CARE Egypt in Aswan (+2 01117444523) offers comprehensive case management services, including safe relocation, specialized psychosocial support and referrals to medical and legal services to refugees and asylum seekers. Services are available to survivors from all nationalities regardless of age, gender, or sexual orientation. CARE Egypt operates in three main governorates: Cairo, Alexandria, and Aswan, but support survivors from other locations equally. In addition to emergency helpline 01028062178, CARE has a walk-in reception service to accommodate to self-referrals in all the three locations.

Legal assistance

ERRF and UL operate from their offices in Cairo and extend their services to refugees and asylum seekers remotely through lawyers located in Aswan.

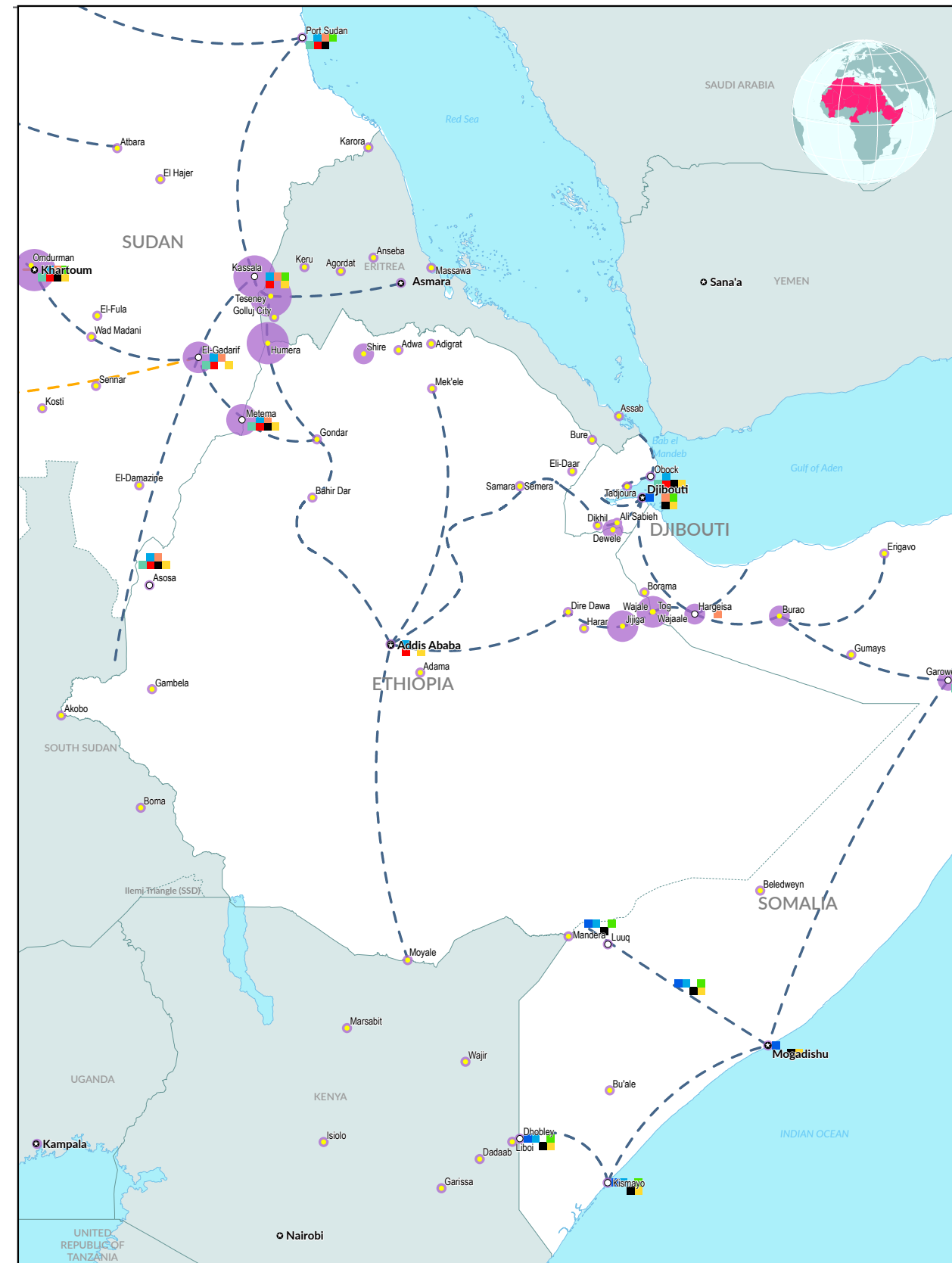
Psycho-social Services and Training Institute in Cairo (PSTIC), UNHCR partner, delivers information sessions to newly arrived Sudanese asylum-seekers in Egypt. 19 December 2023. © UNHCR/Jaime Giménez





ETHIOPIA Map of Missing Protection Services

as of December 2023



The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

ETHIOPIA

Ethiopia is a major country of origin, destination, and transit for people on the move. The primary countries of origin of refugees in Ethiopia are South Sudan, Somalia, Eritrea and Sudan respectively. Recently, the conflict in Somaliland and Sudan caused flight of more than 143,000 new arrivals. The new arrivals from Sudan include Sudanese nationals and Eritreans who were recognized as refugees in Sudan who were forced to feel their country of asylum. Lack of registration, and reception services coupled with poor living conditions around the Metema border caused incidents of irregular movement of Eritreans within Ethiopia and onward movement to neighboring countries. Ethiopians on the move travel eastwards to Yemen and Saudi Arabia via Djibouti or Somalia, south via Kenya towards South Africa, or north via the Central Mediterranean route through Sudan to Libya and onwards to Europe. This northern route is also used by many refugees and migrants from Eritrea and Somalia, transiting through Ethiopia.

The current conflict in Sudan and Amhara region, and prevailing insecurity in Tigray,

altered traditional irregular mixed movement routes through Sudan, Libya to Europe. Particularly, routes and border areas in the north-western part of the country, such as Metema and Humera have seen reduced usage. However, other mixed movement routes in other parts of the country remain active, including crossings at Moyale on the Ethiopia-Kenya Border, Togowuchale at the border with Somalia and Galafi at the border with Djibouti.

The Ethiopian Ministry of Justice, through its National Coordination Mechanism to Combat Trafficking and Smuggling of Persons, adopted a National Referral Mechanism directive in January 2021 as a subsidiary implementing legislation. Following that, Standard Operating Procedures (NRM SOPs) for the protection of victims of trafficking and other vulnerable migrants was adopted in December 2022. This is in response to the continued engagement of refugees and asylum seekers in irregular onward Movement, driven by factors such as limited livelihood opportunities and durable solutions, arbitrary arrest and detention, suspension of essential refugee services including access to asylum procedures, and documentation.

The NRM SOPs emphasize the early

identification and referral of victims of trafficking and smuggled individuals who are asylum seekers or refugees. Supported by UNHCR, the Refugee and Returnee Services (RRS) is identified as the lead agency to facilitate access to assistance and services. This includes case management, protection needs assessment, post arrival assistance and livelihood support. In this regard, government institutions and Humanitarian Agencies listed as service providers for victims of trafficking and smuggled individuals are expected to make referrals to RRS and relevant service providers, in addition to offering services within their mandate and resources. The presence of RRS Branch offices, UNHCR field offices, and other humanitarian actors along mixed movement routes is essential in providing these services.

Addis Ababa

Identification and outreach

The Jesuit Refugee Service (JRS) (Fitsum Shiferaw; +251944106164) supported by UNHCR, conducts awareness- raising activities and workshops for urban refugees about the risks of trafficking in persons and irregular onward movement.

Government, humanitarian, development and private sector agencies identified in the NRM, including government law enforcement and border patrol officers, are expected to streamline identification and referral of

asylum seekers and refugees victims of trafficking to relevant service providers.¹

The Ethiopian Red Cross Society’s branch in Addis Ababa (RC, Ras Desta Damtew Avenue, P.O. Box 195; phone: **(251) 115 15 90 74, 115 51 91 44,** and **115 51 91 71**; Email: ercsinfo@redcrosseth.org) offers information about service providers, detailing who is operating in the area and what services they offer, including transportation alternatives for those seeking to return to their place of origin.

Shelter

IOM Ethiopia (+**251 (0)111301000**; iomethiopia@iom.int) runs five Migration Response Centers (MRCs) in Dire Dawa (capacity of 100 persons), Metema (capacity of 150 persons), Moyale(capacity of 150 persons), Dewele (capacity of 50 persons) and Tog-Wajaale (capacity of 150 persons) that facilitate the identification of and assistance to migrants in a vulnerable situation. Migrants and refugees in these centers are assisted with food, non-food items, health and psychosocial assistance, and support to return voluntarily to their communities of origin in Ethiopia, among other types of assistance.

IOM has three Transit Centers in Addis Ababa for AVRR (Semere Minwuyelet for refugees at +251911027706 and Mohammed Farah for migrants at +251915739085). One center is located close to Bole International Airport and provides shelter with a capacity of 200 persons. The center located close to Bole international Airport provides same services as the MRCs mentioned above. The other two centers are located in Wollo sefer (with a capacity of 150 persons) and facilitate resettlement and family reunification for refugees residing in refugees’

¹ Service providers include but not limited to: Action for the Needy in Ethiopia (ANE), Agar Ethiopia, Amhara Development Association, Care international (Ethiopia), Catholic Relief Services(CRS), Danish Refugee Council (DRC), Elshadai Relief and Development Association, Ethiopian Catholic Church, Ethiopian Diaspora Services, Ethiopian Disaster Risk Management Commission (EDRMC), Ethiopian Lawyers Association(ELA), Federal Police Commission, International Committee of the Red Cross (ICRC), International Medical Corps(IMC), International Rescue Committee(IRC), ILO,IOM, MSF, Ministry of Justice, Ministry of Labor and Skills, Ministry of Labor and social Affairs, Ministry of Health, NRC, OXFAM Ethiopia, Plan International Ethiopia, Refugee and Returnee Services,(RRS), Save the Children, UNICEF, UNHCR, UN WOMEN, World Vision Ethiopia

camps but transiting through Addis Ababa, in collaboration with UNHCR. Services in these Transit Centers include providing food and non-food items, mental health and psychosocial support (including referrals to specialized shelters run by NGOs and psychiatric clinics), recreational activities, basic medical assistance by IOM medical staff at the transit centers and referrals to hospitals if needed, as well as family tracing and family reunification for unaccompanied children.

Healthcare and Mental Health and Psychosocial Services (MHPSS)

Under UNHCR’s program for urban refugees and asylum-seekers, those who need psychosocial assistance can access counselling and other psychosocial services that are available to the refugee population. Additionally, UNHCR deploys MHPSS experts both at the national level and in various field locations including Addis Ababa.

JRS (Fitsum Shiferaw; +251944106164) has introduced MHPSS services for refugees and asylum seekers since January 2023. These services are also available to victims of trafficking and smuggled individuals in a few locations including Addis Ababa.

The Ethiopian Red Cross Society’s branch in Addis Ababa (RC, Ras Desta Damtew Avenue, P.O. Box 195; phone: **(251) 115 15 90 74, 115 51 91 44,** and **115 51 91 71**; Email: ercsinfo@redcrosseth.org). While direct medical services are not provided, there is a system in place for calming efforts, lay counselling, orientations, ambulance services, and hygiene promotion. The branch also offers referrals to mental health service providers for refuges and migrants with mild mental health issues.

Child protection

The Jesuit Refugee Service (JRS, Fitsum Worku, Acting Child Protection Programme Coordinator & Case Management Supervisor, fitsum.

Shiferaw@jrs.net, +251-944106164), Yeka Sub city sidist Kilo). It provides child protection services for unaccompanied, separated and other vulnerable refugee children in Addis Ababa, including case management by case workers, arranging foster care for unaccompanied and separated minors, emergency individual protection assistance (cash and non-cash), psychosocial services and language courses. JRS's Refugee Community Center (RCC) (capacity of 200 persons) and Child Protection Center (CPC) (capacity of 100 Children) in Addis Ababa have safe spaces where children can access diverse recreational services.

Assistance to victims of trafficking

Victims of Trafficking who are identified to be GBV survivors can access UNHCR protection services as well as medical and psycho-social support through UNHCR's partner agency the Development and Inter-Church Aid Commission (DICAC).

One Stop Shops (OSS) have been established in many health facilities. Ghandi and Menelik Hospitals are among the places where victims of trafficking and smuggled individuals who also suffered GBV incidents can access many services including medical, MHPSS and access to justice at one location. UNHCR through its partner agency DICAC ensured inclusion of refugees and asylum seekers within the service provision on the One Stop Shops.

The National Partnership Coalition (NPC) to combat and control the crimes of trafficking and smuggling, is composed of government line ministries, international organizations, NGO and civil societies as members of the Coalition.² When victims of trafficking and smuggling are identified, UNHCR refers victims to agencies from the taskforce based on available services from each member agency.

IOM Ethiopia (+251 (0)111301000; iomethiopia@iom.int, A.A, Kirkos sub city wereda 08, Yemez Bldg) is partnering with the charities Hope for

² For example, Ministry of Health, Ministry of Justice, Ministry of Education, Ministry of Labour and skills, Ministry of Women and Social Affairs, Ministry of Foreign Affairs, Diaspora Agency, UNHCR, IOM, ILO, UNICEF, GIZ, Freedom Fund, among others

Justice (XPRQ+MG4, Sarbet, Egypt St, Addis Ababa 4407, Phone: 011 278 1187) , Good Samaritan Association (011 655 8830 ; Christian Children's Fund (Inc. Ethiopia. Bole subcity, Kebele 03, H.No. 2310, Cameroon Road) and Agar Charitable Society (Phone: 251-113-699-990 · Mobile: +251 930 098 695) to provide rehabilitation and reintegration services to children, adult victims of trafficking and migrants in situations of vulnerability in Addis Ababa (and surroundings areas) and Bahir Dar. IOM also provides AVRR for VoTs.

UNHCR has a Project Partnership Agreement with several Universities across the country for provision of free legal aid services through Law schools. Victims of trafficking and smuggled individuals who are in need of legal support can access these services free of charge in the locations found along the mixed movement routes. Addis Ababa University (Jetu Edossa; +251953419215) is one such example which continues to provide free legal aid services for urban refugees.

The Ethiopian Women Lawyers Association (EWLA), + 251-911-30-94-86 provides free legal aid services for SGBV survivors including as a result of trafficking irrespective of any status. In addition, free legal aid services through the Ethiopian Human Rights Commission (EHRC), mandatory pro bono legal services by private lawyers and human rights advocates are available. Coordination of these services can be streamlines through RRS and UNHCR leveraging thematic expertise and mandate on refugee matters.

Other Services

Emergency assistance

JRS (Hana Petros, RCC Project Director, hanna.petros@jrs.net, +251-911-613013), Yeka Sub city sidist Kilo. It has been conducting emergency interventions for the most vulnerable urban refugees and asylum-seekers as well as for Eritrean refugees relocated from Tigray refugee camps due to the ongoing conflict in northern Ethiopia. These interventions at the JRS's Refugee Community Centers (RCCs) includes one-time cash, food or material assistance, and basic healthcare services. JRS facilitates medical

assistance by referring refugees and asylum seekers to public health care centers and covers the associated costs.

Assistance to returnees from Saudi Arabia

Under its Protection and Capacity Building Program, the Danish Refugee Council (DRC) Ethiopia Migration Program provides the following support to returnees from Saudi Arabia: non-food items, as well as supplementary food items for breastfeeding and pregnant women and for children who stay in its shelter with their returnee mothers.

Connectivity Services

The Ethiopian Red Cross Society's branch in Addis Ababa (Ras Desta Damtew Avenue, P.O. Box 195; **+251 115 15 90 74, 115 51 91 44, and 115 51 91 71**; Email: ercsinfo@redcrosseth.org) provides free phone call services to help refugees and migrants stay connected with their family members.

Essential Needs

The Ethiopian Red Cross Society's branch in Addis Ababa (Ras Desta Damtew Avenue, P.O. Box 195; **+251 115 15 90 74, 115 51 91 44, and 115 51 91 71**; ercsinfo@redcrosseth.org) ensures the availability of basic necessities such as food, water, and hygiene. Moreover, they distribute essential items like packed water and biscuits, formula milk for babies, dignity kits, baby diapers, and female hygiene kit.

Restoring Family Links

The Ethiopian Red Cross (Megersa Weyessa; megersa.weyessa@redcrosseth.org; **+251 091 234 8367**) undertakes efforts focused on preventing family separation and facilitating the restoration and maintenance of contact between family members, including for people on the move who

have been separated from or lost contact with their families. These efforts include searching for missing persons, enabling the exchange of family news, and tracing missing relatives. The Ethiopian Red Cross is also involved in identifying, registering, and providing follow-up support for unaccompanied and vulnerable children and others who have been separated from their families, with the ultimate goal of arranging family reunifications and clarifying the fate and whereabouts of those missing.

Metema, Amara Region

Identification and outreach:

The Ethiopian Red Cross Society branch (ercsinfo@redcrosseth.org; Phone: **251-114-42-02-35; +251-114-42-11-30**) provides information on various service providers in the area, detailing the services available and assisting with transportation alternatives for those looking to return to their place of origin.

Healthcare and Mental Health and Psychosocial Services (MHPSS)

The Ethiopian Red Cross Society branch (ercsinfo@redcrosseth.org; Phone: **251-114-42-02-35; +251-114-42-11-30**) offers mental health referrals to service providers, protection partners, government institutions, and UN agencies. Calming efforts, lay counselling, orientations, ambulance services, and hygiene promotion are also available.

Other Services:

Connectivity Services:

The Ethiopian Red Cross Society branch offers Free phone call services to help refugees and migrants stay connected with their family members. Additionally, there is a facility for phone apparatus charging, ensuring people

on the move can keep their mobile devices powered.

Essential Needs:

The Ethiopian Red Cross provides essential items such as food, water, hygiene products, shelter, and non-food items (NFI), including tarpaulins, blankets, bed sheets, and sleeping mats. Moreover, the Red Cross ensures refugees and migrants have access to safe water in the region.

Kurmuk Benishagul Gumuz Region

Identification and outreach:

The Ethiopian Red Cross Society Branch (ercsinfo@redcrosseth.org; Phone: **251-114-42-02-35; +251-114-42-11-30**) provides crucial information about local service providers, outlining the services they offer. They also assist with transportation alternatives for individuals looking to return to their places of origin.

Healthcare and Mental Health and Psychosocial Services (MHPSS)

The Ethiopian Red Cross Society Branch (ercsinfo@redcrosseth.org; Phone: **251-114-42-02-35; +251-114-42-11-30**) does not provide direct medical assistance but does offer calming efforts, lay counselling, orientations, and ambulance services. Additionally, they promote hygiene and provide referrals to mental health service providers, protection partners, government institutions, and UN agencies for those requiring specialized mental health and psychosocial support.

Other Services:

Connectivity Services:

The Ethiopian Red Cross Society Branch (ercsinfo@redcrosseth.org; Phone: **251-114-42-02-35; +251-114-42-11-30**) facilitates connectivity by offering free

phone call services, allowing refugees and migrants to stay in touch with their family members. The branch also ensures that individuals on the move can charge their mobile devices with phone apparatus charging stations.

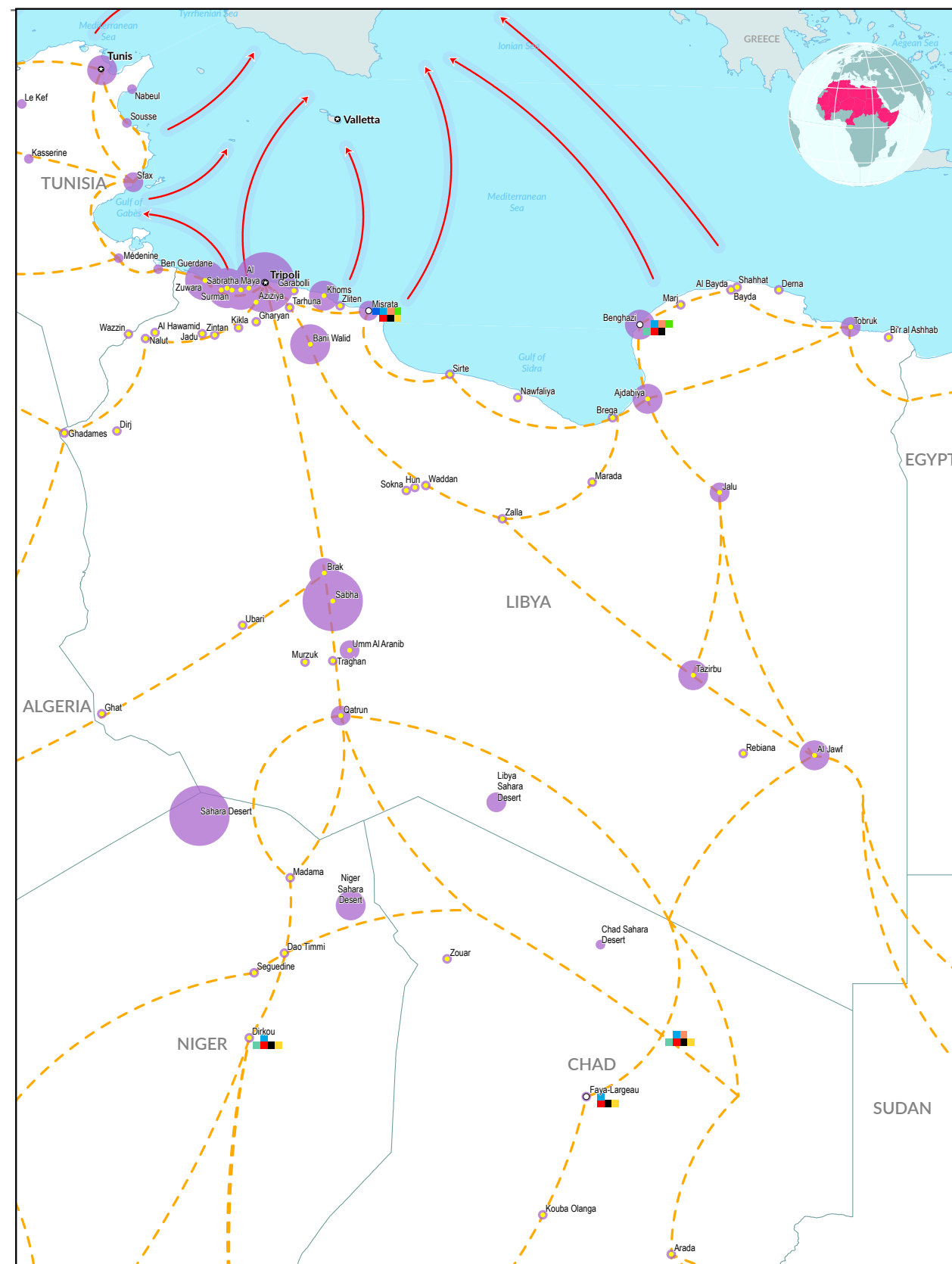
Essential Needs:

The Ethiopian Red Cross Society Branch (ercsinfo@redcrosseth.org; Phone: **251-114-42-02-35; +251-114-42-11-30**) distributes essential supplies to meet the basic needs of refugees and migrants. This includes providing food, water, hygiene products, and shelter-related non-food items such as tarpaulins, blankets, bed sheets, and sleeping mats. They also make concerted efforts to provide access to safe water for refugees and migrants in the region.

REGION	IDENTIFICATION & OUTREACH	ACCESS TO ASYLUM PROCEDURES	SHELTER	HEALTHCARE & MHPSS	CHILD PROTECTION	GBV SUPPORT SERVICES	SERVICES FOR VOTS	LEGAL ASSISTANCE
Addis Ababa	Yes	No	Yes	Yes	Yes	No	Yes	No
Metema, Amara Region	Yes	No	No	Yes	No	No	No	No
Kurmuk Benishagul Gumuz Region	Yes	No	No	Yes	No	No	No	No



At the occasion of the Day of the International Child, UNHCR organized activities for children accompanying their parents for interviews at the UNHCR Registration Centre in Serraj in Tripoli. 20 November 2023. © UNHCR/Ziyad Alhamadi



The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

LIBYA

Libya continues to be a significant junction for mixed movements of refugees and migrants from Africa towards Europe given its geographical location and long Mediterranean coastline. Many of those attempting this route end up being intercepted/intercepted/rescued at sea by the different Libyan security actors and being returned to Libya. Irregular movement between Egypt and Libya as well as expulsion between Tunisia and Libya have also been frequently reported in 2023.

The protection environment for refugees and asylum-seekers remains challenging as individuals who enter through unofficial border points risk penalization under Libyan immigration law. UNHCR’s overall strategic objective in Libya is to provide life-saving assistance and advocate for a conducive environment for refugees and asylum-seekers. UNHCR registers individuals from nine nationalities,¹ which serves as a primary tool in ensuring access to assistance and protection services in Libya. As of 30 November 2023, UNHCR has registered a total of 54,256

¹

individuals of which Sudanese nationals make up 52%, followed by Syrians (22%). Children account for 35% of the total population.

UNHCR's presence in Libya is based mainly in Tripoli with a small field office in Benghazi. UNHCR works in partnership with both international and national NGOs, as well as civil society organizations namely: Cooperazione e Sviluppo (CESVI), International Rescue Committee (IRC), INTERSOS, and other agencies including UN sister agencies. UNHCR services are mostly provided through its Registration Center in Tripoli as well as Community Day Center (one-stop -shop) in Tripoli.

Tripoli

Identification and Outreach

- In Tripoli, UNHCR directly and through its partners CESVI and IRC community-based protection and outreach/protection teams, implements community outreach and mobilization programs where teams and volunteers take part in disseminating information on protection services and assistance, support with integration, and the identification of individuals with international protection needs.
- UNHCR Community Based Protection (CBP) unit has a dedicated team of outreach staff conducting field and home visits to groups and individuals living in the urban areas to identify their needs, observe living dynamics and assess protection risks. Based on these assessments, the CBP team ensures appropriate referrals to provide necessary support to those identified as in need.
- UNHCR operates a protection hotline (#0917127644 open Sunday to

Thursday 08:30 – 16:30). Similarly, CESVI operates a protection hotline (092 276 7166 Sunday to Thursday 09:00 – 17:00) where persons in need of support can contact and are referred for relevant services including registration, documentation and protection services.

- Inter-Agency Tawasul Call Center is operated through partnership with WFP (#1404 Sunday –Thursday 9:00 to 11:00) as a toll-free, country-wide helpline. CFM provides information about UNHCR protection or assistance services and has a system in place for the referral of the individuals for the assistance and services by UNHCR and partners.

Access to asylum procedures

- UNHCR conducts registration in Tripoli for nationals from Palestine, Syria, Iraq, Sudan, Somalia, Eritrea, Ethiopia, South Sudan and Yemen (UNHCR Registration Center, Sahel Al Jfara Road, close to El Mashtal Square, Sarraj Area,
- Tripoli; For appointments: WhatsApp number **091 002 1631** and through a hotline **091 163 3466**). Persons with specific needs are prioritized for registration interviews with UNHCR.
- UNHCR implements Refugee Status Determination strategically, only for cases who fulfill the criteria for one of the durable solutions.

Shelter

- Where possible, UNHCR collaborates with CESVI and IRC to support community-based care arrangements for unaccompanied children and other individuals in vulnerable situations through caregivers, as well as working with IRC through temporary shelter arrangements in addition to supporting refugees and asylum-seekers through the dedicated cash assistance interventions to support identification of accommodation. Community-based care arrangements in Tripoli aim to support refugee and asylum-seeking unaccompanied children and other vulnerable groups, such as single women at risk and female-headed household, amongst others.

Healthcare and Mental Health and Psychosocial Services (MHPSS)

- UNHCR through partnership with IRC, provides healthcare services at Primary Public Health Care Centers (PHCC) located in various municipalities within Tripoli, including one in Community Day Center (CDC). PHCCs are located in Tripoli, Abu Meshmasha neighborhood, next to Al-Majd Football Club, Zawyet Aldahmani Public Health Center, and Almgariaf Public Health Center. IRC supports emergency cases, offers phone consultations, and schedules appointments for the health center in CDC. The emergency hotline (#0910354839) is operational 24/7 to ensure emergency life-saving interventions.
- CESVI and IRC operating from the CDC run by CESVI located at Tripoli, Abu Meshmasha neighborhood, next to Al-Majd Football Club, Tripoli, provide mental health and psychosocial support for refugees and asylum-seekers. The services are delivered by a team of psychologists and psychiatrists, including specialists in child psychology and support for survivors of gender-based violence. These services are provided at the CDC and the above mentioned PHCCs. For psychosocial support services, CESVI can be contacted through #091 002 7716/ 092 276 7166, and IRC can be reached for emergency support through the contact number operational 24/7 at 091 035 4839.

Child Protection

- UNHCR through its partner - CESVI, delivers child protection prevention and response services for refugee and asylum-seeking children in Tripoli at the Community-day center (located Tripoli, Abu Meshmasha neighborhood, next to Al-Majd Football Club). These services aimed at supporting children at risk include the Best Interests Procedure (case management), community-based alternative care, and a range of group activities in child friendly spaces, to enhance children's wellbeing. Additionally, specialized MHPSS and child protection awareness programs, are integral parts of these services.
- UNHCR has strengthened collaboration with UNICEF under the Strategic collaboration framework to enhance support for refugee and asylum-seeking children in Tripoli. This partnership facilitates access to essential services at UNICEF Baity center, where children have access to case management, MHPSS and non-formal education opportunities.

In Tripoli, the Baity center is located at Souq Al Jama - Near to Alturki mosque.

GBV Support Services

- CESVI, UNHCR partner, works on GBV prevention and response focused on comprehensive case management services tailored to address specific needs and support long-term recovery through a multisectoral approach. In addition to providing cash for protection, CESVI offers MPHSS aimed at supporting GBV survivors to recover from emotional, psychosocial, and social effects of GBV.
- IRC, UNHCR's health partner in Tripoli, provides medical services for GBV survivors, including clinical management of rape. Contact numbers, (General consultations - **091 034 7365**, Reproductive health - **091 035 4818** and Emergency operational 24/7 - **091 035 4839**).

Services for victims of trafficking in persons

- UNHCR identifies VoTs as part of the registration process at the registration center in Serraj, where a protection desk staffed by a case management team is operational. Many identified victims suffer from serious medical conditions, including tuberculosis, scabies, and severe malnutrition. At the point of identification, a referral is made for immediate medical assistance provided through IRC and cases requiring specialized care are referred to medical facilities within Tripoli.
- CESVI conducts case management from the Community Day Center in Tripoli (located at Tripoli, Abu Meshmasha neighborhood, next to Al-Majd Football Club) as per the specific needs of the individual. In addition to medical services, assistance includes MHPSS, cash assistance, NFIs and CRIs.
- Victims of trafficking in persons can also contact the UNHCR protection hotline (Tripoli urban areas 0917127644 operating Sunday to Thursday 08:30 – 16:30). UNHCR partner CESVI also operate a protection hotline (Tripoli 092 276 7166 Sunday to Thursday 09:00 – 17:00) or the Tawasul

Call Center (CFM; hotline: 1404 Sunday –Thursday 9:00 to 11:00).

Legal assistance

- In 2023, UNHCR has partnered with INTERSOS operating in Tripoli, Benghazi and Ajdabiya to provide emergency legal assistance to refugees, asylum-seekers and IDPs. This assistance includes legal counseling, mediation and representation, with specific purposes of strategic litigation and complex cases as well as areas of housing, land, and property (LHP) rights. INTERSOS can be reached in Tripoli, Souq Al Jama - Near to Alturki mosque from 09:00 -17:00.
- For refugees and asylum-seekers, contact can also be made through the UNHCR protection hotline (0917127644 operating Sunday to Thursday 08:30 – 16:30) for support with referrals.

Benghazi

Identification and Outreach

- UNHCR operates another hotline in Benghazi (#0910007218), operating Sunday to Thursday 08:30 – 16:30. It can be contacted by persons in need of support for referral to relevant services including registration, documentation and protection services.

Legal assistance

- In 2023, UNHCR has partnered with INTERSOS operating in Tripoli, Benghazi and Ajdabiya to provide emergency legal assistance to refugees, asylum-seekers and IDPs. This assistance includes legal counseling, mediation and representation, with specific purposes of

strategic litigation and complex cases as well as housing, land, and property (LHP) rights. INTERSOS can be reached in Tripoli, Souq Al Jama - Near to Alturki mosque from 09:00 -17:00.

Misrata

Child Protection

- CESVI provides child protection services in Misrata at their community day center located at Al-Hilal Street, Opposite Al-Nakheel Park. They operate a hotline 0917872725 operational Sunday – Thursday 09:00 – 17:00.

REGION	IDENTIFICATION & OUTREACH	ACCESS TO ASYLUM PROCEDURES	SHELTER	HEALTHCARE & MHPSS	CHILD PROTECTION	GBV SUPPORT SERVICES	SERVICES FOR VOTS	LEGAL ASSISTANCE
Tripoli	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Benghazi	Yes	No	No	No	No	No	No	Yes
Misrata	No	No	No	No	Yes	No	No	No

transit zone for refugees and migrants aiming at reaching Timbuktu or Gao. The addition of the Sikasso region in this mapping exercise is due to its substantial Burkinabé population and its strategic location near Côte d'Ivoire, a country from which a significant number of refugees and migrants originate.

In its Vision 2050, defined in Abuja in June 2022, ECOWAS set as a goal to make the region secure, stable and peaceful. ECOWAS had also affirmed its ambition to become a fully Integrated and Interconnected Economic Area in Pillar 3. Progress towards this goal would be guided and measured by the effectiveness of the free movement of goods and people in the subregion. In 2023, nationals of ECOWAS Member States can effectively move within the region with national identity documents, without the need for a visa, for a maximum period of three months (or longer if they have an ECOWAS biometric identity card). Prior to the departure of United Nations Multidimensional Integrated Stabilization Mission in Mali (MINUSMA) and the resurgence of hostilities between the Malian government and various non-state armed factions, ECOWAS nationals travel by bus to Gao or Timbuktu, irrespective of their migration status. Although travel to Timbuktu from southern Mali remains feasible,

with regular bus and car services still operational to the city, the onward journey from Timbuktu to the Algerian border been affected by the conflict. Consequently, smugglers are increasingly diverting movement routes between western Mali and southeastern Senegal, adapting to the changing security landscape.

Border monitoring reports from the International Committee for Emergency Relief and Development (CIAUD) indicate a 10% rise in allegations of human rights violations by State actors in the northern and western Mali border regions leading to North Africa from August to November 2023. This follows a concerning trend noted in 2022, with 8,229 incidents recorded between January and November 2022, marking a 22% increase from the 6,412 in 2021. Furthermore, gender-based violence incidents surged by 49% in 2022, with 14,264 incidents compared to 9,540 in 2021. Despite a brief decline in trafficking in persons activities between August and October 2023, reports from civil society organizations suggest traffickers are evading increasingly stringent border controls. Consequently, people on the move within and beyond Mali's borders face escalating risks of human rights abuse, particularly trafficking in persons. The

withdrawal of MINUSMA by the end of 2023 is expected to exacerbate violence in the country's north and center and increase tensions at borders areas. The retreat of MINUSMA has already led to increased population movements due to attacks by non-State armed groups.

Bamako

Identification and Outreach

- Caritas Switzerland (+223 73 36 44 45/ 99; Sambou Dembele; sdembele@caritas.ch) in collaboration with the Malian Association for Human Rights (AMDH) and Tarit Action for Sustainable Development (ATDED), focuses on detection, identification and multi-sectoral assistance for children on the move as part of the « Protection, Promotion et Respect de Droits des Enfants en situation de Mobilité (PRISM) project for Bamako- Sévaré-Gao route.
- The International Committee for Relief and Development (CIAUD Canada) (Nadiath Assani, +223 72 63 61 17) deploys monitors across the Bamako region to identify people on the move make necessary referrals to appropriate services.
- The Mali Red Cross (Makan Boubacar SISSAO +223 69 77 66 70), Djelibougou, Rue 261, porte 02, Route de Koulikoro) deploys volunteers who regularly visit mixed movement “hotspots” such as bus stations and migrant reception centers in Bamako, in particular Center A, Center B and the Reception Center for Malians from Abroad, to identify people on the move who need medical assistance (see Health section). CRM makes referrals for vulnerable people on the move, particularly pregnant women and adults who cannot be cared for in shelters (see Shelter section). To this end, 15 humanitarian service points have been set up, including 3 in Bamako (IDP site of Sénou, Faladie and ARACEM Office) and 12 in the various regions where basic needs assessments are carried out by CRM agents. Assistance in the form of hygiene kits and NFI (clothing) is offered to migrants, refugees and IDPs only at the various service points. The NGO conducts awareness activities

targeting migrants, refugees, IDPs and host populations, but does not include refugees and asylum seekers.

- In partnership with Support Fund for Women's Empowerment and Child Development (FAFE) and UNICEF, Youth and Development Association in Mali (AJDM) (Somah Doumbia +223 76 43 47 31, Yirimadjo area; ajdmorga76@gmail.com) organize talk sessions, discussion groups and information meetings on birth registration for girls on the move and young seasonal boys in Bamako.

Access to Asylum Procedures

- People on the move wishing to apply for international protection in Mali should lodge an asylum application with the National Commission for Refugees (CNCR) (M'pally Sylla +223 76 36 05 20/ 20 29 08 74). For the RSD procedure in Bamako, all those wishing to apply for asylum can call the UNHCR Protection Line +223 82 00 04 38; Blue line: +223 80 00 22 44), go to the CNCR office or the UNHCR office (Jacob Dena +223 82 00 04 38), which will make a direct referral to CNCR or through its partner CIAUD for asylum seekers involved in mixed movements. CNCR registers the asylum application and issues a provisional document to the applicant. It then proceeds with the Refugee Status Determination, carried out by the Eligibility Committee, which meets every Wednesday to examine applications for refugee status. Under current legislation, appeals are possible in the event of a negative decision, but the CNCR appeals committee is not yet active.
- CIAUD Canada (Nadiath Assani, +223 72 63 61 17) monitors collect data on trends of mixed movements, risks and protection needs. Forcibly displaced and stateless people wishing to seek asylum in Mali or return to their country of origin are referred to UNHCR and/or CNCR. CIAUD facilitates transfers to Bamako, provides direct assistance and, in cooperation with reception centers, organizes short-term accommodation.

Shelter

- Malian Association for Solidarity and Development (AMSODE) (Faragouaran Issa Traoré +223 75 47 52 38) runs a rural shelter that was recently reopened by CNCR and UNHCR in Faragouaran (Bougouni Region, Bougouni Cercle, 195 km from Bamako). The center has a capacity for 300 people, regardless of age or gender, and an estimated building area of 15 hectares. Access is restricted to refugees and asylum seekers, as the center is more suitable for long-term stays. No assistance is provided, and beneficiaries should support themselves with their own means.
- Association of refouled from Central Africa in Mali (ARACEM) (Niamakoro; Serge Nono +223 78 75 63 74) has a shelter for people on the move. The shelter accommodates people on the move, regardless of gender, and has a capacity of 100 places, with beds and mosquito nets in a hangar and a three-bedroom apartment for women and children with a living room. Married couples can have a room outside the apartment. The center provides food and medical services. It assists in the socio-economic reintegration of migrants and provides legal services (processing official papers, orientation, referrals to certain state structures, e.g., police and gendarmerie, or international structures such as UNHCR). People who are ill or abused, victims of trafficking and asylum seekers are the preferred profiles for the provision of shelter. The length of stay remains flexible, depending on the case and the solutions found to meet their needs.
- The Youth and Development Association in Mali (AJDM) (Somah Doumbia + 223 76 43 47 31, Sirakoro and Yirimadjo) runs three shelters for migrants in Bamako, of which one for young girls (13-19 years) (located in Yirimadjo-Bacorobabougou), and another one in Sirakoro-Meguetana for men (16-24 years) with food assistance. AJDM is also planning to build leisure facilities. Both shelters have a capacity of 60 places. A third shelter is located in Sirakoro-Meguetana, with a capacity of 24 places for boys (aged 13-17). Families are sometimes accommodated in a separate space at the boys' shelter. The length of stay can be from three days to three months, depending on the situation and vulnerability of the migrants. Priority is given to undocumented migrants with no resources. The stay of young girls and girl-mothers is supported by the Foundation Apprentis d'Auteuil International (FAAI) and the CERES Foundation until 2025, with the possibility of renewal. AJDM also takes in asylum seekers in Bamako, sometimes for a fee (CFA francs 10,000 per day) for adults, depending on the length of stay. AJDM also hosts migrants referred by the International Committee for Peoples' Development (CISP). Some migrants are referred by the Regional Directorate of the Ministry for the

Promotion of Women, Children and the Family, which provides temporary food assistance for these cases. This type of accommodation can be provided for up to three years.

- CIAUD Canada (Nadiath Assani, +223 72 63 61 17), UNHCR partner provides case-by-case assistance to people on the move identified at the start of the RSD procedure (restricted to 1 month) or before organized transfers to Bamako. CIAUD provides temporary shelter in partner notably the Reception and Shelter House for Migrants in Mali (MAHM) while AJDM provides food and support, temporary travel support and dignity kits.
- The Reception and Shelter House for Migrants in Mali (MAHM) (Quartier Yirimadjo; +223 96 31 31 45 /75 57 04 94; Mohamed Diapa) is a housing center for people on the move, including migrants, IDPs, refugees and asylum seekers. The center can house up to 100 people, and is divided into two blocks, each accommodating 50 men and 50 women, including children. Different types of vulnerable people are admitted, including single mothers, the disabled and the chronically ill. In addition to accommodation, and depending on the availability of funds and the activities of our partners, the center can also provide health and food support. The center also supports its residents in their search for income-generating activities.
- Caritas Switzerland (Sambou Dembele, +223 73 36 44 45 / 99 00 16 97, sdembele@caritas.ch, Sotuba ACI, Avenue des Armées, voie du troisième pont de Bamako, Immeuble Harouna CISSE), as part of its project "Protection, Promotion and Observance of Human Rights of Children on the Move on the Bamako-Sévaré-Gao Road (PRISM), in partnership with the Danish Refugee Council (DRC), Malian Association for Human Rights (AMDH) and Artit Actions for Sustainable Development (ATDED), provides accommodation for children on the move in two centers in Bamako: the BNCE Center run by the National Catholic Children Bureau for girls only, with a capacity of around 16 places and the Kanuya Center (girls and boys concomitantly, but separated, with a capacity for around 20 children). Multi-faceted assistance, including financial support of around FCFA 30,000, is provided for each child's medical needs. Children are referred to the Faladie community health center or reference health center (CSRef). The project will end in December 2024.

Healthcare and Mental Health and Psychosocial Services

- The Volunteers of the Mali Red Cross (CRM) (Quartier Djelibougou, Rue 261, porte 02, Route de Koulikoro; +223 76 37 92 89; Makam Boubacar Sissao) refer people on the move who need medical assistance to public hospitals such as Faladiè and Magnambougou, with which CRM has signed agreements. People should first complete a referral form, which they submit to the hospital. CRM also provides psychosocial support, hygiene kits, restoration of family ties and legal advice (referrals for those wishing to apply for international protection). Since early 2023 CRM has been operating under CIRC funding.

Child Protection

- The One-Stop-Shop Bamako (Sidi Mohamed Ba, +223 91 57 96 10, mli. secretariat@tdh.ch, Cite du Niger) is a local service of the Ministry of Social Development within the framework of a Helvetas- Terre des Hommes-GIZ consortium under the Migrant Children and Youths (EJF) project. The One Stop Shop is a state-run shelter for children in difficulty, on the move and/or unaccompanied, as well as for emergency care. It employs community relays, social workers and a case manager. Temporary accommodation is provided for up to five nights, with a capacity of 2 rooms divided between girls and boys, comprising 9 beds. Children are then referred to a CTO or foster family. Food assistance as well as mental health and psychosocial support is provided through healthcare providers. More complex cases are referred to the government health services.
- The Transit and Orientation Center (CTO), known as the Kanuya Center (kanuyaong@gmail.com, +223 20 28 67 08, Facing the Ministry of Territorial Administration) run by the Kanuya Association is a center supported by the NGO Terre des Hommes that takes in children on the move, with a capacity of 20 places and a length of stay of up to six months. Children living outside the CTO can also take part in the activities. Food, psychosocial health support and income-generating activities are covered. 66 foster families across 14 locations in Mali take in children whose placements are organized by the One Stop Shop (see above). The children are housed by host families until their family reunification can be organized.
- The Association of Children and Young Workers (AEJT) (Quartier

Dravela +223 72 76 93 88 Fatoumata Mariko) monitors working children in both informal and formal sectors. This monitoring exercise is carried out through associations which include grassroots groups that lead discussions on child worker protection issues. An AWCY association has at least 10 grassroots groups, each with a minimum of 15 members. These base groups are made up of working children living in the same area. The AWCY national network is made up of around 30 associations nationwide.

GBV Support Services

- The Malian Ministry for the Promotion of Women, Children and the Family (MPFEF) has set up three One Stop Centers (OSC) (Yaye Diouf, +223 76 04 13 11) in Bamako, located in Communes 1, 4 and 5. The Commune 1 OSC is based at the Reference Health Center (CsRéf) in Korofina. The Commune 4 OSC is located at the Lafiabougou district hospital, and the Commune 5 OSC is at the CsRéf in the so-called "Mali" district. Their activities are financially supported by UNFPA. The centers provide services for GBV survivors, including medical assistance and psychosocial health support, which can be accessed by people on the move. Medical consultation and fees are covered by Reference Health Center.
- DRC (Georges Niyonizigiye, National Protection Coordinator, +223 84 41 11 50, georges.niyonizigiye@drc.ngo, Quartier Daoudabougou - Faso Kanu) provides medical supplies for GBV survivors in Bamako as part of the PRISM project.

Services for Victims of Trafficking in Persons

- Enda Mali (Quartier Bougouba +223 20 22 55 64; Hamidou Sacko +223 79 55 67 53) or IOM (green line +223 83 31 14 83) has a reception center for VoTs, that is supported by IOM. The center has a capacity of 40 people for one-month stays. Services provided include food assistance, accommodation, restoration of family ties, psychosocial health support (including leisure activities), non-food items and medical

care through a partner clinic in Bamako. IOM can also provide assistance to victims of trafficking in Gao, Mopti, Timbuktu and Kayes by working with partner organizations to ensure accommodation, food, medical assistance, psychosocial health support, Assisted Voluntary Return and Reintegration (AVRR) and transfer to Bamako.

Legal Assistance

- A.T.-Services (atservices7.justice@gmail.com) is a law firm providing assistance to refugees and asylum seekers on issues relating to asylum procedure and detention, and legal assistance in areas such as naturalization and labor law. These activities are carried out in partnership with the Malian Association for Solidarity and Development (AMSODE).

Mopti Region

Identification and Outreach

- **CIAUD-Canada (Aichatou Yattara +223 72 58 91 90, Sévaré Millionkin)**, UNHCR partner, is deploying monitors across the Bamako region to identify people on the move and provide information on arrivals on national territory and departures to neighboring countries. Awareness is raised on protection against en-route risks through the identification and referral mechanism. Monitors refer people with specific needs to the appropriate services.
- The **Mali Red Cross (Makan Boubacar Sissao +223 69 77 66 70, Quartier Banguetaba)** has a humanitarian service point at Banguetaba area Secteur 3 set up for referrals of vulnerable people on the move, particularly pregnant women and adults who cannot be cared for in shelters. Basic needs assessments are undertaken by CRM agents. Assistance in the form of hygiene kits and NFI (clothing) is offered to migrants, refugees, and IDPs only at the various service points. The NGO conducts awareness activities targeting migrants, refugees, IDPs

and host populations. However, these activities do not include refugees and asylum seekers.

Access to Asylum Procedures

- People on the move wishing to apply for international protection in Mali should submit an asylum application to the CNCR branch based in Koro (**National Commission for Refugees- Amadou Toumani Toure +223 76 27 49 27 Quartier Koro Ville**). The branch conducts identification interviews for the Refugee Status Determination (RSD) process in collaboration with UNHCR offices (UNHCR Protection Line +223 82 00 04 38; Blue line: +223 80 00 22 44) in the region before people are transferred to Bamako to complete the RSD procedure.
- Monitors from CIAUD-Canada (Aichatou Yattara +223 72 58 91 90) collect data on mixed movement trends, risks and protection needs. Forcibly displaced and stateless people wishing to seek asylum in Mali or return to their country of origin or asylum are referred to UNHCR and/or CNCR. Depending on requirements, CIAUD facilitates transfers to Bamako, provides direct assistance and, in cooperation with shelters, organizes short-term accommodation.

Shelter

Shelters for people on the move are not available in Mopti. However, the following facilities may accept people on the move on a case-by-case basis:

- Jean Bosco Center (Sœur Clémentine, +223 63 15 27 73, Banguetaba) is a religious institution with dormitories that can accommodate 58 people (men and women), who should pay their own costs of stay. Overnight stays cost FCFA 2,500. The Center also has 25 air-conditioned rooms at the cost of FCFA 14,000 per night. UNHCR partner CIAUD makes referrals on a case-by-case basis. Cases referred by UNHCR are covered.

- The Association for Women's Rights Progress and Protection (APDDF) (Aïssata SANGARE, **+223 76 32 62 30**, Village Can -Derrière Zena Café face Bavaria) is a local NGO working in the field of women's rights that can take in women and girls, including women with children on the move. It has dormitories with a capacity for 20 people. Cases referred by UNHCR are covered.

Healthcare and Mental Health and Psychosocial Services

- DRC (Village Can; Djibril Mahamoudou Dicko **+223 78 78 20 94**) has trained medical workers in psychological first aid, protection, psychosocial health support, and referral for the response that consists of cost coverage for consultations and prescriptions for GBV survivors, particularly IDPs.
- The Mali Red Cross volunteers (crmalienn@croix-rouge.ml) refer people on the move in need of basic and psychosocial healthcare, including serious psychological and psychiatric cases, to public hospitals such as the Reference Health Center in Sarakéna, with which the CRM has signed agreements. People should first complete a referral form, which they submit to the hospital. CRM also provides referrals to shelters and for legal matters, restoring family ties including the reunification of unaccompanied children and vulnerable adults, advice on migrants and refugees' rights and restoring family ties, awareness, and assists in the distribution of basic essentials (non-food items, food, hygiene kits, WASH, etc.).

Child Protection

- The One-Stop-Shop Mopti (Moussa Traore **+223 77 43 73 44**, Quartier Toguel) is a local service of the Ministry of Social Development as part of a Helvetas-Terre des Hommes-GIZ consortium under the Migrant Children and Youths (EJF) project The One Stop Shop is a state-run shelter for children in difficulty, on the move and/or unaccompanied, as well as for emergency care. It employs community relays, social workers and a case manager. Temporary accommodation is provided for a

maximum of five nights, with a capacity of two rooms divided between girls and boys, including five beds. Children are then referred to a CTO or foster family. Food assistance as well as mental health and psychosocial support is provided through health providers. More complex cases are referred to the government health services.

- The Transit and Orientation Center (CTO) of National Catholic Child Bureau (BNCE) (Quartier Millionkin; **+223 69 10 94 90**; bncemopti@yahoo.fr) runs two CTOs, including one funded by UNICEF in collaboration with of Regional Directorate for the Promotion of Women, Children and the Family (RDPWCF) and one funded by IOM. The centers take in boys (25 to 30 places) and migrant women (40 places) or people from the host community. They provide food and clothing, psychosocial support and on-site first aid. Children stay for around three months, or in some cases longer. For more complex cases, children are referred to health centers with which CTO has signed agreements. COOPI (funded by UNICEF) covered medical expenses until April 2023. Coverage is continued by IOM.

GBV Support Services

- The One Stop Center (Sis Hôpital Régional Sominé Dolo-Quartier Sévaré ; **+223 82 31 17 52**; Aïssata Baby) in Mopti for survivors of GBV among the host population and IDPs is run by Malian Ministry for the Promotion of Women, Children and the Family (MPFEF) and supported by UNFPA. People on the move can benefit from their services, which include shelter as well as medical and legal assistance. Judicial police officers at Mopti and Sévaré police stations facilitate free access to justice. The shelter has four beds for emergency cases (24 hours maximum), which can be extended for hospitalized cases. The One Stop Center refers cases requiring overnight accommodation to the APDF and BNCE reception centers.
- The Danish Refugee Center (DRC) (Quartier Village Can **+223 66 74 20 51**; Imrane Ag-Kalil imraneag.kalil@drc.ngo; aliisidi.toure@drc.ngo) provides medical supplies for GBV survivors from the host community and IDPs in Mopti as part of three projects: PRISM, the Emergency Project funded by BHA and ECHO, and the Protection Project funded by Swiss Development Cooperation (SDC).

Legal Assistance

- The Transit and Orientation Center of the National Catholic Children Bureau (BNCE) (neighborhood Millionkin ; **+223 69 10 94 90**; Pierre Barafing Traore bncemopti@yahoo.fr) provides legal assistance to vulnerable children in Mopti. It visits investigation units and the prison to check on the presence of children. CTO also assists survivors of GBV who wish to lodge a complaint. This assistance targets Children Associated with Armed Forces and Groups (CAAFAG), unaccompanied and separated children, children on the move and migrants, abused children and lost children.

Douentza Region

Identification and Outreach

- CIAUD Canada, (Aichatou Yattara **+223 72 58 91 90**, Douentza), UNHCR partner, is deploying monitors across the Douentza region to identify people on the move and provide information on arrivals on national territory and departures to neighboring countries. Awareness is raised on protection against en-route risks through the identification and referral mechanism. Monitors refer people with specific needs to the appropriate services.

Access to Asylum Procedures

- People on the move wishing to apply for international protection in Mali should submit an asylum application to the CNCR branch in Koro (National Commission for Refugees; Amadou Toumani Toure **+223 76 27 49 27; Quartier Koro Ville**). The branch conducts identification interviews for the Refugee Status Determination (RSD) process in collaboration with UNHCR offices (UNHCR Protection Line **+223 82 00 04 38**; Blue line: **+223 80 00 22 44**) in the region before people are transferred to Bamako to complete the RSD procedure.
- UNHCR partner CIAUD Canada - (Aichatou Yattara **+223 72 58 91 90**)

collects data from monitors on mixed movement trends, risks and protection needs. Forcibly displaced and stateless people wishing to seek asylum in Mali or return to their country of origin or asylum are referred to UNHCR and/or CNCR. Depending on requirements, CIAUD facilitates transfers to Bamako, provides direct assistance and, in cooperation with shelters, organizes short-term accommodation.

Healthcare and Mental Health and Psychosocial Services

- The International Rescue Committee (IRC) (Yacouba Maiga **+223 82 00 38 35**, yacouba.maiga@rescue) in consortium with NRC and DRC (Yousseuf Mahamane **+223 74 41 63 74**) operates in the Douentza region through its “Pro Sahel” program. Funded by BHA/USAID, the program aims to provide a comprehensive life-saving protection response to the immediate needs of conflict-affected people on the move in the central Sahel, and to prepare host communities to respond to protection incidents experienced by people on the move through referrals to various players. The services provided cover basic needs as well as access to legal services and civil documentation for children.
- Doctors Without Borders Spain (MSF) (Fatoumata Touré; **+223 75 03 73 28**) assists the Reference Health Center (Centre de Santé de Référence - CsRéf) in handling malnutrition, emergency surgery, admissions for children under 15, and mental health services. MSF also coordinates patient referrals to the CsRéf and facilitates the transfer of urgent cases to the city of Mopti. Migrants and refugees are the primary recipients of this aid.

Child Protection

- The NGO ENDA Mali (Amadou Sy, Protection Assistant bou.seydousy@gmail.com **+223 79 33 53 51**; Moussa Sylla **+223 66 79 94 48**, Douentza Nouveau quartier) provides services to migrant children in need of protection, including family reunification, in partnership with of Regional Directorate for the Promotion of Women, Children and the Family. The NGO also takes in, listens to and refers children to

structures providing protection services through the One Stop Shop managed by the local department of Regional Directorate for the Promotion of Women, Children and the Family (RDPWCF).

- **The INGO Doctors Without Border Spain (MSF0 (Fatoumata Touré +223 75 03 73 28))** assists the Centre de Santé de Référence (Reference Health Center) (CsRéf) with malnutrition management, emergency surgery and admissions of children under 15 on the move.
- UNHCR partner **CIAUD-Canada (Aichatou Yattara +223 72 58 91 90)** is raising awareness on subjects such as the schooling of children, including refugees and asylum seekers, and in particular young girls, the fight against violence inflicted to children, access to asylum for children, and the sexual exploitation of children. CIAUD also refers children on the move who are survivors of protection incidents to childcare services such as the One Stop Shop, MSF or the Mali Red Cross.

GBV Support Services

- The Malian Association for Survival in Sahel (**AMSS**) (Salif Dicko +223 79 11 34 01) provides a multi-faceted protection response (mental health and psychosocial support, legal services, dignity kits) to IDPs, migrant and refugee survivors of gender-based violence in Douentza. Survivors can call the UNHCR Blue line (+223 80 00 22 44) for assistance.
- The Danish Refugee Council (DRC) (Area Boni; Assimi Toure +223 66 74 75 44 hassim.toure@drc.ngo) provides multi-faceted assistance to migrant survivors of GBV and makes referrals to medical facilities.

Ségou Region

Identification and Outreach

- **CIAUD Canada (Aichatou Yattara; +223 72 58 91 90)** deploys monitors across the Ségou region to identify people on the move and provide information on arrivals on national territory and departures to

neighboring countries. Awareness is raised on protection against en-route risks through the identification and referral mechanism. Monitors refer people with specific needs to the appropriate services.

Access to Asylum Procedures

- People on the move wishing to apply for international protection in Mali should submit an asylum application to the CNCR branch based in Tominian (Fanta Bocoum +223 76 30 76 95; Quartier Préfecture Tominian). The office conducts identification interviews for the Refugee Status Determination (RSD) process in collaboration with UNHCR offices (UNHCR Protection Line +223 82 00 04 38; Blue line: +223 80 00 22 44) in the region before people are transferred to Bamako to complete the RSD procedure.
- CIAUD Canada (Douentza Area; Aichatou Yattara; +223 72 58 91 90) collects data through monitors on trends in mixed movements and protection risks and needs. Forcibly displaced and stateless people wishing to seek asylum in Mali or return to their country of origin or asylum are referred to UNHCR and/or CNCR. Depending on requirements, CIAUD facilitates transfers to Bamako, provides direct assistance and, in cooperation with shelters, organizes short-term accommodation.

Healthcare and Mental Health and Psychosocial Services

- People on the move can resort to the Ségou Regional Hospital (Hôpital Régional Nianankoro Fomba +223 21 32 02 51, Quartier Ségou Médine) for healthcare at their expense.

Child Protection

- UNHCR partner **CIAUD Canada (Aichatou Yattara; +223 72 58 91 90, Douentza)** is raising awareness of child protection issues, including the schooling of children, especially girls, the fight against violence inflicted to children, access to asylum for children, and the sexual exploitation of children. CIAUD also refers children on the move who are survivors of protection incidents to childcare services such as the One Stop Shop, MSF and the Mali Red Cross.

GBV Support Services

- The Danish Refugee Council (**DRC**) (Boubou Diallo +223 78 13 73 09, boubou.diallo, S/C Bamako Quartier Daoudabougou - Faso Kanu) is providing medical supplies for GBV survivors in Ségou as part of an emergency project funded by ECHO and BHA.

Sikasso Region

Identification and Outreach

- CIAUD Canada (Sikasso Ville +223 96 88 88 87; Mahamadou Diawara), UNHCR partner, is deploying monitors across the Sikasso region to identify people on the move and provide information on arrivals on national territory and departures to neighboring countries. Awareness is raised on protection against en-route risks through the identification and referral mechanism. Monitors refer people with specific needs to the appropriate services.
- The NGO West Africa Network (RAO) (Amidou Sacko, RAO Representative, +223 79 55 67 53) conducts the identification of migrant children and youths. RAO does not have an office in the city, but a representative.

Access to Asylum Procedures

- People on the move wishing to apply for international protection in Mali should submit an asylum application to the CNCR branch in Sikasso - National Commission for Refugees; National Supervisor M'pally Sylla +223 76 36 05 20/ 20 29 08 74; branch office manager Modibo Sylla +223 76 22 50 89, Quartier Gouvernorat centre-ville). The office conducts identification interviews for the individual Refugee Status Determination (RSD) process in collaboration with UNHCR offices (UNHCR Protection Line +223 82 00 04 38; Blue line: +223 80 00 22 44) in the region before people are transferred to Bamako to complete the RSD procedure.
- CIAUD Canada (Mahamadou Diawara, Protection Monitor +223 96 88 88 87 Sikasso Ville), UNHCR partner, collects data through monitors on trends in mixed movements and protection risks and needs. Forcibly displaced and stateless people wishing to seek asylum in Mali or return to their country of origin or asylum are referred to UNHCR and/or CNCR. Depending on requirements, CIAUD facilitates transfers to Bamako, provides direct assistance and, in cooperation with shelters, organizes short-term accommodation.

Healthcare and Mental Health and Psychosocial Services

- People on the move can be provided health services of the Sikasso regional hospital (+223 21 62 00 01/ 21 62 03 94, Quartier Wayerma-Sikasso) at their expense.

Child Protection

CIAUD Canada (Sikasso Ville; +223 96 88 88 87 /90 20 50 92; Mahamadou Diawara), UNHCR partner, is raising awareness of child protection issues, including schooling for children, especially girls, combating violence against children, access to asylum for children, and the sexual exploitation of children. CIAUD also refers children on the move who are survivors of protection incidents to childcare services such as the

One Stop Shop, MSF and the Mali Red Cross.

GBV Support Services

- With the support of the NGO Lawyers Without Border (ASF), TRIJEUD - Tribune Jeunes pour le Droit (TRIEUD), (Quartier Sanoubougou1; Amadou Maiga +223 70 24 39 04) provides legal assistance to survivors of GBV on the move, more specifically migrants. TRIJEUD provides legal advice and pays consignment and summons fees (bailiffs) and lawyers' fees for survivors. TRIJEUD also works with the One Stop Center in Sikasso to provide psychological support.
- The **NGO ASDAP** (Quartier Village Can opposite the UNICEF office; Sidi Touré +223 65 56 33 80) manages the **Sikasso One Stop Center** (within CsRéf Sikasso; Mabintou Cissé +223 76 29 52 30 / 69 69 62 21, Quartier Gouvernorat, in front of the Monument Eléphant). They provide psychosocial care (the police is represented, as well as a doctor for consultations, psychologists, and legal care is provided, excluding legal fees). This project was funded by the Spotlight initiative through UNFPA. Funding was discontinued on September 30, 2023; therefore, the NGO has had no funding for OSC management since October 2023. Psychosocial and medical activities continue. Catering for survivors and those accompanying them, as well as payment for prescriptions (covered at 100% until September), have been discontinued. Free medicines (including antibiotics) available at CsRéf are provided to survivors. Survivors pay for unavailable medicines themselves.
- ASDAP also provides legal support through collaboration with Women in Law Droits des Femmes en Afrique (WILDAF), TRIJEUD and the Association of Women Jurists of Mali, as well as two judges who are called in to listen to the survivors and propose options for managing their grievances.
- In terms of health and psychosocial support, the CsRéf is home to two psychosocial agents (including a psychologist), a midwife and two doctors who provide consultations free of charge to survivors using state funds provided by the SWEDD project (Sahel Women's Empowerment and Demographic Dividend Regional Project) granted by the World Bank to the Ministry of Population (Mali). Negotiations are underway between ASDAP and the SWEDD project to work together so that all medicines can be taken care of by SWEDD by February 2024, and that a pharmacy delivers them before payment by SWEDD, given

the urgency related to GBV issues. The funds are available and can be used to reimburse prescriptions starting end January.

Legal Assistance

- With the support of the **NGO Lawyer Without Border (ASF), TRIJEUD - Tribune Jeunes pour le Droit (Quartier Sanoubougou 1; Amadou Maiga +223 70 24 39 04)** supports people on the move, more specifically migrants, and covers all their legal costs in the event of a trial.

Koutiala Region

Identification and Outreach

- CIAUD Canada (Abdramane M. DIALLO, Protection Monitor, +223 77 99 81 60/ 67 57 80 80 abmdiallo@ciaud.ca) is deploying monitors throughout the commune of Koutiala to identify people on the move and provide information on arrivals on national territory and departures to neighboring countries. Awareness is raised on protection against en-route risks through the identification and referral mechanism. Monitors refer people with specific needs to the appropriate services.

Access to Asylum Procedures

- People on the move wishing to apply for international protection in Mali should submit an asylum application to the CNCR branch in Sikasso (**National Commission for Refugees - National Supervisor M'pally Sylla +223 76 36 05 20/ 20 29 08 74 Sikasso branch office manager Modibo Sylla +223 76 22 50 89**). The office conducts identification

interviews for the Refugee Status Determination (RSD) process in collaboration with UNHCR offices (UNHCR Protection Line +223 82 00 04 38; Blue line: +223 80 00 22 44) in the region before people are transferred to Bamako to complete the RSD procedure.

- UNHCR partner CIAUD Canada (Abdramane M. Diallo, Protection Monitor, +223 77 99 81 60/ 67 57 80 80, abmdiallo@ciaud.ca, S/C Bamako, Hamdallaye) collects data through monitors on trends in mixed movements and protection risks and needs. Forcibly displaced and stateless people wishing to seek asylum in Mali or return to their country of origin or asylum are referred to UNHCR and/or CNCR. Depending on requirements, CIAUD facilitates transfers to Bamako, provides direct assistance and, in cooperation with shelters, organizes short-term accommodation.

Healthcare and Mental Health and Psychosocial Services

- People on the move can benefit from the services of the Reference Health Center (CsRéf) (Qartier Ouloguème) at their expense.

Child Protection

- CIAUD-Canada (Abdramane M. Diallo +223 77 99 81 60/ 67 57 80 80, abmdiallo@ciaud.ca) is raising awareness of child protection issues such as school enrolment for children, especially girls, combating violence against children, access to asylum for children, and the sexual exploitation of children. CIAUD also refers children on the move who are survivors of protection incidents to childcare services such as the One Stop Shop, MSF and the Mali Red Cross.

Gao Region

Identification and Outreach

- UNHCR partner **CIAUD Canada – (Malick Toure, office manager, +223 79 08 69 49, Château Secteur 3)** is deploying monitors across the Gao region to identify people on the move and provide information on arrivals on national territory and departures to neighboring countries. Awareness is raised on protection against en-route risks through the identification and referral mechanism. Monitors refer people with specific needs to the appropriate services. In Gao, CIAUD also provides food and NFI kits, transport and healthcare for forcibly displaced and stateless people.
- The **Mali Red Cross (MRC) (Kisso Abdoulaye Cisse, +223 78 77 34 35, Quartier Château)** has 2 humanitarian service points, including 1 at the MRC office and another in N'tahaka, in the gold mining zone, which have been set up to refer vulnerable people on the move, particularly pregnant women and adults who cannot be cared for in shelters. Basic needs assessments are undertaken by CRM agents. Assistance in the form of hygiene kits and NFI (clothing) is offered to migrants, refugees, and IDPs only at the various service points. The NGO conducts awareness campaigns targeting migrants, refugees, IDPs and host populations, but does not include refugees and asylum seekers.

Access to Asylum Procedures

- People on the move wishing to apply for international protection in Mali should submit an asylum application to the CNCR branch in Gao (National Commission for Refugees - National Supervisor M'pally Sylla +223 76 36 05 20/ 20 29 08 74); branch office manager Gao Oumar Ibrahim Maiga + 223 79 41 39 24 **Quartier Château**). The office conducts identification interviews for the Refugee Status Determination (RSD) process in collaboration with UNHCR offices (UNHCR Protection Line +223 82 00 04 38; Blue line: +223 80 00 22 44) in the region before people are transferred to Bamako to complete the RSD procedure.
- CIAUD Canada (Abdramane M. Diallo +223 77 99 81 60/ 67 57 80 80, abmdiallo@ciaud.ca) collects data through monitors on trends in mixed movements and protection risks and needs. Forcibly displaced and

stateless people wishing to seek asylum in Mali or return to their country of origin or asylum are referred to UNHCR and/or CNCR. Depending on requirements, CIAUD facilitates transfers to Bamako, provides direct assistance and, in cooperation with shelters, organizes short-term accommodation.

Shelter

- La Maison du Migrant (+223 83 31 33 08/ 62 30 06 87, maisonmigrantgao@gmail.com) is a reception center built by the NGO Caritas Mali and is part of the diocese of Gao. The center provides shelter and moral support to people on the move. It provides basic health services and makes referrals to UNHCR, IOM and other technical services. The center conducts radio awareness campaigns, and organizes information sessions for heads of transport agencies, local populations and authorities, to encourage the referral of migrants and other people on the move. The center has a centrally located building with several rooms available, including a section dedicated to unaccompanied and separated children, and another one to single mothers with their children. It has a capacity of 100 places for men and 150 for women.
- Center Direy Ben (Mr. Mahamoudou DICKO (+223 73 33 09 92/ 64 60 35 82, casesmigrantsgaomali@yahoo.com, Quartiers Château and Aldjanabanja) is a structure created by former migrants with a capacity of around 200 men and up to 250 women. The center provides services for people on the move, including accommodation, information, orientation and food.
- The Regional Directorate for Civil Protection (DRPC) (Tandina Moussa, +223 79 37 75 08, Quartier: Attiékébougou) provides accommodation for 200 men and a building for around 40 women, accessible to people on the move regardless of their status. The DRPC also provides healthcare for people on the move, mental health and psychosocial support.
- The Regional Directorate for the Promotion of Women, Children and the Family (RDPWCF), (Ely Camara, +223 76 37 69 54, Quartier Château) has been providing information, family reunification and medical care for victims of trafficking on the move since 2023, following the end of the project that had been managed by DRC until 2022.

Healthcare and Mental Health and Psychosocial Services

- The Volunteers of the Mali Red Cross (CRM) (Kisso Abdoulaye Cisse +223 78 77 34 35, Quartier Château) only refer people on the move with war injuries (Lifesaving) to public hospitals such as the Gao Regional Hospital, also supported by the ICRC. People should first complete a referral form, which they submit to the hospital. CRM also refers people to shelters and for legal advice, restoring family ties (RFT) including the reunification of unaccompanied children and vulnerable adults, advice on migrants and refugees' rights and RFT awareness, and assists in the distribution of basic essentials (non-food items, food, hygiene kits, WASH, etc.).

Child Protection

- The **One-Stop-Shop Gao (Ichiaka Maouloud, +223 76 02 55 98, Quartier Château)** is a local service of the Ministry of Social Development as part of a Helvetas-Terre des Hommes-GIZ consortium under Migrant Children and Youths (EJF) project. The One Stop Shop is a state-run shelter for children in difficulty, on the move and/or unaccompanied, as well as for emergency care. It employs community relays, social workers and a case manager. Temporary shelter is provided for a maximum of five nights, with a capacity of 2 rooms divided between boys and girls, including 12 beds. Children are then referred to a CTO or foster family. Food assistance as well as mental health and psychosocial support is provided through health providers. More complex cases are referred to the government health services.
- The Transit and Orientation Center (CTO) under the Regional Directorate for the Promotion of Women, Children and the Family (Ms. Kadiadia GUINDO, +223 76 18 67 35, Château) takes in around 15 girls and 35 boys for around three months. Services provided include accommodation, food, clothing and sanitation. For more complex cases, people are referred to health centers with which the CTO has signed agreements, covering the costs itself. The center also takes in children on the move associated with armed conflicts.

GBV Support Services

- One Stop Center Gao located within Reference Health Center (CSRef) in Gao and managed by NGO Health (Fatoumata Maiga +223 73 28 18 70) provides multi-faceted assistance to survivors of GBV who are refugees, migrants, IDPs or from host communities. Services provided include healthcare by a gynecologist, pediatrician and general practitioner, tests and medicines, with all the costs covered by UNFPA (Hadjia Moulaya +223 60 67 38 86/ 82 31 17 48). Survivors can also receive psychosocial support from a UNFPA psychologist and a Médecins du Monde psychologist. Finally, UNFPA **works** with the Association of Women Jurists of Mali to support GBV survivors' legal claims.

Timbuktu and Gossi Region

Identification and Outreach

- UNHCR partner **CIAUD** Canada (Moussa Oumar +223 79 36 93 63, Hambangou Secteur Sans Fil ¹) is deploying monitors throughout the Timbuktu region, notably in the center, Ber, Goundam, Gossi and Léré, to identify people on the move and provide information on arrivals on national territory and departures to neighboring countries. Awareness is raised on protection against en-route risks through the identification and referral mechanism. Monitors refer people with specific needs to the appropriate services.
- Mali Red Cross (Makan Boubacar Sissaso, +223 69 77 66 70, Quartier Banguetaba) has 2 humanitarian service points set up at Bambaramaoude and Timbuktu (within CRM Office) for referrals of vulnerable people on the move, notably pregnant women and adults who cannot be supported in shelters. Basic needs assessments are undertaken by CRM agents. Assistance in the form of hygiene kits and NFI (clothing) is offered to migrants, refugees, and IDPs only at the various service points. The NGO conducts awareness campaigns targeting migrants, refugees, IDPs and host populations, but does not include refugees and asylum seekers.

¹ The NGO CIAUD-Canada is also present in the cercles of Gossi, Goundam and Ber.

Access to Asylum Procedures

- People on the move wishing to apply for international protection in Mali should submit an asylum application to the CNCR branch based in Gossi Ville - National Commission for Refugees (National Supervisor M'pally Sylla +223 76 36 05 20/ 20 29 08 74); Ousmane Fassoukoye +223 75 14 08 41). The office conducts identification interviews for the Refugee Status Determination (RSD) process in collaboration with UNHCR offices (UNHCR Protection Line +223 82 00 04 38; Blue line: +223 80 00 22 44) in the region before people are transferred to Bamako to complete the RSD procedure.
- UNHCR partner CIAUD Canada (Abdramane M. Diallo, Protection Monitor, +223 77 99 81 60/ 67 57 80 80 abmdiallo@ciaud.ca) collects data through monitors on trends in mixed movements and protection risks and needs. Forcibly displaced and stateless people wishing to seek asylum in Mali or return to their country of origin or asylum are referred to UNHCR and/or CNCR. Depending on requirements, CIAUD facilitates transfers to Bamako, provides direct assistance and, in cooperation with shelters, organizes short-term accommodation.

Shelter

- The Civil Protection Directorate (Hubert Nouhoum Diakite +223 76 34 56 86 Hambangou Secteur Sans Fil) has a reception center for people on the move. It includes four rooms with six beds each, one of which is intended for women. HCR provides occasional support in the form of NFI kits.
- The Association for Sustainable Development of Sahel Refugees (ADDR) (Mahmoud ASCOFARE, +223 76029149, Quartier Hambangou Secteur Sans Fil) has replaced AEJT in Timbuktu for accommodation and catering of migrants. Under IOM funding, Ousmane Maiga +223 70 48 54 70, ousmaiga@oim.int, acisse@oim.int), ADDR has two accommodation centers, the first with a capacity of 60 people for children, women and medical cases, and the second with a capacity of 100 places for men. Services include food, healthcare and psychosocial support, dignity kits and individual WASH kits, assistance with voluntary return, reintegration assistance, cash intervention (CBI) for Malian migrants whose return has been facilitated by IOM, awareness-raising, and monitoring of migratory flows. These activities target migrant

women, migrants who were expelled or stranded on movement routes, sick migrants, Malian migrants repatriated by IOM, unaccompanied and separated migrant children, migrants in vulnerable situations, and victims of human trafficking. Refugees and asylum seekers can be provided services including food, and take in, listening and guidance for survivors of abuse and exploitation.

Healthcare and Mental Health and Psychosocial Services

- The Mali Red Cross volunteers (Adama SAGARA +223 75 07 43 77/ 67 79 37 89, Hambangou Secteur Sans Fil) refer people on the move who need medical assistance to public hospitals such as the Centre de Santé de Référence (Reference Health Center) (CsRéf) in Sarakéna, with which CRM has signed agreements. People should first complete a referral form, which they submit to the hospital. CRM also provides psychosocial support, hygiene kits, restoration of family ties and advice (referrals for those wishing to apply for international protection).
- The Association for Strengthening Community Initiatives in the Sahel (ARIC -Sahel) (Ibrahima Dicko +223 93 29 07 31, ibrahimdicko923@gmail.com, Hambangou Secteur Sans Fil) provides food support, healthcare, referrals, awareness-raising and dignity kits to people on the move in the Timbuktu region. Supported by Spanish cooperation until December 2024, ARIC is partnering with the Bellafarandji Community Health Center (CsCOM) in Timbuktu. The NGO provides healthcare that does not require major surgery (small wounds caused by the journey, malaria, etc.), as well as medicines for people on the move. For treatments requiring surgery or travel to Bamako, ARIC makes referrals to the ICRC.

Child Protection

- The One -Stop-Shop (Baba Samber Maiga +223 91 49 56 19, Hambangou Secteur Sans Fil) is a local service of the Ministry of Social Development within the framework of a Helvetas-Terre des Hommes-

GIZ² ATDED and AMDH consortium under the Migrant Children and Youths (EJF) project. The One Stop Shop is a state-run shelter for children in difficulty, on the move and/or unaccompanied, as well as for emergency care. It employs community relays, social workers and a case manager. Temporary accommodation is provided for a maximum of five nights, with a capacity of two rooms divided between boys and girls, including 5 beds. Children are then referred to a CTO or foster family. Food assistance as well as mental health and psychosocial support is provided through health providers. More complex cases are referred to the government health services.

- The Transit and Orientation Center (CTO) (Bakari Mariko +223 76 72 01 17; Mohamed Ag Ibrahim +223 79 11 07 44, Hambangou Secteur Sans Fil) is a center run by the Regional Directorate for the Promotion of Women, Children and the Family for stays of up to six months, with a capacity of 20 places. It provides food assistance, healthcare and psychosocial support. The Center has not been operational since March 2023. However, UNICEF plans to reopen it under its own initiative.

GBV Support Services

- The Malian Association for Survival in Sahel (AMSS) assists girls and women who approach the One Stop Center (Mohamed Abdoulaye; +223 79 86 84 52; mabdoulaye@unfpa.org; Amintou Hamadou; +223 79 30 66 65; amintou.hamadou@gmail.com, Quartier Hôpital Régional de Tombouctou). Services provided by AMSS include GBV case management and psychosocial support. These activities are funded by UNFPA under the Debbo Alafia program, which aims to improve access to rights and healthcare for girls and women on the move. The program will run until June 2024.

Kayes Region

Identification and Outreach

- The General Delegation of Malians from Abroad (DGME) of the Ministry for Malians Established Abroad and African Integration (Fili Camara, branch office manager Gogui **+223 69 14 26 76**) takes in, orients and informs returning Malian migrants, and provides support in terms of transport costs to their places of origin and a lump sum to cover food during the journey.
- Caritas Mali (Etienne Honoré, **+223 76 91 15 35**, etiennehonoretoe@gmail.com, Quartier Bencouda) has mobile teams to identify vulnerable people on the move. They also distribute hygiene products and provide one-off food assistance through vouchers. Hostels have been identified to be used for short stays. Mobile teams have been trained in mental health and psychosocial support, legal advice, social assistance and referral mechanisms.
- UNHCR partner CIAUD Canada (Seydou Diallo **+223 71 52 51 26**, Kayes Ville et Gogui) is deploying monitors across the Kayes region to identify people on the move and provide information on arrivals on national territory and departures to neighboring countries. Awareness is raised on protection against en-route risks through the identification and referral mechanism. Monitors refer people with specific needs to the appropriate services.
- The Mali Red Cross (CRM) (**+223 79 17 16 37/ 66 79 27 65**, Gogui, Kayes Ville and Diboli) has 3 humanitarian service points, including 1 in Kayes center, 1 in Diboli- Senegalese border and 1 in Gogui- Mauritanian border, set up to refer vulnerable people on the move, particularly pregnant women and adults who cannot be cared for in shelters. Basic needs assessments are undertaken by CRM agents to facilitate referrals to institutions providing more specialized services such as lawyers for legal advice. Assistance in the form of hygiene kits and NFI (clothing) is offered to migrants refugees, and IDPs only at the various service points. The NGO raises awareness through information sessions or spots aimed at migrants, refugees, IDPs and host populations, but does not include refugees and asylum seekers.

Access to Asylum Procedure

- People on the move wishing to apply for international protection in Mali should submit an asylum application to the CNCR Kayes office (Ali Ba, **+223 75 24 25 15** / HCR Mamadou Sidibe, **+223 75 95 06 90**, Quartier Bencouda). The office conducts identification interviews for the Refugee Status Determination (RSD) process in collaboration with UNHCR offices (UNHCR Protection Line **+223 82 00 04 38**; Blue line: **+223 80 00 22 44**) in the region before people are transferred to Bamako to complete the RSD procedure.
- UNHCR partner CIAUD Canada - (Nadiath ASSANI **+223 72 63 61 17**, nassani@ciaud.ca, Quartier Kayes center, S/C Bamako) collects data from monitors on trends in mixed movements and protection risks. Forcibly displaced and stateless people wishing to seek asylum in Mali or return to their country of origin or asylum are referred to UNHCR and/or CNCR. According to requirements, CIAUD facilitates transfers to Bamako, provides direct assistance and, in cooperation with reception centers, organizes short-term accommodation.

Shelter

- Caritas Kayes (Bencouda Area; **+223 76 91 15 35**; Etienne-Honore; etiennehonoretoe@gmail.com) has a 35-place reception center, a dozen of which are dedicated for women on the move. The length of stay is limited to 3 days, and basic needs are covered by IOM.
- The General Directorate for Malians from Abroad (DGME); Fili Camara; **+223 69 14 26 76**) has an IOM-funded center for the reception and orientation of returning migrants and Malians in Kayes. It has been operational since June 2023; however, accommodation is not yet provided. A focal point has been set up to raise awareness of irregular movement. The DGME plans to build a dormitory with facilities by June 2024. The expected capacity of the dormitory is 50 beds, 20% of which will benefit women.

Healthcare and Mental Health and Psychosocial Services

- The Mali Red Cross volunteers for Gogui, Kayes Ville and Diboli (+223 79 17 16 37/ 66 79 27 65, crmaliienne@croix-rouge.ml) refer people on the move in need of medical assistance in basic healthcare and psychosocial services, including serious psychological and psychiatric cases, to the Fousseyni Daou hospital in Kayes (+223 21 52 38 83/ 21 52 12 32). People should first complete a referral form, which they submit to the hospital. CRM also refers people to shelters and for legal advice, restoring family ties (RFT) including the reunification of unaccompanied children and vulnerable adults, advice on migrants' rights and RFT awareness, and assists in the distribution of basic essentials (non-food items, food, hygiene kits, WASH etc.). Since early 2023, CRM has been operating under CIRC funding.

Child Protection

- The **One-Stop-Shop Kayes (Baba Samber Maiga +223 91 49 56 19, Hambangou Secteur Sans Fil)** is a local service of the Ministry of Social Development as part of a Helvetas-Terre des Hommes-GIZ³ ATDED and AMDH consortium under Migrant Children and Youths (EJF) project. The One Stop Shop is a state-run shelter for children in difficulty, on the move and/or unaccompanied, as well as for emergency care. It employs community relays, social workers and a case manager. Temporary accommodation is provided for a maximum of five nights, with a capacity of 2 rooms divided between boys and girls, including 5 beds. Children are then referred to a CTO or foster family. Food assistance as well as mental health and psychosocial support is provided through health providers. More complex cases are referred to the government health services.

Nioro Region

Identification and Outreach

- UNHCR partner CIAUD Canada (Seydou Diallo +223 71 52 51 26, Kayes Ville and Gogui) is deploying a monitor across the town of Gogui to identify people on the move and provide information on arrivals on national territory and departures to neighboring countries. Awareness is being raised on protection against en-route risks through the identification and referral mechanism. Monitors refer people with specific needs to the appropriate services.
- The General Delegation of Malians from Abroad (DGME) of the Ministry for Malians Established Abroad and African Integration (Fili Camara, branch office manager +223 69 14 26 76) provides take in, guidance and information to returning Malian migrants in Gogui, in the Nioro region. It covers the cost of transport to the localities of origin and provides a lump sum to cover food during the trip.

Access to Asylum Procedures

- People on the move wishing to apply for international protection in Mali should submit an asylum application to the CNCR Kayes branch (National Commission for Refugees - Ali Ba, +223 75 24 25 15 / HCR Mamadou Sidibe, +223 75 95 06 90, Quartier Bencouda). The office conducts identification interviews for the Refugee Status Determination (RSD) process in collaboration with UNHCR offices (UNHCR Protection Line +223 82 00 04 38; Blue line: +223 80 00 22 44) in the region before people are transferred to Bamako to complete the RSD procedure.
- Monitors from CIAUD Canada (Seydou Diallo +223 71 52 51 26, Kayes Ville and Gogui) collect data on trends in mixed movements, risks and protection needs. Forcibly displaced and stateless people wishing to seek asylum in Mali or return to their country of origin or asylum are referred to UNHCR and/or CNCR. Depending on requirements, CIAUD facilitates transfers to Bamako, provides direct assistance and, in cooperation with shelters, organizes short-term accommodation.

Healthcare and Mental Health and Psychosocial Services

- People on the move can resort to health services at the **Reference Health Center (CsRéf) de Nioro** at their expense.

Kidal Region

Identification and Outreach

- UNHCR partner **CIAUD Canada (Bayo Ag Alhassane +223 76 79 93 14/ 66 26 76 91, Quartier Kidal center, Ibrahim Ag Hamed Alousseini +223 83 66 93 77, Tessalit)** is deploying monitors across the Kidal region to identify people on the move and provide information on arrivals on national territory and departures to neighboring countries. Awareness is raised on protection against en-route risks through the identification and referral mechanism. Monitors refer people with specific needs to the appropriate services.
- Volunteers from the **Mali Red Cross (CRM) (Makan Boubacar Sissao +223 69 77 66 70, Kidal Ville and Tessalit)** are mobilizing in “hotspots” such as train stations and reception centers to identify people on the move in need of medical assistance, including the commune of Tessalit. The CRM has 4 humanitarian service points in Kidal, including 1 in Kidal Ville in CRM Office, 1 in Tanhadac, 1 in Tessalit and 1 mobile covering the towns of Tinzawaten and Tahalandak towards the Algerian border, set up for referrals of vulnerable people on the move, notably pregnant women or adults who cannot be cared for in shelters. Basic needs assessments are undertaken by CRM agents to facilitate referrals to institutions offering more specialized services such as lawyers for legal advice. Assistance in the form of hygiene kits and NFI (clothing) is offered to migrants, refugees, and IDPs only at the various service points. The NGO raises awareness through information sessions or spots aimed at migrants, refugees, IDPs and host populations, but does not include refugees and asylum seekers.

Access to Asylum Procedures

- People on the move wishing to apply for international protection in Mali should submit an asylum application to the **CNCR branch in Menaka – (National Commission for Refugees Abdoulaye Ag Saguidoune +223 90 78 15 47, Quartier Ménaka Ville – Gouvernorat)**. The office conducts identification interviews for the individual Refugee Status Determination (RSD) process in collaboration with UNHCR offices (UNHCR Protection Line +223 82 00 04 38; Blue line +223 80 00 22 44) in the region before people are transferred to Bamako to complete the RSD procedure.
- Monitors from CIAUD Canada (Oumar Ag Inguida +223 74 89 83 40; Aicha Walet Oumar, +223 99 33 44 63/ 78 36 45 90, Inhalid, Quartier Tinza Mali) collect data on trends in mixed movements, risks and protection needs. Forcibly displaced and stateless people wishing to seek asylum in Mali or return to their country of origin or asylum are referred to UNHCR and/or CNCR. Depending on requirements, CIAUD facilitates transfers to Bamako, provides direct assistance and, in cooperation with shelters, organizes short-term accommodation.

Healthcare and Mental Health and Psychosocial Services

- Volunteers from the **Mali Red Cross (CRM) (Mohamed Ag Akly; +223 71 03 09 07/ 89 67 96 63, Kidal Ville)** refer people on the move in need of medical assistance to public hospitals such as the Centre de Santé de Référence (Reference Health Center) (CsRéf) in Kidal, with which the CRM has signed agreements. People should first complete a referral form, which they submit to the hospital. Since the beginning of 2023 the CRM has been running a support project in collaboration with IOM distributing shelter kits and NFI to IDPs only. Since early 2023, Mali Red Cross operated with ICRC funds.

Legal Assistance

- **The Regional Directorate of the Ministry for the Promotion of Women, Children and the Family (DRPFEF) (Yolo Olbanou +223 76 81 34 50, Quartier Etambar)** provides information services, family reunification, and financial support for medical care for victims of trafficking on the move in the Kidal Ville Etambar region, covered by public health centers in the area.

Ménaka Region

Identification and Outreach

- UNHCR's partner **CIAUD Canada (Ibrahim Cisse; +223 75 11 74 95)** is deploying monitors across the Ménaka region to identify people on the move and provide information on arrivals on national territory and departures to neighboring countries. Awareness-raising activities are carried out on protection against en-route risks through the identification and referral mechanism. Monitors refer people with specific needs to the appropriate services.

Access to Asylum Procedures

- People on the move wishing to apply for international protection in Mali should submit an asylum application to the CNCR branch in Ménaka (**National Commission for Refugees - Ag Saguidoune +223 90 78 15 47, Quartier Ménaka Ville - Gouvernorat**). The office conducts identification interviews for the individual Refugee Status Determination (RSD) process in collaboration with UNHCR offices (**UNHCR Protection Line +223 82 00 04 38; Blue line: +223 80 00 22 44**) in the region before people are transferred to Bamako to complete the RSD procedure.
- UNHCR partner **CIAUD Canada (Ibrahim Cisse; +223 75 11 74 95)** collects data through monitors on mixed movement trends and protection risks. Forcibly displaced and stateless people wishing to

seek asylum in Mali or return to their country of origin or asylum are referred to UNHCR and/or CNCR. According to requirements, CIAUD facilitates transfers to Bamako, provides direct assistance and, in cooperation with reception centers, organizes short-term accommodation.

Healthcare and Mental Health and Psychosocial Services

- The **Regional Health Directorate (DRS) of Ménaka (+223 73 34 60 20, Quartier Ménaka 1)** is partnering with the ICRC to provide medical supplies to the 4 Health Centers (CsRéf) of Ménaka. The ICRC provides medical care for children aged 0 to 5 and war wounded.

Child Protection

- **Malian Association for Survival in Sahel (AMSS) - (Quartier Touloup-Ancien Guest IRC; +223 76 14 07 97; Baba Ould Hamdi; Blue line (UNHCR) +223 80 00 22 44)**, UNHCR partner, assists vulnerable refugee and repatriated children (unaccompanied and separated) . AMSS handles civil documentation (birth certificates and suppletive judgments) for refugee, repatriated and host community children in Ménaka. The NGO also covers the transportation of sick children to the Ménaka CsRéf. In addition, AMSS runs resilience-building recreational activities for children aged 3 to 6 on the one hand, and 7 to 12 on the other. AMSS also provides food kits to families with acutely or severely malnourished children under one year of age.
- The **NGO Research Action Group for Local Development (Zeïnabou Ousmane +223 77 93 08 19, Ménaka 3)** manages 13 child friendly spaces in Ménaka. It organizes awareness and recreational activities for vulnerable children, including survivors of violence, and unaccompanied and separated children refugees, also involved in mixed movements. It supports income-generating activities for child survivors of GBV and victims of trafficking.

GBV Support Services

- UNHCR partner **AMSS (Quartier Touloup-Ancien Guest IRC; +223 76 14 07 97; Baba Ould Hamdi; Blue line (UNHCR) +223 80 00 22 44)** provides healthcare to refugee and returnee survivors of GBV in Ménaka. Services include healthcare and psychosocial support provided through the One Stop Center (OSC) located within the Ménaka Referral Health Center. The OSC has a team consisting of a case manager, a psychologist, a midwife, 2 doctors and a police officer. Dignity kits are distributed. Medical monitoring of GBV cases is carried out by a nurse who refers them to the care providers. AMSS deploys mobile means to take them to the Centre de Santé de Référence (Reference Health Center) (CsRéf), where it covers consultations and prescriptions. AMSS can also be contacted via the UNHCR Blue line +223 80 00 22 44 or through the UNHCR. AMSS assists GBV survivors in accessing legal and protection services.

San Region

Identification and Outreach

- UNHCR partner **CIAUD Canada (Aichatou Yattara +223 72 58 91 90)** is deploying monitors across Tominian, Madiakuy and Benena to identify people on the move and provide information on arrivals on national territory and departures to neighboring countries. Awareness is raised on protection against en-route risks through the identification and referral mechanism. Monitors refer people with specific needs to the appropriate services.

Access to Asylum Procedures

- People on the move wishing to apply for international protection in Mali should submit an asylum application to the **CNCR branch base in Tominian - National Commission for Refugees; Fanta Bocoum +223 76 30 76 95, Quartier Préfecture Tominian).** The office conducts

identification interviews for the Refugee Status Determination (RSD) process in collaboration with UNHCR offices (UNHCR Protection Line +223 82 00 04 38; Blue line: +223 80 00 22 44) in the region before people are transferred to Bamako to complete the RSD procedure.

- UNHCR partner **CIAUD Canada (Aichatou Yattara, +223 72 58 91 90)** collects data through monitors on mixed movement trends and protection risks in the cercles of Tominian, Madiakuy and Benena. Forcibly displaced and stateless people wishing to seek asylum in Mali or return to their country of origin or asylum are referred to UNHCR and/or CNCR. Depending on requirements, CIAUD facilitates transfers to Mopti or Bamako as needed, provides direct assistance and, in cooperation with available accommodation centers near the region (especially in Mopti), organizes short-term shelter.

Healthcare and Mental Health and Psychosocial Services

- People on the move can benefit from health services at the **Reference Health Center (CsRéf) of San (+223 21 37 21 12, Quartier Bagadadji, 450 m from the San big mosque)** at their expense.

Child Protection

- UNHCR partner **CIAUD Canada (Aichatou Yattara +223 72 58 91 90)** is raising awareness of child protection issues in Tominian, Madiakuy and Benena, focusing on schooling for children, especially girls, combating violence against children, on access to asylum for children, and the sexual exploitation of children. CIAUD also refers children on the move who are survivors of protection incidents to childcare services such as the One Stop Shop, MSF and the Mali Red Cross.

Bandiagara Region

Identification and Outreach

- UNHCR partner **CIAUD Canada (Aichatou Yattara +223 72 58 91 90)** is deploying monitors across the Bandiagara commune to identify people on the move and provide information on arrivals on national territory and departures to neighboring countries. Awareness is raised on protection against en-route risks through the identification and referral mechanism. Monitors refer people with specific needs to the appropriate services.

Access to Asylum Procedures

- People on the move wishing to apply for international protection in Mali should submit an asylum application to the **CNCR branch base in Koro - National Commission for Refugees, Amadou Toumani Toure +223 76 27 49 27, Quartier Koro Ville)**. The branch conducts identification interviews for the Refugee Status Determination (RSD) process in collaboration with UNHCR offices (UNHCR Protection Line +223 82 00 04 38; Blue line: +223 80 00 22 44) in the region before people are transferred to Bamako to complete the RSD procedure.
- UNHCR partner **CIAUD Canada (Aichatou YATTARA, Office Manager, +223 72 58 91 90, S/C Mopti Sévaré Millionkin)** collects data from monitors on trends in mixed movements and protection risks. Forcibly displaced and stateless people wishing to seek asylum in Mali or return to their country of origin or asylum are referred to UNHCR and/or CNCR. Depending on requirements, CIAUD facilitates transfers to Bamako, provides direct assistance and, in cooperation with shelters, organizes short-term accommodation.

Healthcare and Mental Health and Psychosocial Services

- MSF-E - Médecins Sans Frontières Spain, (Fatoumata Touré, Protection**

Officer, +223 75 03 73 28, Baye and Bondo) assists people on the move who are survivors of GBV and VoTs by providing general care, mental health support and first aid.

Child Protection

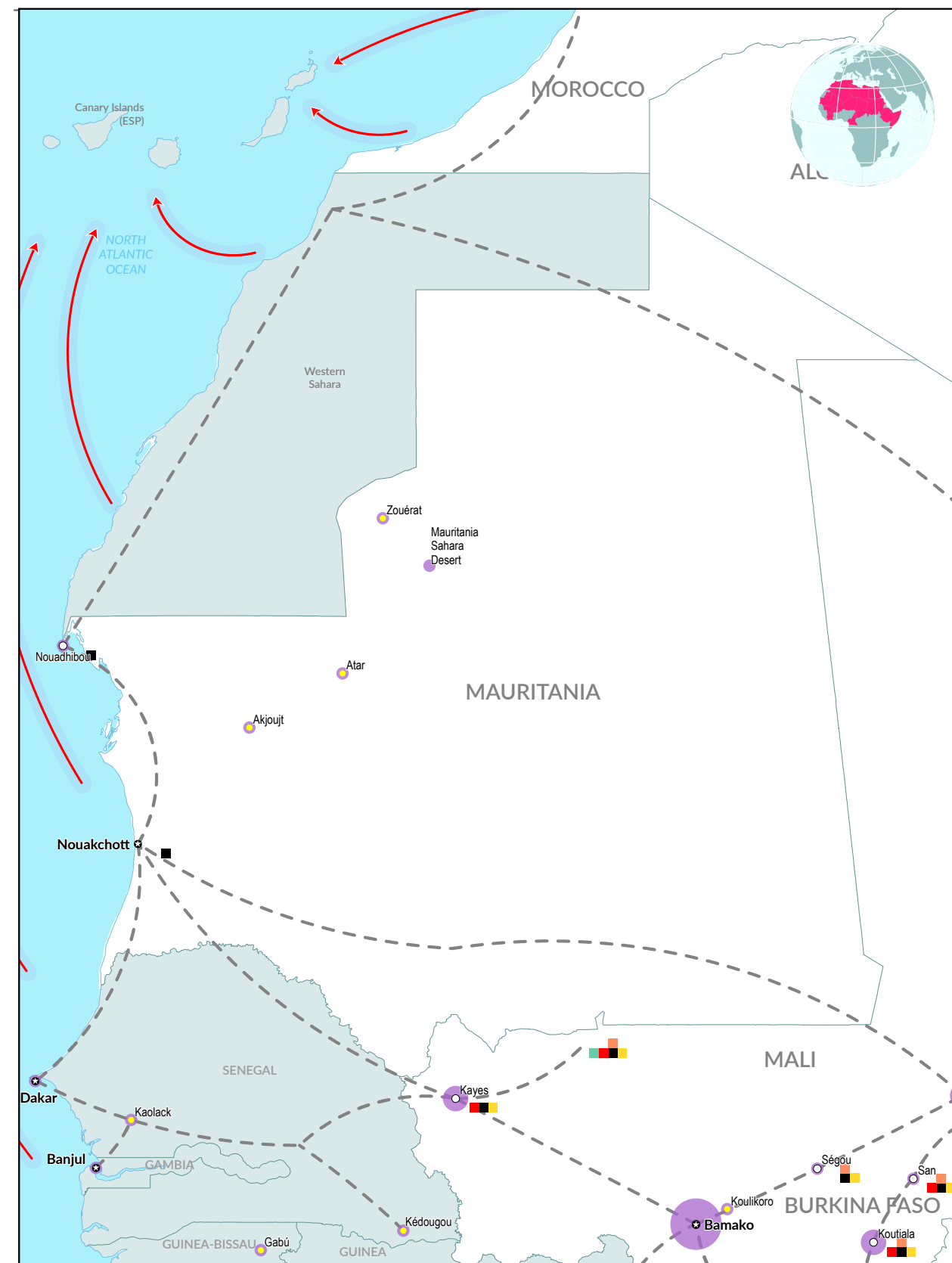
- UNHCR’s partner **CIAUD Canada - (Aichatou Yattara +223 72 58 91 90, S/C Mopti)** is raising awareness of child protection issues such as school enrolment for children, especially girls, combating violence against children, access to asylum for children, and the sexual exploitation of children. CIAUD also refers children on the move who are survivors of protection incidents to childcare services such as the One Stop Shop, MSF and the Mali Red Cross.

REGION	IDENTIFICATION & OUTREACH	ACCESS TO ASYLUM PROCEDURES	SHELTER	HEALTHCARE & MHPSS	CHILD PROTECTION	GBV SUPPORT SERVICES	SERVICES FOR VOTS	LEGAL ASSISTANCE
Bamako	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Region to Mopti	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Region de Douentza	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Region de Segou	Yes	Yes	No	Yes	Yes	Yes	No	No
Region de Sikasou	Yes	Yes	No	Yes	Yes	Yes	No	Yes
Region de Koutiala	Yes	Yes	No	Yes	Yes	No	No	Yes
Region de Gao	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Region to Timbuktu et de Gossi	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Region de Kayes	Yes	Yes	Yes	Yes	Yes	No	No	Yes
Region de Nioro	Yes	Yes	No	Yes	No	No	No	Yes
Region de Kidal	Yes	Yes	No	Yes	No	No	No	No
Region to Menaka	Yes	Yes	No	Yes	Yes	No	No	Yes
Region de San	Yes	Yes	No	Yes	Yes	No	No	Yes
Region de Bandiagara	Yes	Yes	No	Yes	Yes	No	No	Yes



Map of Missing Protection Services

as of December 2023



The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

MAURITANIA

Most people on the move enter Mauritania by land. Recently, however, there has been an increased movement of people by sea, in particular boats leaving Senegal for the Canary Islands via Mauritanian waters. The main entry points on the land route are Rosso, on the border with Senegal, and Gogui Zema, Hodh el Gharbi and Hodh el Chargui, on the border with Mali.

The Mbera camp, which was hosting 89,385 registered Malian refugees as of the end of November 2023, is at 50 km from the Douankara border point, in the extreme south-east of Mauritania. In view of the deteriorating security situation in Mali, UNHCR in Mauritania, in collaboration with other UN agencies and partner organizations, has stepped up its preparedness to respond to any increase of arrival of new refugee flows, particularly in the Hod Chargui region bordering Mali. A contingency plan for the influx of refugees, which provides for the arrival of 50,000 Malian refugees, is being finalized as part of these multi-party efforts.

In urban areas, around half the people coming to Mauritania are from the Sahel and other West African countries, and one third from Sahelian countries. A percentage of people who enter Mauritania continue their journey further north or to the Canary Islands to reach Europe. Most of the people coming to Mauritania therefore wish to stay in order to seek economic opportunities and/or access asylum in Mauritania.

In 2023, irregular sea departures to the Canary Islands were mainly from the capital Nouakchott. Although the number of departures from Mauritania was low, there has been an increase in interception operations at sea near the Mauritanian coast, as well as landings of people from neighboring countries. UNHCR has received information that 2,398 people disembarked in 2023, most of whom began their journey outside Mauritania, mainly from Senegal.

Sea journeys to the Canary Islands can take four days or more depending on the point of departure, with a high risk of shipwreck or drifting at sea for days, leaving passengers stranded without food or water and with serious medical needs. Along the Atlantic route through Mauritania, a few incidents of abuse at the

hands of smugglers were also reported, including extortion and physical abuse.

Nouakchott

Identification and Outreach

- UNHCR is working to identify individuals in need of international protection and makes referrals of other people on the move to partners, including IOM. Information on asylum procedures is disseminated through the various communities, the UNHCR hotline (8000 3000) and its protection office located at the Association for Poverty Alleviation and to Combat Underdevelopment or the International Committee for Relief and Development (CIAUD) (Ilot K, Garage Guinée).
- IOM (iomnouakchott@iom.int, +222 49 43 99 84) is setting up a new system of community mobilizers who will raise awareness and possibly identify migrants in vulnerable situations. Identification is being done through local civil society organizations that come into contact with migrants or are in contact with migrant populations. Migrant communities also refer cases to IOM, as do consulates and embassies. IOM also has a telephone and a WhatsApp number (+222 28 88 89 67) that migrants can call directly. Some migrants are referred to IOM by the authorities, for example in the case of shipwrecks, mainly for medical care. IOM refers people with potential international protection needs to UNHCR.
- The Mauritanian Association for Mother and Child Health (AMSME) (hotline 1013, 49 90 19 31/ 44 06 26 74) and the Association of Female Headed Household (AFCF) +222 22 30 25 27, +222 38 03 00 30) have mobile teams in police brigades. These teams identify GBV survivors and refer them to specialized hospital units.
- Medicos del Mundo Spain (MDM) (+222 45 29 08 76) works with health centers, hospitals, schools, student and youth clubs, and civil society organizations to ensure that agents are able to identify GBV survivors in need of support and refer them to available structures. MDM has four listening and counseling centers in Nouakchott, which are able to provide referrals to specialized units. With the Action association (+222 46 74 93 71, +222 46 41 27 02), MDM also raises awareness in neighborhoods where migrant populations live.

- Mauritanian Red Crescent (Avenue Gamal Abdel Nasser BP: 334; crm@toptechnology.mr, sn_crm@yahoo.fr, (222) 525 12 49/659 24 10/525 12 49), provides information services to refugees and migrants on the risks of irregular movement and available protection services and assistance. The Mauritanian Red Crescent also conducts listening activities, psychosocial support, family ties restoration, cultural and recreational activities.

Access to Asylum Procedures

- In Mauritania, UNHCR conducts registration and RSD. People wishing to apply for international protection in Mauritania can submit their applications to the CIAUD office (Ilot K, Garage Guinée) and will be asked to fill in a registration form. People with special needs are given priority for registration interviews with UNHCR. Asylum-seekers can find out more about their case by visiting the CIAUD protection office, calling the hotline (8000 3000) or sending an e-mail (maunoprt@unhcr.org). Malian refugees are recognized on a prima facie basis in the Mbera camp on the southern border with Mali.
- Vulnerable migrants wishing to return to their country of origin can be provided voluntary return and reintegration assistance (AVRR) by IOM. People not identified as being in need of international protection following UNHCR's assessment, and survivors of shipwrecks on the Atlantic route who, for humanitarian reasons, are not returned to the border by the authorities, can apply for AVRR by IOM.

Shelter

- IOM provides private emergency accommodation to a limited number of vulnerable people, including victims of trafficking (iomnouakchott@iom.int, +222 49 43 99 84), who contact IOM directly or are referred by migrant communities or other stakeholders. As part of IOM's AVRR program, migrants can obtain temporary shelter while waiting to return to their country of origin. IOM provides food support as well, through its partner, the Catholic Mission in Nouakchott, which also distributes

non-food items, as well as through private entities as required. IOM supports local associations such as AFCF and AIFPDEC (Association for Women's Involvement in the Promotion of Democracy and Civic Education), which provide temporary accommodation for migrants (men and women) in Nouakchott.

Mental Health and Psychosocial Support

- IOM (iomnouakchott@iom.int, +222 49 43 99 84) has an agreement with Sheikh Zayed Hospital to cover the cost of treatment and medication for migrants referred there. To access this service, migrants must first be assessed and referred by IOM.
- IOM (iomnouakchott@iom.int, +222 49 43 99 84) has set up a listening center (espace d'écoute) at the AFCF office in partnership with the French Red Cross. The center is open to anyone in need of psychological assistance. Those in need of further psychological or psychiatric assistance can be referred to the Nouakchott Specialized Hospital or to private psychologists, with costs covered by IOM. IOM refers people with potential international protection needs to UNHCR.

Child Protection

- UNICEF supports the Centers for the Protection and Social Inclusion of Children (CPISE), which are state-run day-care centers for children on the move. CPISE is headquartered in Nouakchott and has seven branches for the protection and social inclusion of children on the move in the three wilayas of Nouakchott, Nouadhibou, Aleg, Kiffa and Rosso
- UNICEF also supports One Stop Shop for children with protection needs (including children in mixed movements from other regions of Mauritania or other countries), which make referrals to the right departments, including for GBV and medical services, and supply services as well. There are three One Stop Shops in Nouakchott, Nouadhibou and Rosso, and in Sélibaby.
- IOM (iomnouakchott@iom.int, +222 49 43 99 84) implements

procedures to ensure the best interests of the child are met, and re-establish family ties. In the absence of a reception center in the city of Nouadhibou, IOM and UNHCR are collaborating with the Organization for the Assistance of Migrants and Refugees, which offers its accommodation center to temporarily house the most vulnerable people. IOM works closely with the State's Child Protection and Social Inclusion Centers (CPISE) to place unaccompanied children in need of alternative care. If the children have to return to their country of origin, IOM accompanies them.

GBV Support Services

- Medicos del Mundo Spain (+222 45 29 08 76) supports Special Units for Integrated Medical, Psychosocial and Judicial GBV Management at the Mère Enfant hospital (+222 49 31 34 93) and the Amitié hospital (+222 47 21 19 01). Services are free and open to survivors of sexual violence as well as other types of GBV (including FGM and forced marriage). It provides medical, legal and psychosocial care. The medical unit is staffed by midwives and nurses, who call on the hospital's medical services if necessary. There is a psychosocial assistant who deals with psychosocial support. This is a universal, free service, available 24 hours a day. No identification or other documents are required. However, there are no translation services other than in Mauritanian languages. Social workers from AMSME and AFCF are also on hand to provide psychosocial and legal support, as well as emergency shelter. There are two other units in the regional hospitals of Kiffa and Sélibaby. An additional unit is due to open in Kaedi, in the Gorgol region.

Legal Assistance

- El Insaniya, UNHCR legal partner, (elinsaniya@gmail.com, hotline: + 222 80 00 10 02), provides legal and judicial assistance to people in need of international protection, including cases of administrative detention.
- In the special care units run by Medicos del Mundo Spain (+222 45 29

08 76), support is geared to helping survivors deal with their problems, explaining what a crime is and what their rights are. If the victim wishes to lodge a complaint, he or she is accompanied throughout the procedure. Social workers from AMSME and AFCF provide legal support, working with their lawyers in Nouakchott. In other regions, social workers from the Mauritanian Association for the Promotion of the Family (AMPF) are present.

- IOM provides consular assistance (iomnouakchott@iom.int, +222 49 43 99 84) to migrants needing travel documents for voluntary return, to shipwrecked persons or to persons in administrative detention, to enable them to return to their place of origin or habitual residence. In providing these services, IOM liaises with consulates, upon consent from the persons concerned, to provide information and obtain passports and other personal documents. For nationalities without consular representation in Mauritania, IOM liaises with consulates in Senegal, Morocco or Algeria. IOM refers people with potential international protection needs to UNHCR.
- Irregular migrants in Mauritania can access legal assistance to obtain residence permits and birth certificates for their children born in Mauritania through a partnership between IOM and National Agency of the Populations Register and Secure Identity Documents (ANRPTS).
- IOM and UNHCR advocate alternatives to administrative detention of migrants and coordinate to facilitate case-by-case solutions for refugees, asylum seekers and migrants, particularly women, children, people with injuries or medical conditions, and victims of trafficking.

Nouadhibou

Identification and Outreach

- When granted permission by authorities, UNHCR monitors detention to identify and refers displaced persons to partners, including IOM. Information on asylum procedures is disseminated through the various communities, the UNHCR hotline (8000 3001) and its protection office located at CIAUD (neighbourhood Socogim/Sis à Cité Asecna). Individuals are referred to UNHCR by local authorities, IOM and other actors engaged in protection activities in Nouadhibou, mainly NGOs involved in the Nouadhibou Mixed Movements Coordination Round Table.

- The IOM project (iomnouakchott@iom.int, +222 48 88 11 53) “Aware Migrant” undertakes outreach activities. A communication campaign on the dangers of irregular movement is underway. Migrants in vulnerable situations and in need of assistance are identified and referred to IOM by NGOs and migrant associations, migrant communities and the authorities. In cases of disembarkation, the Mauritanian authorities refer migrants to IOM for food, medical and accommodation assistance, provided by the French Red Cross and the Mauritanian Red Crescent. There is an IOM WhatsApp and telephone number (+222 48 88 11 89) in Nouadhibou which migrants can contact directly to request assistance.
- Medicos del Mundo Spain (MDM, +222 45 29 08 76) works with health centers, hospitals, schools, student and youth clubs and civil society organizations to enable agents to identify GBV survivors, including people on the move, who need help and direct them to available services.
- Food parcels and non-food items are distributed by the Catholic Mission of Nouadhibou (Father Daniel YEBOA, dakayoma@yahoo.co.uk; +222 27 58 47 83), IOM partner. Some of the beneficiaries are referred by their communities, migrant organizations in Nouadhibou, or civil society organizations. Caritas (Oumar Dahmed; + 222 36 55 56 36; oumardahmed@yahoo.fr) also distributes food parcels, as does Organization for the Support and Assistance to Refugees in Nouadhibou (OAMR) (Mme VEPOUYOUM Hamsatou, presidenteamn@gmail.com; +222 46 58 83 10 / El Hadj Mohamadou, elhajemed@gmail.com) which is supported by IOM for food kit distribution.

Access to Asylum Procedures

- In Nouadhibou, UNHCR registers and conducts the RSD procedure. People wishing to apply for international protection in Mauritania can submit an application to the International Committee for Relief and Development) (CIAUD) (neighborhood Socogim/Sis à Cité Asecna) and will have to complete a registration form. People with special needs are given priority for registration interviews with UNHCR. Asylum seekers can find out more about their case by visiting the UNHCR office, the Protection Desk (CIAUD), by calling the Direct Line (**8000 3001**) or by sending an email to maunondbprotect@unhcr.org.

Shelter

- Through agreements with two private entities, where possible IOM (iomnouakchott@iom.int, +222 48 88 11 53) provides emergency shelter for vulnerable people on the move. Beneficiaries are generally people intercepted/rescued/intercepted at sea or in the desert, as well as those awaiting voluntary return to their country of origin. These are apartments rented by IOM, with a capacity of up to 10 places each. The children up to the age of 17, are housed at the Center for the Protection and Social Inclusion of Children (CPISE) which, in addition to shelter, provides educational activities pending family reunification. There are generally very few families and women seeking shelter. For those hosted at the apartment, IOM provides food and non- food assistance through its partnership with the Catholic Mission of Nouadhibou, as well as other organizations as needed.
- The Migrants Organization in Nouadhibou (+222 46 58 83 10) hosts migrants.

Healthcare and Mental Health and Psychosocial Services

- At the Nouadhibou Regional Hospital and the Regional Specialized Center (Cuba Hospital), IOM (iomnouakchott@iom.int, +222 48 88 11 53) covers the costs for the migrants taken in, including medicine. Refugees and migrants living in Nouadhibou are eligible, as are those in transit or rescued/intercepted at sea. IOM has an agreement with these health facilities, and people are referred to them with a referral form. There is also a follow-up with the French Red Cross, thanks to IOM’s agreement with the organization. IOM covers the hospital costs. only for those referred by the organization. People rescued or intercepted at sea are being referred by the police, who call IOM, and the latter sends the referral form to the hospital.
- As part of the disembarkation operations, the French Red Cross and the Mauritanian Red Crescent provide physical and psychological first aid to survivors, and refer people to hospital if they need further care. The French Red Cross and the Mauritanian Red Crescent (crm@toptechnology.mr; sn_crm@yahoo.fr) refer people with potential international protection needs to UNHCR. In addition, the Nouadhibou branch of the Mauritanian Red Crescent distributes food and hygiene kits, and supports WASH (Water, Sanitation and Hygiene) initiatives. Hot

meals and individual hygiene kits are also provided to meet the immediate needs of refugees and migrants.

- In partnership with IOM, the Red Cross has a listening center for migrants in Nouadhibou, on the premises of the NGO Organization de Migrants de Nouadhibou. They have trained volunteers and provide counseling. The Red Cross also provides psychological first aid for those shipwrecked, rescued or intercepted at sea. There are no psychologists in Nouadhibou.

Child Protection

- UNICEF supports the Center for the Protection and Social Inclusion of Children (CPISE: +222 27 80 27 40), a state-run day-care center for children on the move. This center has a One Stop Shop in Nouadhibou for children on the move (from other regions of Mauritania or foreign countries), which provide support, including GBV and medical services.

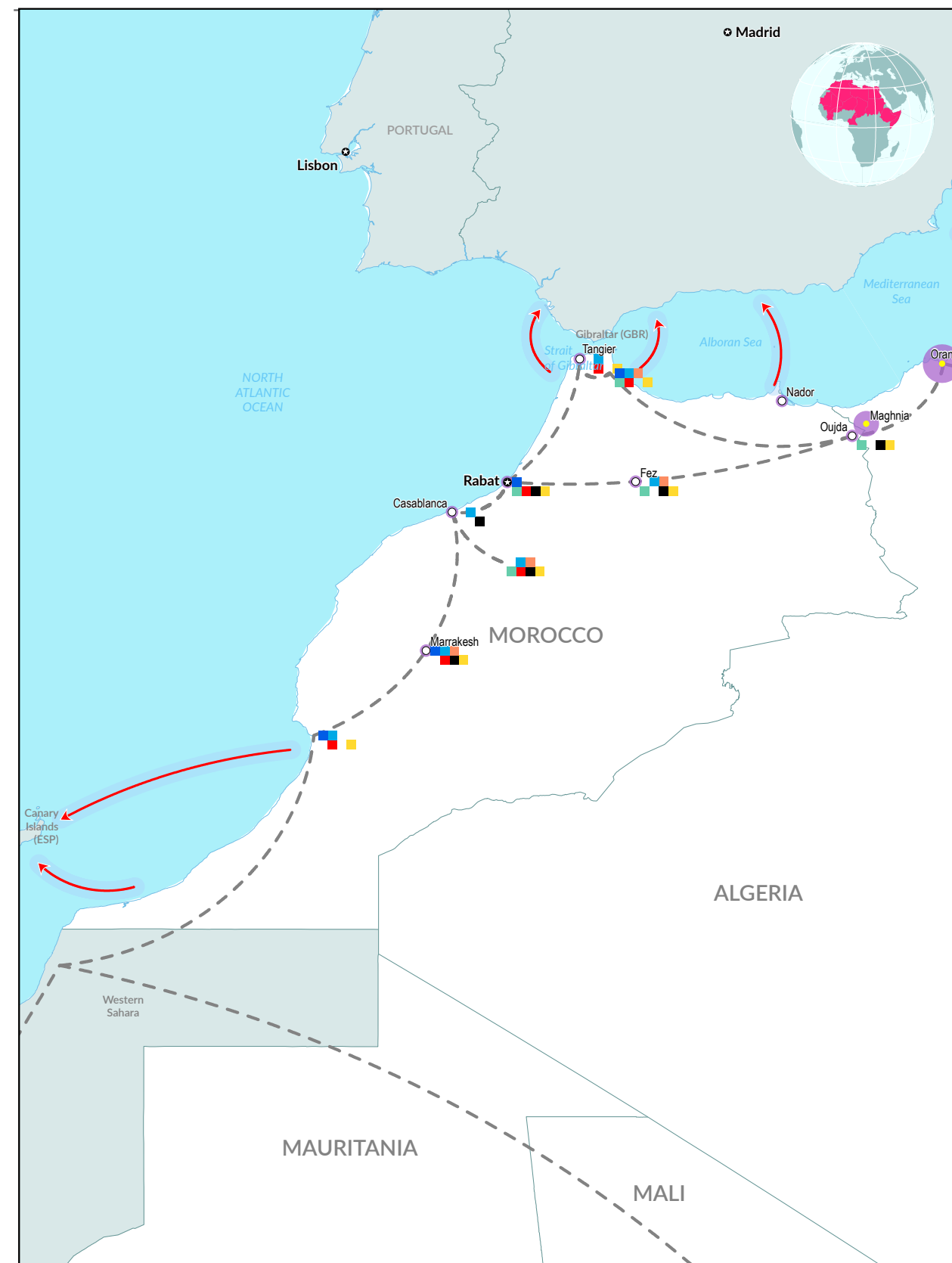
GBV Support Services

- Save the Children (+222 45256693), in partnership with Médicos del Mundo Spain (+222 45 29 08 76), has a special care unit at Nouadhibou Regional Hospital (USPEC) (+222 41 13 15 11). Services are free and open to survivors of sexual violence as well as other types of GBV (such as FGM and forced marriage). It provides medical, legal and psychosocial care. The medical unit is staffed by midwives and nurses. There is a psychosocial assistant for psychosocial support. The service is open 24/7 to all, and free of charge. No identification or other documents are required. However, there are no interpretation services other than in Mauritanian languages.
- Social workers from the Mauritanian Association for the Promotion of the Family (AMPF) (Mohamed al Houdou; +222 46 79 95 36) and a focal point from the Association of Female Family Headed Household Heads (AFCF), UNHCR's partner for GBV services, are also present at the Nouadhibou Regional Hospital (USPEC) for psychosocial and legal follow-up, as well as emergency shelter.

Legal Assistance

- Migrants residing in Nouadhibou, who do not have a residence permit and wish to stay and work rather than continue their journey, can benefit from an IOM (iomnouakchott@iom.int, +222 48 88 11 53) regularization assistance project. 50 people have been assisted so far. The project's implementation is still ongoing and is currently being evaluated.
- IOM advocates with the police to release vulnerable migrants (women, children, people with injuries or medical conditions, as well as VoTs), and it refers them to its scheme dedicated to the support of these migrants. Those rescued or intercepted at sea are generally held by the police for 24 hours and then deported unless they are identified as being in need of international protection. If the migrant wishes to return home, IOM organizes his or her voluntary return. If there are vulnerable persons (children, the elderly), they are accompanied, including by medical personnel for medical cases. For those without valid documents, IOM liaises with diplomatic representations. Once the laissez-passer is obtained, IOM Nouadhibou coordinates with IOM in the countries of origin, transfers them to Nouakchott and assists them at the airport.
- El Insaniya, UNHCR partner (elinsaniya@gmail.com, hotline: + 222 80 00 10 02), offers legal and judicial assistance to people under UNHCR's mandate, particularly in cases of administrative detention.

REGION	IDENTIFICATION & OUTREACH	ACCESS TO ASYLUM PROCEDURES	SHELTER	HEALTHCARE & MHPSS	CHILD PROTECTION	GBV SUPPORT SERVICES	SERVICES FOR VOTS	LEGAL ASSISTANCE
Nouakchott	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Nouadhibou	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes



The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

MOROCCO

Morocco is a country of origin, transit and destination for people on the move.

Due to its location, Morocco is a key transit country for those attempting to reach Europe, particularly nationals of sub-Saharan African countries, by crossing the Atlantic to the Canary Islands, or by crossing the Mediterranean or the Spanish enclaves of Ceuta and Melilla.

The main cities of transit or residence for refugee and migrants are Rabat, Casablanca and Marrakech, as well as Tangier, Assilah and Tétouan in the north, Oujda in the north-east of the country near the Algerian border, Fès and Meknès in the east, and the Khouribga Beni Mellal region in the central north as a new settlement and transit area. The south, and Tantan in particular, is seeing an increase in the number of refugees, asylum-seekers and migrants.

During their journey to Morocco, some individuals fall victim to exploitation, physical violence, and trafficking, with women and children being the most affected. Currently, in

Morocco, there are no service providers exclusively dedicated to addressing the issue of human trafficking.

In 2016, Morocco passed a law on the prevention of human trafficking, the protection of victims of human trafficking and the prosecution of perpetrators. The law established a National Commission against Human Trafficking, which has been operational since 2019. In March 2023, the Ministry of Justice and the National Commission to Combat Human Trafficking launched the National Strategy 2023-2030 for combating trafficking in persons. The authorities are in the process of implementing the strategy, in particular the identification system and access to services. These services will include specialized shelters for identified victims. The authorities are also seeking to provide sustainable solutions for victims of trafficking. In addition, 13 associations, which are part of the Protection Working Groups in Oujda, Tangier and Agadir, identify and refer potential victims of trafficking to medical and shelter services. The names and contacts of these associations are listed below.

Rabat

Access to Asylum Procedures

- UNHCR (+212 537 545 400, +212 670 064 782; morrareg@unhcr.org) conducts registration and RSD. People seeking international protection in Morocco can apply at the UNHCR office in Rabat at 10 Avenue Mehdi Ben Barka, quartier Souissi, Rabat. Those living outside Rabat can contact the UNHCR hotline for registration, which is only being done in Rabat.

Assistance for Migrants

- For those who are not in need of international protection, IOM offers assistance under its program for Assisted Voluntary Return and Reintegration from Morocco. The program includes pre-departure administrative and humanitarian assistance, medical screening, support for travel and conditional reintegration in countries of origin:
- Rabat office: 11 Rue Ait Ourir « Pénide », Souissi, Rabat. Tel.: +212 662 794 366, Fax: +212 537 758 540. Email: iommoroccoavrr@iom.int
- Orientation Point for Migrants - Casablanca: Address: 10, Rue El Koutoubia (Hay Al Hana), (Ex-rue 30), Casablanca. Tel.: +212 670 031 442
- Orientation Point for Migrants - Oujda: Address: 6 Rue Boukenadel, Centre De Formation Par Apprentissage Boukenadel (Next to the Commercial Center Acima), Oujda. Tel.: +212 677 770 284.

Shelter

- The Foundation Orient Occident (Noureddine Dadoun, chef.soc@fondationorientoccident.org, +212 537 793 636 / +212 614 004 739) provides support services, shelter for a limited number of refugees, and psychosocial counseling for migrant women, men and children, as well

as refugees and asylum seekers. The organization manages four shelters in Rabat, with a total capacity for 60 people. In partnership with UNHCR, the Foundation carries out a vulnerability assessment based on specific needs (women at risk, single parents, cases of serious medical condition (SMC) or including in relation to sexual orientation and gender identity (SOGI)).

- Association of Refugees and Migrant Communities in Morocco (ARCOM) (+212 694 296 401; +212 537 656 976) works on two fronts: education and shelter.

Healthcare and Mental Health and Psychosocial Services

- Maroc Solidarité Médico-sociale (MS2) (+212 537 759 353) works to promote the right to health of vulnerable groups in a sustainable way by promoting equality and equity in accessing the services, strengthening the protection of migrants' and women's rights, integrating a comprehensive medico-psychosocial approach into primary healthcare and improving access to quality services for survivors of violence. Some shelters are available for women and survivors of violence.
- The Association for the Fight Against HIV/AIDS, Rabat, (+212 537 797 331), is involved in the prevention of HIV infection, access to healthcare and the medical and psychosocial care of people living with HIV.
- The Moroccan Association for Family Planning (AMPF) (Rabat Salé-Kénitra branch, +212 537 721 224, ampf@ampf.org.ma) provides to Moroccan, migrant and refugee men, women, young people and children family planning advice and consultations, as well as specialized gynecological, pediatric, prenatal and postnatal consultations. AMPF also helps refugees and asylum seekers with appointments and accompaniment to state hospitals.
- Foundation Orient Occident (Nourredine Dadoum; chef.soc@fondationorientoccident.org, +212 614 004 739) provides psychosocial support for migrant women, men and children, as well as refugees and asylum seekers.

Other Services

- The Moroccan Red Crescent (MRC) (Ibtissame Lissane El Haq; ibtissame-lissane-el-haq@mrccs.org.ma; +212 537758099) undertakes efforts focused on preventing family separation and facilitating the restoration and maintenance of contact between family members, including for people on the move who have been separated from or lost contact with their families. These efforts include searching for missing persons, enabling the exchange of family news, and tracing missing relatives. The MRC is also involved in identifying, registering, and providing follow-up support for unaccompanied and vulnerable children and others who have been separated from their families, with the ultimate goal of arranging family reunifications and clarifying the fate and whereabouts of those missing.

Casablanca

Identification and Outreach

- Moroccan Association for Human Rights (OMDH) (farah.omdhasile25@gmail.com, +212 762 598 679) is an organization that supports migrants, asylum seekers and refugees who are survivors of human rights violations, and works to protect, promote and raise awareness of human rights. OMDH has set up awareness-raising mechanisms to identify new arrivals in need of international protection and refer them to UNHCR Rabat for registration.
- Association Casa Lumière (Cathédrale de notre dame de Casablanca : Angle rue d'Alger et boulevard Rachdi, Quartier Gautier, Casablanca ; + 212 661 329 520 /+ 212 680 512 862) organises food distribution, hot meals, medication and clothing for refugees and migrants.
- Bank de la Solidarité (bankdelasolidarite@gmail.com, +212 660 404 883), in collaboration with a network of partners and medical authorities, provides free healthcare to migrants and asylum seekers by organizing "medical caravans" and medical days. It distributes medicines under the supervision of volunteer doctors and pharmacists. The organization and its partners raise awareness among refugees and migrants of the social services available to them in Moroccan public hospitals. The organization also provides emergency humanitarian aid.

Legal Assistance

- The Association Droit et Justice (131 Bd Abdelmoumen, Etg 5, N°21; 06 61 54 14 73; Asmae Abdelhadi; Abdelhadi@droitetjustice.org) assists refugees, asylum seekers and migrants with their administrative procedures and asylum applications, and helps them to renew their residence permits.

Healthcare and Mental Health and Psychosocial Services

- The Association AFAK for Mental Health, headquartered at the Hospital for Mental Health and Psychiatric Diseases, CHU Casablanca (Centre Hospitalier Universitaire de Casablanca – University Hospital Center (CHU), Hay Hassani district, Casablanca; associationafak.s.m@gmail.com + 212 673 513 359) works for the rehabilitation, psychological support and the organization of therapeutic workshops.
- The Moroccan Association for Family Planning (AMPF) (Mohamed Zouak, si.zouak@gmail.com) provides to refugee and migrant women and asylum seekers advice, family planning consultations and specialized gynecological, pediatric, prenatal and postnatal consultations. AMPF also helps refugees and asylum seekers with appointments and accompaniment to state hospitals.
- Bank de la Solidarité (bankdelasolidarite@gmail.com, +212 660 404 883), in collaboration with a network of partners and medical authorities, provides free medical care to migrants and asylum seekers by organizing “medical caravans” and medical days. It distributes medicines under the supervision of volunteer doctors and pharmacists. The organization and its partners raise awareness among refugees and migrants of the social services available to them in Moroccan public hospitals. The organization also provides emergency humanitarian aid.

Shelter

- SAMU Social (samusocialcasa@gmail.com, +212 05222 93939) runs a social aid center for migrants and asylum seekers, with combined

accommodation and psychosocial services. The center has around 50 places for unaccompanied minors and 20 places for the elderly. It also provides a daytime service including hygiene and food.

GBV Support Services

- The National Institute for Solidarity with Women in Distress (INSAF), Casablanca (5, quartier Laayoune, Casablanca; Mr. Omar Saadoun: omar.saadoun@insaf.ma / +212 661 498 658) has accommodation for single mother survivors of GBV, including exploitation, and for child survivors of exploitation in Talat N'Yacoub (El Haouz).

Child Protection

- Association Bayti (Km 12,5 old route of Rabat, Sidi Bernoussi, 20610 Casablanca, Morocco; +212 522 756 965 / +212 661 748 575; Amina Lmaih / aminabayti@gmail.com) supports unaccompanied and at-risk children by providing accommodation and educational and psychological support.
- The National Institute for Solidarity with Women in Distress (INSAF), Casablanca (5, quartier Laayoune, Casablanca; Mr. Omar Saadoun: omar.saadoun@insaf.ma / +212 661 498 658) has accommodation for single mother survivors of GBV, including exploitation, and for child survivors of exploitation in Talat N'Yacoub (El Haouz).

Marrakech

Child Protection

- Al Karam association (Lotissement CHARAF, opération AL MANAR 3

40100 Maroc, Marrakesh; alkarammkh@yahoo.fr; +212 (0)524 308 695) supports unaccompanied and at-risk children by providing accommodation and educational and psychological support. The center has around 150 places and works with Moroccans, migrants and refugees.

Healthcare and Mental Health and Psychosocial Services

- The Association for the Fight Against HIV/AIDS in Marrakech (Dar El Borj Av Khalid ben oualid hay essadia Guéliz, Marrakech, 40000; +212 524 421 834, +212 524 439 843) is involved in the prevention of HIV infection, access to healthcare and the medical and psychosocial care of people living with HIV.
- The Moroccan Association for Family Planning (AMPF) (Marrakech branch, Avenue El Oued (riad azzaytoun), Medina, Marrakech; Rachid El Bekali, +212 661 936 516, elbakaliampf@gmail.com) provides family planning advice and consultations to Moroccan men, women, young people and children, migrants and refugees, as well as specialized gynecological, pediatric, prenatal and postnatal consultations. AMPF also helps refugees and asylum seekers with appointments and accompaniment to state hospitals.
- Chams Association for Mental Health (Centre Hospitalier et Universitaire de Marrakech; chams_asso@yahoo.fr, +212 24 30 23 88) works to improve the psychological well-being of people in difficulty, enabling patients to gain or regain autonomy through psychological rehabilitation.

Tanger-Assilah

Identification and Outreach

- The Moroccan Organization for Human Rights (OMDH) (156, étage 2, rue Fes, quartier Castia, Tanger; cajoujda@gmail.com, +212 666 583 694; ali.omdhasile25@gmail.com) is an organization that supports migrants, asylum seekers and refugees who are survivors of human

rights violations, and works to protect, promote and raise awareness of human rights. OMDH has set up awareness-raising mechanisms to identify new arrivals in need of international protection and refer them to UNHCR Rabat for registration.

- Progettomondo (marocco.mannino@progettomondo.org) runs information campaigns on the risks of irregular movement for young Moroccans and migrants in transit in Morocco. This includes information on regular pathways, employment and training opportunities.
- The Fondation Orient Occident (Noureddine Dadoun, chef.soc@fondationorientoccident.org, +212 614 004 739) provides accompaniment services for a limited number of refugees, and psychosocial support for migrant women, men and children, as well as refugees and asylum seekers.
- DDM Occidental (55 Rue Sidi Bouabid, Tangier 90040; Mr. Arthur (Manager) 0 770 881 369; as.ddmtanger@gmail.com) provides support and accompaniment in administrative procedures, including civil status registration. They also specialize in accompaniment in the referral of asylum cases to UNHCR and those of voluntary return to IOM, as well as in health and hygiene services, including facilities such as showers and laundry rooms.

Healthcare and Mental Health and Psychosocial Services

- The Moroccan Association for Family Planning (AMPF) (Northern branch, aassouali@ampf.org.ma, +212 661 262 373 or +212 766 701 935) provides to Moroccan, migrant and refugee men, women, young people and children family planning advice and consultations, as well as specialized consultations including gynecological, pediatric, prenatal and postnatal. AMPF also helps refugees and asylum seekers with appointments and accompaniment to state hospitals.
- Mujeres en Zona de Conflicto (Complexe meskelil, route de Rabat 90 000, next to Marjane; Claudia Gallego Rodriguez; tanger@mzc.es) provides medical and psychological assistance to single refugee and migrant women and children from sub-Saharan Africa. The Association for the Fight Against HIV/AIDS in Tanger (Rue Hanane idrissi Quartier, Tangier, MA - Tarifa, ES, Tanger 90100 ; Mr Youssou Mbay +212 05393-86587) is involved in the prevention of HIV infection, access to healthcare and the medical and psychosocial care of people living with HIV.

Shelter

- 100% Mamans (contact@centpourcentmamans.com + **212 539 381 520**) provides comprehensive care for refugee and migrant women and children through the association's emergency shelter, local legal support for targeted women, healthcare for mothers and children, psychological support, crèche care for children aged 1 month to 5 years, family mediation, prevention of unwanted pregnancy, sexual health, STIs/AIDS and HIV/STI screening, advocacy and awareness raising.

Child Protection

- Tadamon Association for Assistance of Children in Difficult Situations (Mostapha Chaouki, project manager; next to the Centre d'Initiatives des Jeunes Dar Mouigna et de l'Hopital Mohammed VI, Tanger; asso. tadamon@gmail.com) provides medical and psychological assistance to unaccompanied and separated migrant and Moroccan children.
- Child Protection Association and Family Awareness (apisfcoordination@gmail.com) provides support for children and adolescents who are homeless, survivors of violence, abuse, abandonment, women at risk, taking a human rights and gender-based approach.

Services for Victims of Trafficking in Persons

- Mujeres en Zona de Conflicto (Complexe meskelil, route de Rabat 90 000, next to Marjane; Claudia Gallego Rodriguez; tanger@mzc.es) plays a key role in supporting victims of human trafficking in north Morocco. Their project, which runs from February 2023 to January 2025, specifically targets women and girls at risk of trafficking and sexual exploitation. MZC provides a range of essential services, including psychosocial support, social and administrative assistance, psychological and legal counseling, as well as medical and gynecological care. In addition, the organization focuses on raising awareness and detecting cases of trafficking, particularly in prostitution contexts, and works to empower VoTs through various recovery and

integration processes.

Tétouan

Healthcare and Mental Health and Psychosocial Services

- DDM Occidental (55 Rue Sidi Bouabid, Tanger 90040 / Mr. Arthur (Manager) **(0)770 881 369**; as.ddmtanger@gmail.com) offers support with administrative formalities and accompaniment, including civil status registration. They also specialize in accompaniment in the referral of asylum cases to UNHCR, voluntary return to IOM, as well as in health and hygiene services, including facilities such as showers and laundry rooms.

Services for Victims of Trafficking in Persons

- Mujeres en Zona de Conflicto (tanger@mzc.es) plays a key role in supporting victims of human trafficking in the northern region of Morocco. Their project, which runs from February 2023 to January 2025, specifically targets women and girls at risk of trafficking and sexual exploitation. MZC provides a range of essential services, including psychosocial support, social and administrative assistance, psychological and legal counseling, as well as medical and gynecological care. In addition, the organization focuses on raising awareness and detecting cases of trafficking, particularly in prostitution contexts, and works to empower victims through various recovery and integration processes.

Oujda / Nador

Identification and Outreach

- Moroccan Organization for Human Rights (OMDH) in Nador, (cajoujda@gmail.com, +212 662 206 757) is an organization that supports migrants, asylum seekers and refugees who are survivors of human rights violations, and works to protect, promote, and raise awareness of human rights. OMDH has set up awareness-raising mechanisms to identify new arrivals in need of international protection and refer them to UNHCR Rabat for registration.
- Thissagnhnasse Association for Culture and Development (ASTICUDE) (165, Bd Tanger, 2ème Etage, App 09• 165 BV Tanger, Nador 62000; +212 536 604 541) provides services in the field of movement, human rights, gender equality, culture and education, governance, development, and environment, which together contribute to alleviating poverty and inequality in the country.
- Pioneers of Change (51 Boulevard Abderahman Mokhtarie, Alboustan 3, 60000 Oujda; pionniersduchangement@gmail.com, +212 536 716 870 / +212 667 552 700) provides services to refugees and migrants in the fields of culture, human rights, movement, justice, equality, and tolerance.

Access to Asylum Procedures

- Moroccan Organization for Human Rights (OMHD) (3, Rue Ziyani, Quartier Elmahata, 1er étage, Appt. N° 6 – 60000 Oujda; +212 (0) 537 729 466, cajoujda@yahoo.fr), a UNHCR partner, runs an asylum registration center in Oujda.

Healthcare and Mental Health and Psychosocial Services

- Association al Wafae (Ecole el kindi Bd. fatima el fihria 60000 B.P. 948, OUJDA Ville, OUJDA; adso.sabah@hotmail.com, +212 (0) 666 031 798) provides psychological support and healthcare for migrants, refugees

and asylum seekers in partnership with Médecins du Monde, as well as support to cover basic needs, such as food, mattresses, blankets, hygiene products and products for children and babies.

- The Moroccan Association for Family Planning (AMPF) (Branche de l'oriental, tubajare@gmail.com, +212 661 193 703) provides to Moroccan, migrant and refugee men, women, youths and children family planning advice and consultations, as well as specialized gynecological, pediatric, prenatal, and postnatal consultations. AMPF also helps refugees and asylum seekers with appointments and accompaniment to state hospitals.
- Chorouk Association for Mental Health headquartered in the Hospital for Mental Health and Psychiatric Disorders, CHU Oujda (l'Hôpital de la Santé Mentale et des Maladies Psychiatrie, CHU Oujda; achorouksm@gmail.com + 212 662 501 302) works on rehabilitation, inclusion, and psychological support for vulnerable people.
- MS2 (60, avenue Hassan II Hay alqods, Oujda; solidarite.ms.2@gmail.com, +212 669 582 194) works to promote the right to health of vulnerable groups in a sustainable way, by promoting equality and equity in access to services, strengthening the protection of migrants' and women's rights, integrating a comprehensive medico-psycho-social approach into primary healthcare, and improving access to quality services for survivors of violence. MS2 provides shelter for women survivors of violence.

GBV Support Services

- Ain Ghazel Association (Bd Allal El Fassi, Dhar Lamhalla Lazaret 60000 OUJDA; +212 661 981 577, nezhaejaada@gmail.com, mainghazal2000@yahoo.fr) is dedicated to promoting gender equality and fighting violence against women. It focuses on establishing mechanisms for equality and combating violence, as well as empowering women economically.
- MS2 (60, avenue Hassan II Hay alqods, Oujda; solidarite.ms.2@gmail.com, +212 669 582 194) works to promote the right to health of vulnerable groups in a sustainable way, by promoting equality and equity in access to services, strengthening the protection of migrants' and women's rights, integrating a comprehensive medico-psycho-social approach into primary healthcare, and improving access to quality services for survivors of violence. MS2 provides shelter for women

survivors of violence.

Shelter

- Foundation Orient Occident Oujda (3, Rue Ziyani, Quartier Elmahata (next to OMDH Oujda); Souad Mehdaoui, soc.oujda@fondationorientoccident.org +212 614 004 785) provides support services, accommodation for a limited number of refugees (5 people), and psychosocial counseling for migrant women, men, and children, as well as refugees and asylum seekers.

Fès-Meknès

Identification and Outreach

- The Moroccan Organization for Human Rights (OMDH, Fès meryem. omdhasile25@gmail.com +212 666 199 673) is an organization that supports migrants, asylum seekers and refugees who are survivors of human rights violations, and works to protect, promote and raise awareness of human rights. OMDH has set up awareness-raising mechanisms to identify new arrivals in need of international protection and refer them to UNHCR Rabat for registration.

Healthcare and Mental Health and Psychosocial Services

- The Moroccan Association for Family Planning (Avenue El Kbir Bensouda, Fes; Kawtar Loukili, kloukili55@gmail.com) provides sexual and reproductive health and family planning services for refugees, migrants, and asylum seekers, including screening for sexually transmitted diseases and psychosocial support.

GBV Support Services

- The Association for the Fight Against HIV/AIDS (Avenue du Batha (next to the Jewish cemetery), Fes; alcs@alcs.ma; +212 522 223 113) provides medical and psychological care for migrants who are survivors of sexual violence or GBV.
- The Initiative for the Protection of Women's Rights (ipdf2@yahoo.f; +212 661 306 644) is an organization whose mission is to reach gender equality in law and practice, by defending the universal rights of refugee and migrant women. The organization also has a 25-bed capacity for survivors of GBV and victims of trafficking.

Child Protection

- Caritas (Church of Florence Square, next to national education club; a. gueye@caritas.ma) provides food baskets for migrant children and asylum seekers, hot meals, blankets, and clothing.

Agadir

Healthcare and Mental Health and Psychosocial Services

- The Moroccan Association for Family Planning (AMPF) (54, rue Ibnou AlHaytam, Khiam 2. Agadir; Mme Khadija Boumhati; khadiboumhatti@gmail.com) provides sexual and reproductive health and family planning services for refugees, migrants, and asylum seekers, including screening for sexually transmitted diseases and psychosocial support.

Services for Victims of Trafficking in Persons

Moroccan Women’s Voices Association, Agadir (Rue Omar Benjeloun n° 47 1er étage Riad Essalam, Agadir; Mme Hayat Tordioun; voix.femmes.saveagadir@gmail.com; +212 637 089 653) has a shelter in Agadir for women VoTs and GBV survivors. The center has a capacity for 25 women.

Khouribga, Beni Mellal

Identification and Outreach

- Progettomondo (10, LOT. Qods, Hay Ghita, Beni Mellal; marocco.mannino@progettomondo.org; + 212 668 014 991) runs information campaigns on the risks of irregular movement for young Moroccans, migrants, and refugees, as well as migrants in transit in Morocco. This includes information on regular pathways, employment, and training opportunities.

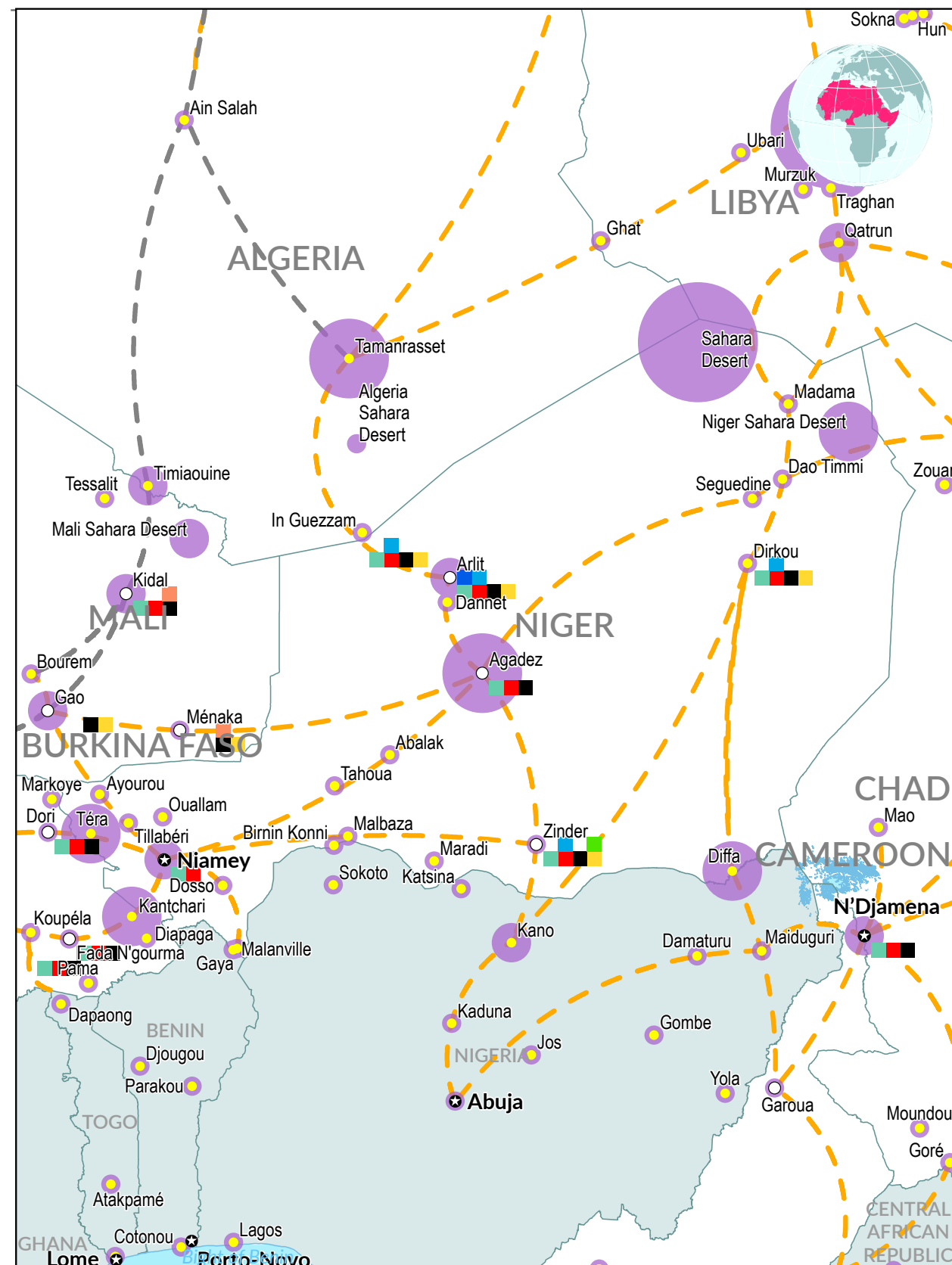
Healthcare and Mental Health and Psychosocial Services

- The Moroccan Association for Family Planning (AMPF) (Branche de Beni Mellal; Bd de l’armée Royale, à coté de la gare routière, Béni Mellal; tubajare@gmail.com, +212 660 560 219) provides Moroccan and refugee men, women, young people and children with family planning advice and consultations, as well as specialized gynecological, pediatric, prenatal and postnatal consultations. AMPF also helps refugees and asylum seekers with appointments and accompaniment to state hospitals.

REGION	IDENTIFICATION & OUTREACH	ACCESS TO ASYLUM PROCEDURES	SHELTER	HEALTHCARE & MHPSS	CHILD PROTECTION	GBV SUPPORT SERVICES	SERVICES FOR VOTS	LEGAL ASSISTANCE
Rabat	No	Yes	Yes	Yes	No	No	No	No
Casablanca	No	No	Yes	Yes	Yes	Yes	No	Yes
Marrakech	No	No	No	Yes	Yes	No	No	No
Tanger-Assilah	Yes	No	Yes	Yes	Yes	No	No	No
Tetouan	No	No	No	Yes	No	No	Yes	No
Oujda/Nador	Yes	Yes	Yes	Yes	No	Yes	No	No
Fes-Meknes	Yes	No	No	Yes	No	Yes	No	No
Agadir	No	No	Yes	Yes	Yes	No	Yes	No
Khouribga, Beni Mellal	Yes	No	No	Yes	No	No	No	No

Map of Missing Protection Services

as of December 2023



The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

NIGER

Amidst the multifaceted challenges of regional disturbances and the economic sanctions following the coup d'état on 26 July 2023, Niger continues to receive refugees and asylum seekers primarily from Nigeria, Mali, Burkina Faso and from Chad. Niger is an important transit country of refugees and migrants moving to North Africa, mainly Algeria and Libya, some of whom plan to move onwards to Europe. Niger has also been hosting migrants and refugees who, after their stay in Libya, transit back through Niger. In addition, Niger receives individuals who are expelled from Algeria. In 2023, 32,736 people including 14,426 citizens of Niger were forcibly returned this way. The expellees who are not from Niger were mainly expelled in unofficial convoys that leave individuals at the border crossing near the town of Assamaka in the Agadez region. Most convoys include nationals from West Africa and East Africa, and a smaller number from countries such as Syria, Bangladesh, and Yemen.

Refugees and migrants in transit in Niger, including expellees from Algeria, face

humanitarian needs and are susceptible to a multitude of protection risks such as exploitation, trafficking, abuse and sexual and gender-based violence. While transit locations like Niamey, Agadez, Arlit, and Dirkou provide essential services, significant gaps persist. The intermittent availability of specialized protective services for vulnerable people, including victims of trafficking, intensifies the vulnerabilities in key transit locations.

In October 2020, IOM and the National Agency in the Fight against Human Trafficking and Illicit Smuggling of Migrants (ANLTP/TIM) announced that Niger had set up its first National Referral Mechanism (NRM) for victims of trafficking. The NRM describes the identification and assistance process for victims of trafficking, the judicial process (including information on legal assistance and the rights of victims of trafficking) and the return to the country of origin. The MNR is accompanied by a mapping of the players involved in the fight against trafficking.

Supported by IOM, the government established a center for victims of trafficking which provides shelter, food and non-food items, as well as legal assistance. It also handles case management. IOM is also in the process of

deploying MHPSS assistance. The center is integrated into the local community, and medical care is provided by local health agencies. Once the support process has been completed, IOM assists on the reintegration of the victims into the community of return (subject to the availability of funds).

On November 27, 2023, the Nigerien government repealed Law 36-2015, which had criminalized the transportation and hosting of migrants and refugees in irregular mixed movements through Niger, as well as the provision of false documents. Following this repeal, such activities are no longer considered criminal offenses. Consequently, individuals previously convicted under this law will have their convictions, along with any associated effects, annulled retroactively to May 26, 2015. However, there are growing concerns regarding the potential exploitation of migrants and refugees by smugglers, as well as an anticipated increase in mixed movement flows through Niger.

Niamey

Identification and Outreach

- The One Stop Shop for protection and assistance in Niamey, run jointly by UNHCR and the National Eligibility Commission (CNE) has a toll-free number (0800 12 12) which asylum seekers and refugees can call for help and guidance. The One Stop Shop also has a Complaints Management Mechanism (CMM) to report any abuses.
- IOM set up Listening and Orientation Bureaus (BEO) and designated community mobilizers in 2020 to inform migrants about the potential risks of irregular movement and enable migrants/potential migrants to make informed decisions, as well as informing them of available services such as assisted voluntary return. IOM transit center staff, see below (administrative, protection and MHPSS staff), follow the UNHCR referral protocol for anyone expressing an interest in international protection, or for people whose case management reveals that voluntary return does not appear to be a realistic or safe option. Once the asylum application has been lodged, the person comes under the UNHCR mandate and can benefit from the services provided by this organization.
- The International Committee for Relief and Development (CIAUD Canada) (Aboubacrine TOURE, +22791323209; atoure@ciaud.ca) conducts awareness activities in bus stations on the asylum procedure in Niger. The monitors of these mixed movements identify and refer people wishing to apply for asylum to the CNE, support them in income-generating activities (IGA), and facilitate access to civil status documents, including birth certificates.

Access to Asylum Procedures

- At the One Stop Shop for Protection and Assistance in Niamey (New Pave Dar El Salam across the old pharmacy Saye), asylum seekers can apply for asylum at the CNE, which also issues documentation such as asylum seeker attestations, refugee cards and civil status certificates. UNHCR provides advice and guidance to refugees and asylum seekers.

Shelter

- IOM, as part of the Migrant Response and Resource Mechanism (MRRM) program (Idrissa Sompore, isompore@iom.int) runs three transit centers in Niamey for migrants engaged in a voluntary return process (VAR): a specialized center for unaccompanied and/or separated migrant boys (ENAS) and families (60 places); a center dedicated to ENAS girls, single women with or without children, and victims of trafficking (60 places) and a center for men (90 places). IOM transit centers provide assistance as shelter, security, food, distribution of non-food items, assistance with documents (travel documents), 24/7 medical services, MHPSS services and socio-educational and training activities. Teams of protection assistants are present in each center, ensuring individualized management of the most vulnerable cases, as well as providing information on asylum.
- For asylum seekers, there is no automatic system of access to shelter, but it can be offered on a case-by-case basis. There are a total of seven shelters in the city of Niamey, five of which are managed by COOPI (Daouda Mounkaila; 80074539; shelter 13(neighborhood cite caisse); shelter 20 (neighborhood Niamey 2000); shelter 16.17.7 (neighborhood Banifandou Roundabout Salou Djibo) and two shelters managed by INTERSOS (Jackob Gaouly; 91607649; shelter 1 (neighborhood Bobiel); shelter 2 (neighborhood Bobiel). The seven shelters have a total capacity for 519 people.
- Asylum seekers who have been evacuated from Libya to Niger under the Emergency Transit Mechanism (ETM) are accommodated in the Hamdallaye transit center and, for the most vulnerable, in huts managed by COOPI in the city of Niamey.
- Of the 5 shelters managed by COOPI, two are shelters for refugees and asylum seekers whose state of health is the most fragile, and which have an infirmary and healthcare staff.
- The shelters managed by INTERSOS take in asylum seekers who have spontaneously arrived in the city of Niamey and who are either in an extremely vulnerable situation, or in need of specific protection. Stays in the shelters are for a limited period.

Healthcare and Mental Health and Psychosocial Services

- For refugees and asylum seekers in Niamey, Action pour le Bien-Être (APBE) (Souleymane Dieye, souleymane@apbe.org) is the UNHCR partner that acts to promote access to healthcare. Treatment in public health centers and private clinics with which APBE has a partnership agreement, as well as medicines, are reimbursed for refugees and asylum seekers. APBE has a presence at the One Stop Shop in Niamey to help people access these services.
- In terms of mental health and psychosocial well-being activities, COOPI-Cooperazione Internazionale (Morena Zucchelli, cm.niger@coopi.org) is the UNHCR partner responsible for care and referral, and conducts all activities in full collaboration with the National Mental Health Program. Ongoing support for the training of health workers is provided to ensure proper case identification and management in Integrated Health Centers and hospitals to ensure sustainability.
- INTERSOS (Jacob Gaouly Kouamé Kouakou, cp.niamey.niger@intersos.org) manages the reception of asylum seekers and refugees in urban areas and provides protection services, including child protection (social integration and personalized social support for the most vulnerable) and assistance for survivors of GBV, as well as mental health and psychosocial support, in particular by extending specialized psychological and psychiatric care, as well as psychosocial support, especially through sport, dance, theater, photography and other artistic activities, to improve well-being. INTERSOS has a presence at the One Stop Shop to facilitate access to the services provided to the people concerned.

Services for Victims of Trafficking in Persons

- CIAUD Canada (Aboubacrine TOURE, atoure@ciaud.ca) has a presence at the One Stop Shop to facilitate access to its services. A referral mechanism for victims of trafficking has been set up. Mixed movement monitors identify and refer VoTs to the National Agency to Combat Trafficking in Persons or to IOM.

Legal Assistance

- Under the Ministry of Justice, the National Agency for Legal and Judicial Assistance (ANAJJ) provides legal advice and assistance in judicial proceedings.

Other Services

- The Agency for Economic and Social Development (ADES) monitors, guides and accompanies asylum-seeking and refugee students in pre-school, primary, secondary and tertiary education. ADES has a presence at the One Stop Shop in Niamey to facilitate access to education services for those concerned. The assistance provided can cover cash for the purchase of books and school uniforms, as well as school fees.
- CIAUD Canada (Aboubacrine TOURE, atoure@ciaud.ca) supports asylum seekers and refugees in income-generating activities and facilitates access to civil status documents, including birth certificates. CIAUD has a presence at the One Stop Shop to facilitate access to its services.

Agadez

Identification and Outreach

- CIAUD Canada (Aboubacrine TOURE, atoure@ciaud.ca) carries out mixed movement activities in Niger, including awareness raising on international protection, and referrals of potential asylum seekers to various partners as required. In the Agadez region, CIAUD has mixed movement monitors in Assamaka, Dirkou and Madama.
- IOM community mobilizers visit places where migrants gather and provide them with information on regular movement, the risks of irregular movement and the services available.
- The Niger Red Cross (Maazou Oumarou, crdmigracrn@gmail.com;

crniger@intnet.ne; (+227) 20 73 30 37) has a mobile team that goes to places where refugees and migrants may be found, such as train stations and specific urban areas. They provide information on available protection services, ensuring that refugees and migrants are well informed and aware of their rights and the resources available to them. They also organize awareness sessions and counseling for refugees and migrants, focusing on issues such as HIV testing, gender-based violence (GBV), human trafficking and sexual exploitation. They also provide medical services to those in need, and make hospital referrals when necessary.

- Alarm phone Sahara (alarmephonesahara.info) is a cooperative project between associations, groups and individuals in the Sahel-Saharan region, committed to raising awareness of the conditions and dangers of irregular movement, collecting data on mixed movements, and helping migrants and refugees in distress. To this end, APS has set up two hotlines that people in mixed movements can call in case of emergency: +227 89 98 33 39/ +227 83 44 65 34.
- With UNHCR support, the Sultanat de l'Air organizes awareness-raising caravans on peaceful cohabitation between the host population, asylum seekers and refugees. These activities have helped to reduce the social tension related to the presence of asylum seekers and refugees in this transit city.
- RET Germany (m.ndikumazambo@RETGermany.org) conducts protection activities (GBV and child protection), and works for community mobilization and peaceful coexistence in partnership with the Sultanat de l'Air.

Access to Asylum Procedures

- UNHCR (Avenue du Mounio (OR33), Rue OR25; +227 20 75 20 64; ngrni@unhcr.org) provides advice and guidance to refugees and asylum seekers, including those considering applying. Asylum seekers can apply for asylum at the CNE, which has also the responsibility to issue documents such as the asylum seeker's certificate, the refugee card and civil status certificates.

Shelter

- For asylum seekers and refugees, UNHCR Humanitarian Center (+227 90 13 22 32) was hosting 2,556 people as of November 4, 2023. The center is located 15 km from Agadez.
- COOPI manages two huts (+227 80 09 45 79) in Agadez, in coordination with UNHCR. These two houses were hosting 171 asylum seekers and refugees as of November 4, 2023. These huts, which are divided into male and female sections, take in people with specific needs, including extreme cases of illness, who are followed up locally and may include survivors of GBV and torture. The people housed in these huts receive nutritional, psychological and health care, and residents are encouraged to take part in activities. The people living in these huts are provided access to vocational training and IGAs, with the support of COOPI.
- The IOM transit center has 1,000 places for migrants engaged in the AVRR process. It is a mixed center for all male and female migrants, with a dedicated space for unaccompanied and/or separated children and one for women. This IOM transit center provides assistance for shelter and food, distribution of non-food items, documentation, as well as 24/7 medical services, MHPSS support services and socio-educational and training activities. Teams of protection assistants are also on hand to ensure individualized management of the most vulnerable cases and provide information on asylum.

Healthcare and Mental Health and Psychosocial Services

- APBE (Souleymane Dieye, souleymane@apbe.org) provides primary healthcare. People requiring specialized care are referred to public health centers in Agadez or other towns in Niger. For asylum seekers and refugees whose health problems cannot be treated in Agadez, UNHCR (+227 80 06 99 66) arranges transport to Niamey in collaboration with APBE, depending on their ability to travel.
- The French Red Cross (hosd-agadez.frc@croix-rouge.fr) has a clinic accessible to all people on the move through Agadez. The ICRC, the Niger Red Cross (crniger@intnet.ne) (+227) 20 73 30 37) and the French Red Cross are deploying mobile teams to provide medical assistance to people on the move wherever they are. The most complex cases are referred to the regional hospital and to mother and child centers.

- Médecins Du Monde (MDM) (comed.niger@medecinsdumonde.be; +227 80 11 44 44; +227 80 11 4646) helps by providing health services for people in mixed movements and supports the mother and child health center for reproductive health services. MDM provides health services for people in mixed movements and takes care of children aged 0-5 in the host community.
- COOPI provides psychosocial support at the Humanitarian Center run in coordination with UNHCR, and in the transit huts for those hosted there. Serious cases can be referred to the Regional Hospital Center in Agadez (psychiatry department). If necessary, asylum seekers and refugees are referred to the Niamey mental health center, which is also managed by COOPI.

Legal Assistance

- Under the authority of the Ministry of Justice, the National Agency for Legal and Judicial Assistance (ANAJJ) provides legal assistance to all applicants and judicial aid to vulnerable and indigent people.

Other Services

- The Agadez branch of the Niger Red Cross (crniger@intnet.ne, (+227) 20 73 30 37) facilitates telephone calls with the families of refugees and migrants. It also provides hygiene and dignity kits (including soap, detergent, combs, etc.) to ensure that basic hygiene needs are met.

Arlit

Shelter

- The IOM transit center in Arlit has a capacity of 1,300 places for migrants engaged in the AVRR process. The IOM transit center provides assistance for shelter, food, distribution of non-food items, documentation, as well as 24/7 medical services, MHPSS support services and socio-educational and training activities. Teams of protection assistants are there to ensure individualized management of the most vulnerable cases and provide information on asylum. As there is no UNHCR accommodation capacity in Arlit, people identified as falling under the UNHCR mandate are housed in this IOM center before being transferred to Agadez where they will receive UNHCR assistance. As mentioned, legal assistance is provided, where necessary, in partnership with ANAJJ.

Healthcare and Mental Health and Psychosocial Services

- MSF provides health services (general health services in Agadez and general and mental health services in Assamaka and Dirkou) to people in mixed movements, and cares for children aged 0-5 in the host community.
- COOPI (Morena Zucchelli, cm.niger@coopi.org) has a mental health specialist and a psychologist who offer mental healthcare to refugees and migrants as well as to the local population.
- The Arlit branch of the Niger Red Cross (crniger@intnet.ne, (+227) 20 73 30 37) provides individual social mediation and psychological first aid. The branch also makes referrals for specific cases such as psychosis and epilepsy to appropriate healthcare services.

Other Services

- The Arlit branch of the Niger Red Cross (crniger@intnet.ne, (+227) 20 73

30 37) facilitates telephone calls with the families of refugees and migrants. It also provides hygiene and dignity kits (including soap, detergent, combs, etc.) to ensure that basic hygiene needs are met.

Assamaka

Identification and Outreach

- Alarm Phone Sahara (APS) (+227 89 98 33 39; +227 83 44 65 34; alarmphonesahara.info) engages in raising awareness among people in mixed movements about the conditions and dangers of irregular movement, collecting data on mixed movements and rescuing migrants and refugees in distress. To this end, APS has set up two hotlines that people in mixed movements can call in case of emergency:
- UNHCR is supporting the Agadez Regional Council and partner CIAUD Canada (Aboubacrine TOURE, atoure@ciaud.ca) to implement a mechanism for monitoring mixed movements in the region. Four monitors are based in Assamaka, on the border between Niger and Algeria, to help with the identification and referral of border crossers who may wish to seek asylum in Niger, as part of the monitoring of mixed movements. These people are referred to state asylum services and UNHCR.

Shelter

- IOM provides humanitarian assistance to people arriving after being deported, with water, non-food items, sanitation and hygiene services (WASH), shelter and food. A reception site has been gradually upgraded to accommodate migrants (1,500 places) and offer them protection services and direct assistance including shelter, security, food and water, non-food items, and healthcare. Protection and assistance services in mental health and psychosocial support are not yet available in Assamaka. IOM is also providing transportation to Arlit. The most vulnerable people or those with special needs are pre-identified for fast tracking. In the case of people of nationalities who do not have authorization to enter Niger, IOM informs UNHCR so that the latter

obtains such authorization. Upon confirmation by UNHCR, IOM takes charge of these people and sends them to the nearest UNHCR reception point (usually Agadez or Arlit). When IOM identifies a person who may wish to apply for asylum in Niger, this person is referred to the state asylum services and to UNHCR.

Healthcare and Mental Health and Psychosocial Services

- MSF provides health services to people in mixed movements and cares for children aged 0-5 in the host community. At the regional level, MSF's intervention is two-fold: on the one hand, MSF supports the region's health structures with a focus on reproductive health; on the other, MSF provides healthcare (general and mental) for migrants, the local population and expellees.
- COOPI (Morena Zucchelli, cm.niger@coopi.org) has a mental health specialist and a psychologist who provide mental healthcare to refugees and migrants, as well as to members of the host community.

Dirkou

Identification and Outreach

- CIAUD Canada (Aboubacrine TOURE, atoure@ciaud.ca) has mixed movement monitors based in Madama and Dirkou. People who may wish to apply for asylum in Niger are identified and referred to state asylum services and UNHCR.

Shelter

- The IOM Transit Center has 30 places for migrants engaged in the AVRR process. The transit center provides assistance with food, distribution of non-food items, documentation, as well as 24/7 medical services. Protection and assistance services in mental health and psychosocial support are not yet available in Dirkou. All migrants rescued in Dirkou are transferred to Agadez for full treatment within a few weeks at the most. Staff are trained in referral protocols for

vulnerable profiles, including VoTs, unaccompanied minors and asylum seekers. Vulnerable migrants are flagged and fast-tracked.

Healthcare and Mental Health and Psychosocial Services

- MSF provides health services to people in mixed movements and cares for children aged 0-5 in the host community. COOPI (Morena Zucchelli, cm.niger@coopi.org) has a mental health specialist and a psychologist who provide mental healthcare to refugees and migrants, as well as to members of the host community.

REGION	IDENTIFICATION & OUTREACH	ACCESS TO ASYLUM PROCEDURES	SHELTER	HEALTHCARE & MHPSS	CHILD PROTECTION	GBV SUPPORT SERVICES	SERVICES FOR VOTS	LEGAL ASSISTANCE
Niamey	Yes	Yes	Yes	Yes	No	No	Yes	Yes
Agdez	Yes	Yes	Yes	Yes	No	No	No	Yes
Arlit	No	No	Yes	Yes	No	No	No	No
Assamaka	Yes	No	Yes	Yes	No	No	No	No
Dikrou	Yes	No	Yes	Yes	No	No	No	No
Zinder	Yes	No	Yes	No	No	No	No	No

Zinder

Identification and Outreach

- CIAUD Canada (Aboubacrine TOURE, atoure@ciaud.ca) has mixed movement monitors based at the Maimoujiya border post. People who may wish to apply for asylum in Niger are identified and referred to state asylum services and UNHCR.

Shelter

- The government center for victims of trafficking, set up and supported by IOM, provides shelter, food and non-food items, as well as legal assistance. It also handles case management. IOM is also in the process of deploying MHPSS assistance. The center is integrated into the local community and medical care is provided by local health agencies. Once the care process has been completed, IOM supports the reintegration of the victims into the community of return (subject to the availability of funds).



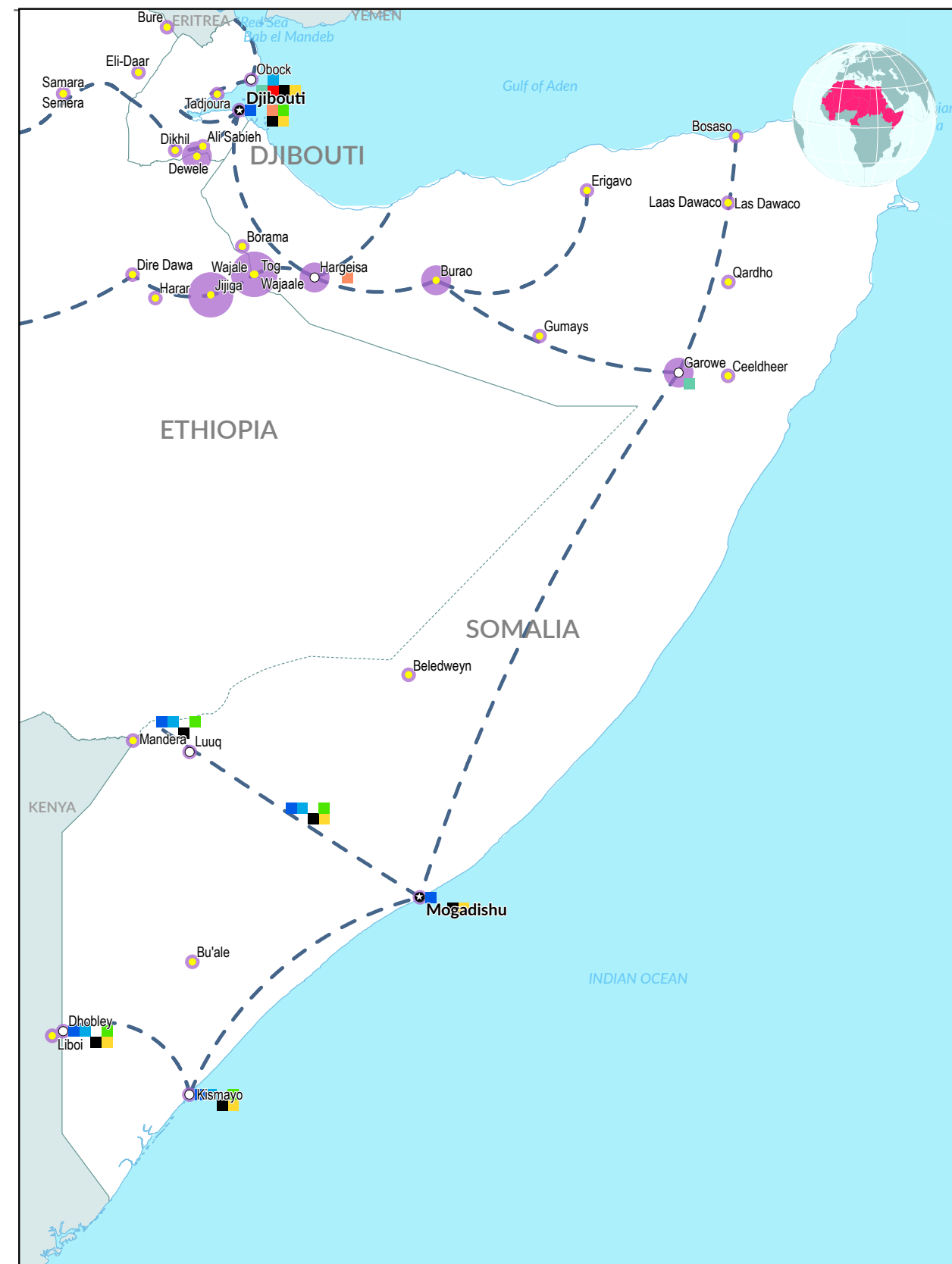
Nigerian refugees and host community children benefit of education in Madaoua, Niger. 11 May 2023. © UNHCR/ Antonia Vadala



SOMALIA

Map of Missing Protection Services

as of December 2023



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SOMALIA

In Somalia, Tahrib (irregular movement) is most associated with the journey to Europe via Ethiopia and Libya on the Central Mediterranean Route. There are, however, many other routes and destinations young people from Somalia follow; for example, going to the Gulf States via Yemen and to southern Africa via Kenya and Tanzania. The principal route for Tahriib to Europe remains through Ethiopia, onto Sudan and Libya, and then across the Central Mediterranean Sea to Italy or Malta. This journey starts from Somaliland or Puntland, then moves through Ethiopia to Sudan continuing to Libya and Europe. A key entry point into Ethiopia for people on the move is Tog Wajaale border crossing, linking Somaliland with Ethiopia.

Furthermore, groups of young Somalis often gather in Hargeisa and then travel through the border town of Tog-Wajaale to Ethiopia, passing through Addis Ababa and Gondar. While these routes are popular among the Somali youth (aged 15-35 years), there is a new emerging trend where they travel through Yemen to reach Europe. This particular route involves departing

from remote coastal towns near Bossaso or Berbera by sea to Mukallah, Yemen. From Mukallah, they move overland to Mokha, a coastal town in western Yemen. Once in Mokha, then take another boat to cross the Red Sea and travel to Port Sudan.

Emerging routes involving commercial flights are becoming increasingly popular for young people with adequate social and economic resources. Utilizing real or forged visas, they fly to Turkey and then travel by boat to Greece. This is notably common among Somaliland youth, particularly departing from Hargeisa.

Somaliland

Identification and Outreach

- The IOM funded Migration Response Center (MRC) (Hargeisa, Somaliland; hotline: 3372) provides registration, screening for people on the move in Somaliland and facilitation of transport for those wishing to return to their places of origin.
- Child protection desks managed by UNICEF and Somaliland Ministry of Employment, Social Affairs & Family (MESAF; hotline: 922) located in Lawyocado, Ainabo, Ceerigaabo, Togwajale, Burao, Hariirad and Lascnod regularly conduct community mobilization, awareness raising and outreach sessions targeting children on the move.
- Legal Clinic, in Hargeisa, Somaliland (+252636770738/ +252636301309), in partnership with UNHCR and National Displacement and Refugee Agency (NDRA), conducts regular joint protection border monitoring missions to border points across Somaliland-Ethiopia border to assess the profiles of people on the

move, in-flow and out-flows trends, access to asylum rights and procedure along the border points.

Access to asylum procedures

- The Somaliland and Mixed Migration Task Force (MMFT) is a government-led task force that serves as the main platform for addressing mixed movements of refugees and migrants in Somaliland. The MMFT is composed of the Somaliland authorities including the Ministry of Foreign Affairs & International Cooperation, National Displacement and Refugee Agency (NDRA), MRC, Ministry of Justice, Ministry of Interior, Ministry of Employment, Social Affairs and Family and the Somaliland National Human Rights Commission (SLNHRC) and also humanitarian agencies thus IOM, UNHCR, UNICEF, UNDP, WFP, Danish Refugee Council (DRC) and the Norwegian Refugee Council (NRC) and OCHA attends as an observer.
- The MMFT ensures a coordinated, comprehensive, and protection-centered approach that addresses the rights and humanitarian needs, including assistance, access to asylum procedures and solutions where possible, of people on the move and the populations affected by these movements. All the protection responses on mixed movement in Somaliland are guided by the principles of cooperation and collaboration among members/participants.
- The MRC (Hargeisa, Somaliland; hotline: 3372) provides information on asylum procedures to stranded migrants and other people on the move. Those seeking asylum are referred to UNHCR's government counterpart, NDRA, located next to Hargeisa Group Hospital (9339/+252634749009), for registration. UNHCR conducts Refugee Status Determination (RSD).
- UNHCR recently supported the construction of the immigration offices at key border points including Balaygubadle, Wajaale, and Goroyo Awl. This initiative is aimed at promoting effective border management for people in mixed movements, strengthening the screening process and referral mechanism, and ensuring access to territory and the asylum process at these border points. Additionally, UNHCR and the Legal Clinic continue to develop the capacity of Somaliland law enforcement officers, including immigration, border control officers and coast guards, on international protection principles, including admission/access to territory, access to asylum procedures, and non-refoulement.

Healthcare and Mental Health and Psychosocial Services (MHPSS)

- The IOM Migration Response Center (MRC; Hargeisa, Somaliland; Hotline: 3372), offers a range of essential health care services to the most vulnerable migrants and other people on the move. These services include emergency medical care, food and non-food items (NFIs) and dignity kits.
- Hargeisa Group Hospital, Baahikoob, Women Action for Advocacy & Progress Organization (WAAPO), the Ministry of Employment, Social Affairs and Family of the Republic of Somaliland (MESAF), Nagaad among others also play important role in providing emergency medical support and services to vulnerable population on the move: Hargeisa Group Hospital (Hargeisa, and Berbera Somaliland; 332, +252634443455/+252633623308) provides timely primary health care services to forcibly displaced population. WAAPO (Hargeisa, and Berbera Somaliland; +252634762413/+252634778908 / safehouse@waapo.org) provides psychosocial support including PSS, first aid support for MHPSS cases.
- Ministry of Employment, Social Affairs and Family of the Republic of Somaliland (MESAF) (Hargeisa, Somaliland; Hotline: 922) is mandated to assist specific target groups especially women, children, people with disabilities and other socially disadvantaged groups including refugees, asylum seekers, IDPs, returnees and minorities to ensure their rights of accessing basic services, including health care services.

Child Protection

- UNHCR (UNHCR Hargeisa office is located at Masala Area, behind Ambassador Hotel; UNHCR Berbera office is located at Mansoor Hotel; **063-4000415** (Oromo, Somali, & English) & **063-3820070** (Arabic, Somali & English) available from 8AM-4:30PM from Sunday to Thursday)) and Diversity Action Network (DAN), UNHCR community-based protection and child protection partner, conduct community sensitization and specialized training on child rights and protection. This includes mapping of child protection risks and service providers, conducting vulnerability assessment for Unaccompanied and Separated children (UAC), as well as identifying and supporting foster care arrangements for at-risk- children on the move. To ensure the best care

plans including referrals to services such as legal aid, health, education, and alternative care arrangement (e.g., foster caregiver), Best Interest Procedures (BIP) are conducted.

- Child protection desks managed by UNICEF and the Ministry of Employment Social Affairs and Family in Somaliland (MESAF; 12, Osman Bin Affan Road, Xero Awr, Ibrahim Koodbuur, Hargeisa, 90505; hotline: 922) and located in Lawyocado, Ainabo, Ceerigaabo, Togwajale, Burao, Hariirad and Lasnod help in identifying, registering and addressing the protection concerns of children on the move. These desks also provide essential support including family tracing and reunification as well as referrals to critical child protection services.
- DAN (Road number 2, westside of Goljano restaurant in Hargeisa, +252636482119 and +252636482120) manages a Community Center in Hargeisa, where counseling for protection needs, psycho-social support, language classes, a reading corner, trainings, and child protection activities are done. DAN conducts vulnerability assessments through home visits.

GBV support services

- WAAPO (Hargeisa, and Berbera Somaliland; +252634762413/+252634778908/safehouse@waapo.org) provides safehouse support to GBV survivors and others at risk among them refugees, asylum seekers and some host community individuals in Hargeisa, Burco, and Borama. It also operates one stop centers in Hargeisa and Berbera. Besides safehouse accommodation along with essential basic needs such as food, WAAPO also conducts case management, counselling, and medical-legal referrals for GBV survivors. It also provides social economic integration support to GBV survivors and community based psychosocial support including PSS, first aid support for cases specialized MHPSS.
- UNICEF (kiin2014@hotmail.com; +252634762413/+252634778908) supports three One Stop Centers for GBV survivors in Somaliland. These centers are situated within public hospitals and are staffed with case workers who make referrals of children GBV survivors for medical treatment.

Services for victims of trafficking in persons:

- The IOM Migrants Response Center (MRC) (3372; +252 2520828) in Somaliland manages mobile centers along mixed movement routes. These centers provide support and assistance to victims of trafficking including emergency medical treatment, counselling, voluntary repatriation, provision of food, NFIs, and dignity kit.

Legal assistance

- The Legal Clinic (+252636770738; +252636301309) offers legal aid services to refugees, asylum seekers, IDPs, returnees, and the host community. In addition, the Legal Clinic conducts regular monitoring of prisons and detention centers, with a view to represent and protect the legal rights of displaced populations, including returnees and people in mixed movements. Other legal service partners include Somaliland Human Right Commission, the Attorney General's Office (Prosecutor's Office; INFO@SLDGOV.ORG; +252 634699161), the Ministry of Justice and Somaliland civil court.
- Somaliland National Human Right Commission (slnhrc.govsomaliland.org; +252633670756 Hargeisa; Somaliland) investigates human rights violations and visits places of detention with a view of assessing and inspecting conditions of the inmates, creating awareness and research, and educating communities including refugees and migrants on human rights, giving advice and making recommendations to Cabinet Ministers and Members of Parliament (MPs) on the protection of human rights and basic freedoms and monitoring of human rights.

Other services

Restoring Family Links

- The Somalia Red Crescent Society (SRCS) (District 26 East side of Hargeisa General Hospital, Hargeysa, Somaliland; Abdillahi Said Muhamed; abdilahisaid@yahoo.com ; +252634425694) undertakes

efforts focused on preventing family separation and facilitating the restoration and maintenance of contact between family members, including for people on the move who have been separated from or lost contact with their families. These efforts include searching for missing persons, enabling the exchange of family news, and tracing missing relatives. SRCS is also involved in identifying, registering, and providing follow-up support for unaccompanied and vulnerable children and others who have been separated from their families, with the ultimate goal of arranging family reunifications and clarifying the fate and whereabouts of those missing.

Puntland

Identification and Outreach

- Puntland's Ministry of Interior, Federal Affairs, and Democratization (MOIFAD) (+252 90 68 92 898), with the support of UNHCR, targets areas with high concentrations of refugees and migrants in Bossaso, provides information on how to seek international protection, and facilitate referrals to service providers. This includes displaying billboards and, with the assistance of community leaders, distributing leaflets door-to-door.

Access to Asylum Procedures

- The Ministry of Interior registers Yemenis as prima facie refugees. For Ethiopians coming from Yemen, UNHCR transfers their cases to Bossaso if they were previously registered as asylum-seekers in Yemen. For new asylum-seekers, the Ministry of Interior handles the initial registration, and UNHCR performs biometric registration. UNHCR in Bossaso conducts Refugee Status Determination (RSD).

Shelter

- MOIFAD Reception Center (+252 90 77 99 197), with UNHCR's support, offers temporary shelter for up to five days to refugees and Somali returnees from Yemen. Transportation is arranged from the port to the center. The center is equipped with six large accommodation units for women and men, with the capacity to accommodate at least 500 people. There are separate spaces for men and women, and children are placed with their parents or, if unaccompanied, are given a separate room. This support extended to Yemenis and Ethiopians who previously had refugee status in Yemen.
- The Ethiopian Community Committee Center (+252 907412267) also provides accommodation for the most vulnerable Ethiopian migrants and unaccompanied children, with a capacity for 15 people.
- Tadamun Social Society (TASS) (+252907888917, +25290725039) operates three safe houses catering to vulnerable individuals on the move, irrespective of their nationality, including Somalis in Bossaso. These facilities offer refuge to women, UAC, and men. Services provided at these safe houses include shelter, food, psychosocial support, and voluntary repatriation registration for both Ethiopian migrants and local Somali migrants. IOM provides support to TAAS for the repatriation of Ethiopian migrants, while TASS manages the repatriation of local Somali communities to their respective regions upon registration and request for services.

Healthcare and Mental Health and Psychosocial Services (MHPSS)

- IOM-supported Migrant Response Center (MRC) in Bossaso (+252907711230; hotline 304 (toll-free)) offers essential healthcare services to people on the move including emergency medical care and the referral of individuals with complex medical conditions to the Bossaso General Hospital.

GBV Support Services

- **The MOIFAD reception** center is equipped to assist survivors of sexual and gender-based violence (SGBV). They are connected to local SGBV working groups and referral systems to SGBV service providers, including Bossaso General Hospital, Tadamun Social Society, and the Danish Refugee Council.
- Funded by UNHCR, the Galkayo Education Center for Peace and Development (GECPD) (+252 90 76 47 556) provides services to refugees, asylum-seekers, and IDPs, including psychosocial counseling, facilitating access to medical care such as PEP treatment, and awareness raising on the prevention of and response to SGBV.

Services for Victims of Trafficking

- IOM through the Migrant Response Center (MRC) (+252907711230; 304) runs a shelter specifically for victims of trafficking on the move. This includes emergency medical aid and treatment, enrollment for voluntary repatriation, provision of Non-Food Items (NFI), food distribution, dignity kits for women, and, in certain cases, Gender-Based Violence (GBV) services. Moreover, the center has an established Memorandum of Understanding (MOU) with the Bossaso General Hospital for the referral of medical cases.

Legal Assistance

- With the support of UNHCR, KAALO (+252907737891) offers free legal aid services to refugees and asylum seekers.

Mogadishu

Access to Asylum

- The national commission for refugees and IDP (NCRI) (hamdi@ncri.gov.so) registers and recognize Yemen's as refugees on prime facie status and recognizes other nationalities as asylum seekers, waiting to present their case and provide evidence supporting their claims for refugee status. Currently, NCRI doesn't conduct any RSD activities due to lack of qualified RSD personnel and there are backlogs at the Sub-office, Mogadishu waiting for clearance.
- Refugees and asylum seekers in Mogadishu can reach out to UNHCR protection unit on somprot@unhcr.org for queries and information or UNHCR 'hotline number on **+252616002255** or alternatively can reached out UNHCR registration focal person Nuradin Abdulaziz at mohamenu@unhcr.org or **+25261724416**.

Shelter

- Almond Center (+252 61 5509304; info@almondair.so; Abdihakim Ahmed) is a reception and transit center providing support for migrants and returnees from various destinations, including those forcibly returned from the Kingdom of Saudi Arabia (KSA) and other vulnerable returnees from Libya. The center has a hosting capacity of 100 persons and offers transportation from the airport, temporary shelter, meals, Non-Food Items (NFIs), and medical referrals to local hospitals in Mogadishu.
- The National Commission for Refugees and IDPs Somalia (NCRI) (Mr., Salad Abdullahi Omar Kulmiye; Salad@ncri.gov.so; or Salad Abdullahi; salad211@gmail.com ;+25261555544) is managing a waystation in Mogadishu. This facility features segregated shelters and rooms, accommodating up to 500 Somali returnees who typically spend four days there before proceeding to their places of origin. NCRI provides comprehensive support to those hosted, including Non-Food Item (NFI) support, telephones with Hormuud SIM cards, informational packages about return areas, health services for those in need, registration services, and meals.

Healthcare and Mental Health and Psychosocial Services (MHPSS)

- UNHCR health partner Hanano Hospital provides primary and secondary health care to the refugees and asylum seekers in Mogadishu. Refugees and asylum seekers can reach the hospital director: Mr. Aweis Sufi on his telephone **+25261550500** or afaan2@gmail.com or call the hospital hotline number 551 which operates 24/7. On the other hand, refugees and asylum seekers can access UNHCR hotline number on **+252 (0)616002255**-or Protection mailbox somprot@unhcr.org

Child protection

- DRC (Yusra Ali Aden ; **+252615459624** ; Yusra.adan@drc.ngo), UNHCR partner, provides essential child protection services to refugees, asylum seekers, IDPs, returnees and the host community across in order to meet the needs of the most vulnerable children and to improve their overall protection environment. Those in need of support can also reach out to UNHCR Protection unit at: somprot@unhcr.org or UNHCR Mogadishu hotline number: **+262616002255**.

GBV support services

- DRC (Yusra Adan on Yusra Ali at Yusra.adan@drc.ngo or **+252515459624**), UNHCR partner, provides GBV support to refugees, asylum seekers, IDPs, poor host community and returnees in Mogadishu. Refugees and asylum seekers in need of assistance can also reach UNHCR Mogadishu hotline number **+252 (0)616002255** or Protection unit mailbox at somprot@unhcr.org.

Other services

Restoring Family Links

- [The Somalia Red Crescent Society \(SRCS\)](#) (KM 5 Zoobe Junction, next to the Ministry of National Planning opposite Safari Hotel, Mogadishu; Abdiaziz Ahmed Omar; abdiaziz.honest@gmail.com; +252615350923; +252613348821) undertakes efforts focused on preventing family separation and facilitating the restoration and maintenance of contact between family members, including for people on the move who have been separated from or lost contact with their families. These efforts include searching for missing persons, enabling the exchange of family news, and tracing missing relatives. SRCS is also involved in identifying, registering, and providing follow-up support for unaccompanied and vulnerable children and others who have been separated from their families, with the ultimate goal of arranging family reunifications and clarifying the fate and whereabouts of those missing.

Baidoa

Shelter

- The South-Wes State IDP Commission (Abdulkadir Ali Mohamed; sws.cri3@gmail.com ; 252615124366;+252610854857) manages a way station in Baidoa. This facility functions as a reception center with the capacity to host 500 individuals. It primarily assists refugee returnees by offering temporary accommodation and various services as they prepare to return to their original communities. The center is equipped with gender-segregated latrines, dedicated office space for verification processes, comfortable lodging, an emergency clinic, and a designated area suitable for infants. Returnees typically stay for a minimum of one day and up to three days, depending on individual circumstances, before continuing to their final destinations. During their stay, they are provided with hot meals.

Child protection:

- DRC (Yusra Ali Aden; +252615459624; Yusra.adan@drc.ngo), UNHCR partner, provides essential child protection services to refugees, asylum seekers, IDPs, returnees and the host community across in order to meet the needs of the most vulnerable children and to improve their overall protection environment. Those in need of support can also reach out to UNHCR Protection unit at: somprot@unhcr.org or UNHCR Mogadishu hotline number: +262616002255.
- Among over fifteen child protection service providers are present in Baidoa. Below are the most active organizations:

Organization	FP	Contact	Email address
UNHCR	Hashim Abdireshid Ahmed	+252619505089/2046 (UNHCR hotline)	ahmehash@unhcr.org
DRC	Abukar Mohamed Hussein	+252615558262	abukar.hussein@drc.ngo
SWDC	Adan Ali Ibrahim	+252618780813	adam@swdcsom.org
SCWRW	Mohamed Abdirahman	+252615578338	Mohamed.abdirahman@scwrw.org
READO	Abdikadir Gaid Said	+252615881814	abdukadir@readosom.org
World Vision	Yahye Abdikadir Abdirahman	+252613017294	yahye_abdirahman@wvi.org
UNICEF	Ahmed Muktar Abdi	+252 61 8520398	ahmedabdi@unicef.org
KAHRDO	Abdullahi Ali Mohamed	+252617753454	abdullahi.ali@Kalkalhuman.org
GREDO	Abdiweli Sharif Ali	+252615017898	Abdiweli.shariff@gredosom.org
Save the children	Wardhere Hassan Issack	+252 61 6992303	Wardhere.isak@savethechildren.org

GBV support service

- DRC, UNHCR partner, provides GBV support to refugees, asylum seekers, IDPs, poor host community and returnees in Baidoa.
- There are around 20 active GBV service providers in Baidoa (Somali Women Development center (SWDC), Rural Education and Development organization (READO), Save Somali Women and Children (SSWC), Agency for Minority Rights and Development (AMARD), Salama Medical Agency (SAMA), Dignity First Somalia (DFS) , Kalkal Human Rights Dev’t Org (KAHRDO), Youth in Action (YIA) , Isha Human Right Organization (IHRO), Gargaar Relief Development Organization (GREDO). Details of contact persons of some actors is provided below.

Organization	FP	Contact	Email address
UNHCR	Hashim Abdireshid Ahmed	+25619505089	ahmehash@unhcr.org
DRC	Abukar Mohamed Hussein	+252615558262	abukar.hussein@drc.ngo
SWDC	Adan Ali Ibrahim	+252618780813	
SSWC	Farhia Bishar	+252611861091	farhiabishar@sswc-som.org
READO	Abdikadir Gaid Said	+252615881814	abdukadir@readosom.org
SAMA	Hawo Ali Ibrahim	+252615770688	Salamamedicala@gmail.com
AMARD	Siyat Issack Ibrahim	+252 61 9471804	siyat.ibrahim@amard.org
DFS	Abdi Mahdi Abdullahi	+252 61 5800710	Abdimahdi.abdullahi@dfssom.org
KAHDRO	Lul Ibrahim Mohamed	+252618942591	lul.Ibrahim@Kalkalhuman.org
YIA	Ahmed Sheikh Muktar	+252615598456	ahmed559845@gmail.com
IHRO	Abdirahim Hassan Abayle	+252615520583	abdirahim@ihrosom.org
GREDO	Abdiweli Shariff Ali	+252615017898	Abdiweli.shariff@gredosom.

Kismayo

Shelter

- The Kismayo Home Way Station managed by UNHCR government partner Jubaland commission of Refugees and IDPs (JUCRI) (Muhyiddin Ahmed Abdullahi; jucri-program@jubalandstate.so ; +252 61 5902223) serves as a reception center for refugee returnees with the assistance of IOM Voluntary Repatriation Programme. This facility is primarily managed by a UNHCR partner, with all activities being coordinated collaboratively. Upon arrival, returnees are transferred to the way station for final verification. They receive pre-registered SIM cards, meals, and essential information, particularly regarding access to services. Additionally, overnight accommodation is provided.

Child protection

- DRC (Farhiya Abdi barre ; Bare@drc.ngo; +252 61 2028491), UNHCR partner, provides essential child protection services to refugees, asylum seekers, IDPs, returnees and the host community across in order to meet the needs of the most vulnerable children and to improve their overall protection environment. Those in need of support can also reach out to UNHCR Protection unit at: somprot@unhcr.org or UNHCR Mogadishu hotline number: +262616002255.
- Below are the contact details of the active child protection service providers in Kismayo.

CP actors	District	Name	Email/Contact
Sedhuro	Kismayo	Mohamed ismail sheikh	m.sheikh@sedhuro.org 0614059797
Ministry of gender	Kismayo	Abdiqadir Yare	children.familyaffairs@gmail.com 0619392874
Alight	Kismayo	Osop Abdi Ali	Osopa@wearealight.org 0611610189
Intersom	Kismayo	Abdiqadir Mohamed	intersomprotection@gmail.com 0617783616
Jubba foundation	Kismayo	Abdubakar Osman	jubafoundation@gmail.com
Save the children	Kismayo	Daul Elmi	Daud.elmi@savethechildren.org 0612476800
Alight	Kismayo	Osop Abdi	Osopa@wearealight.org +252611610189
UNFP	Kismayo	Abdullahi Abdirizak	+252619999832 abdulmohamed@unfpa.org
MOGFHR	Kismayo	Mohamed Mohamud	+252 617167359 moha.gendirector.mowfarh@gmail.com

GBV support services

- DRC (DRC Farhiya Aden Bare at Bare@drc.ngo; +252 61 2028491), UNHCR partner, provides GBV support to refugees, asylum seekers, IDPs, poor host community and returnees Kismayo. It also conducts GBV prevention and response, including individual protection assistance, provision of sanitary and hygiene materials to women and girls of the reproductive age, awareness and sensitization sessions, capacity building to government and the community. UNHCR can be reached through Maryan Noor Madobe at: Maryan@unhcr.org and/ or **252616600163**.
- Other GBV actors in Kismayo includes the following :

Dolow

Shelter

- Dolow has newly constructed transit center meant to conduct Asylum seekers registration and returnee verification. The center is managed by UNHCR government partner Jubaland commission of Refugees and IDPs (JUCRI) (Ali Adow Dakane; jucrigedoregional.dollowoffice@gmail.com ; +25261929657)

Child protection

- DRC (Yusra Ali Aden ; +252615459624 ; Yusra.adan@drc.ngo), UNHCR partner, provides essential child protection services to refugees, asylum seekers, IDPs, returnees and the host community across in order to meet the needs of the most vulnerable children and to improve their overall protection environment. Those in need of support can also reach out to UNHCR Protection unit at: somprot@unhcr.org or UNHCR Mogadishu hotline number: +262616002255.
- Sedhuro (Mohamed Abdullahi ; +25261228300; m.abdullahimeal@sedhuro.org), a local NGO partnering with UNICEF in Dolow, conducts family tracing and provides child friendly spaces.

GBV support services

- DRC (Zamzam.maalim@drc.ngo ; +252612473446), UNHCR partner, provides GBV support to refugees, asylum seekers, IDPs, poor host community and returnees across in Dolow.
- TROCAIRE (+252612264911 or fatumaabdirahim2019@gmail.com), UNHCR partner, conducts awareness raising sessions , trainings , Material support including dignity kits, referrals and counselling .

Legal Assistance

- DRC (+**252617538276**; ismail.maad@drc.ngo), UNHCR partner, provides free legal aid services to the asylum seekers in Dolow.ismail.maad@drc.ngo

Dhobley

Shelter

- The UNHCR's government partner, the Jubaland Commission of Refugees and IDPs (JUCRI) (Isniino Salan Muktar; jucri.dobleyfieldofficer@gmail.com; +252 617168290), oversees a way station in Dhobley. This facility serves as a reception and transit center, supporting refugee returnees from Kenya under the IOM Voluntary Repatriation Programme. With a capacity to host 2,000 individuals, the center provides return packages that include temporary shelter, meals, Non-Food Items (NFIs), informational packets, and phones equipped with SIM cards. For additional information or assistance, the center can also be contacted through UNHCR focal point Noor Abdi Maalim (noorab@unhcr.org; +**252 616870400**).

Child protection:

- DRC (Yusra Ali Aden ; +**252615459624** ; Yusra.adan@drc.ngo), UNHCR partner, provides essential child protection services to refugees, asylum seekers, IDPs, returnees and the host community across in order to meet the needs of the most vulnerable children and to improve their overall protection environment. Those in need of support can also reach out to UNHCR Protection unit at: somprot@unhcr.org or UNHCR Mogadishu hotline number: +**262616002255**.
- The main Child protection actor in Dhobley is SEDHURO (Hassan Rage Ali; hassanrage382@gmail.com ; +**252616699848**), UNICEF partner, which conducts family tracing and provides child friendly spaces.

GBV support services

- DRC (Abdifatah Khalif Saleh Email-abdifatah.salah@drc.ngo or +**252613615341**), UNHCR partner, provides GBV support to refugees, asylum seekers, IDPs, poor host community and returnees in Dhobley. DRC provides services including GBV awareness and sensitization raising, psychosocial counselling, provision of sanitary materials, referral services, capacity building for the community and the local authorities.
- Similar GBV services are offered by ALIGHT (former ARC) (khalifb@WEAREALIGHT.ORG ; +**252618837140**).

REGION	IDENTIFICATION & OUTREACH	ACCESS TO ASYLUM PROCEDURES	SHELTER	HEALTHCARE & MHPSS	CHILD PROTECTION	GBV SUPPORT SERVICES	SERVICES FOR VOTS	LEGAL ASSISTANCE
Somaliland	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes
Puntland	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes
Mogadishu	No	Yes	Yes	Yes	Yes	Yes	No	No
Baidoa	No	No	Yes	No	Yes	Yes	No	No
Kismayo	No	No	Yes	No	Yes	Yes	No	No
Dolow	No	No	Yes	No	Yes	Yes	No	Yes
Dhobley	No	No	Yes	No	Yes	Yes	No	No



The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

SUDAN

The eruption of the conflict in Sudan in April 2023 has aggravated the humanitarian conditions in a country with already large humanitarian needs and triggered massive internal and cross border displacement. It is reported that one in every 10 persons in Sudan may now be forcibly displaced, representing the highest displacement rate globally. By 15 January 2024, over 7.5 million people have been displaced by the conflict, including some 6 million who have been internally displaced, and mass flight of 1.6 million persons into neighboring countries including 836,000 refugees and 287,000 returnees. Even before the outbreak of the fighting, Sudan was a country of departure and transit, and to a lesser degree also a country of destination. Mixed movement flows, consisting mainly of Ethiopians and Eritreans, moving through Sudan towards Libya.

Refugees from Sudan are increasingly turning to Egypt, South Sudan, and Ethiopia through irregular channels facilitated by smugglers. Ever since the introduction of restrictive visa procedures by the Egyptian consulate in Wadi

Halfa, Internally Displaced Sudanese nationals have found themselves stranded for extended periods of times in congested gathering areas in Wadi Halfa. Consequently, this situation has contributed to a notable surge in onward movement, compelling many to seek the assistance of smugglers to facilitate their entry into Egypt.

The infrastructure in Khartoum, following the outbreak of the conflict, has been severely impacted, affecting the continuity of protection services provided by UNHCR, partners, and government institutions. While the Sudanese Red Crescent remains operational in Khartoum, the majority of service providers have suspended their activities. Additional services were provided by UNHCR and partners to forcibly displaced people in Wad Madani, Wadi Halfa and Port Sudan. In Wad Madani, protection services were active from May 2023 until 18 December 2023. However, the expansion of the conflict into this region has since halted these services. Moreover, in Kassala and Gadaref, UNHCR expanded its existing services to include IDPs.

Khartoum State:

Identification and Outreach

- People in need of support from UNHCR can call the UNHCR service lines or the UNHCR/WFP joint Call Center at 1460. UNHCR Service lines in various parts of the country remain open, depending on network ability. Refugees in Khartoum can contact also UNHCR through following hotline number: +249900934474 which is operational between 08:30 to 19:00
- The Sudanese Red Crescent Society (SRCS) has established two hotlines (+249114521874; +249912881874) which people in need of support can contact.
- The International Committee of the Red Cross (ICRC) (Lucia Benuzzi; KHA_tracing_services@icrc.org) works in close collaboration with SRCS to prevent family separation and facilitate the restoration and maintenance of contact between family members, including for refugees and migrants who have been separated from or lost contact with their families. These efforts include searching for missing persons, enabling the exchange of family news, and tracing missing relatives. ICRC and SRCS are also involved in identifying, registering, and providing follow-up support for unaccompanied and vulnerable children and others who have been separated from their families, with the ultimate goal of arranging family reunifications and clarifying the fate and whereabouts of those missing.

Kassala State

Identification and outreach

- People in need of support from UNHCR can call the UNHCR service lines or the UNHCR/WFP joint Call Center at 1460. UNHCR Service lines in various parts of the country remain open, depending on network ability. UNHCR Service Lines in Kassala can be contacted at +249912363436 from Sunday to Thursday: 08:30 to 16:00 and Friday to Saturday: 11:00 to 15:00. Additionally, for those in Girba, they can contact UNHCR Service Lines at +249912155648 from Sunday to Thursday: 08:30 to 16:00 and Friday to Saturday: 11:00 to 15:00.

- UNHCR and partners are providing services to the new arrivals from Eritrea in Wad Sharifey and Shagarab Camps. All previously registered forcibly displaced persons are also provided assistance and protection in all seven camps (Wad Sharifey, Shagarab (1, 2 & 3), Girba, Kilo-26 and Abuda Camps).
- UNHCR has a protection help desk activities in the reception center of Shagarab Camp. Forcibly displaced persons can also approach the protection help desk every Monday and Wednesday from 10:00 – 15:00 for protection counselling, queries and/ or protection services in addition to the helpline number provided below.
- UNHCR carries out awareness raising and community engagement activities about the dangers of irregular onward movement in all languages commonly spoken in the camps. UNHCR has a network of community volunteers and networks with refugee leadership structures who are engaged in protection monitoring activities and referral of people with international protection needs. Also, UNHCR and partners community volunteers and teachers try to identify accompanied/ unaccompanied children on the move and refer them to services as necessary.
- Secondary displaced refugees/asylum-seekers who fled from Khartoum and other conflict affected areas to Kassala State can approach Commissioner for Refugees (CoR) Office in Wad Sharifey or Shagarab Camps for assistance.
- IOM operates a Migration Response Center (MRC) in Kassala.
- The MRC:
 - » Provides protection and assistance to vulnerable migrants in the Kassala state;
 - » Raises awareness on the risks of irregular migration; and
 - » Supports local government agencies, civil society organizations and migrant community leaders and associations in their efforts to protect vulnerable migrants in the state.

Child protection

- UNHCR supports alternative care arrangement options for unaccompanied and separated children in Kassala, where children can access basic services and be in an environment that mitigates the risk of human trafficking.
- Plan International provides case management services which includes psychosocial support for all children; provision of temporary care arrangements for unaccompanied children including foster, independent and kingship care arrangement, provision of family tracing and reunification and referral to specialized services. It is also enhancing community-based child protection networks and conducting awareness raising sessions on child rights.

Services for victims of trafficking

- UNHCR operates two gender-segregated safe houses. They accommodate victims of trafficking, including those who are due to appear as witnesses and give testimonies in court, those facing serious risk of harm, and those with particular medical needs that cannot be monitored from within the camps.
- UNHCR recognizes that many people are at increasing risk of exploitation by smugglers and traffickers as a result of the conflict in Sudan, who might charge large amounts of money and transport people through dangerous routes while also restricting their freedom. UNHCR and the legal partner Mutawinat Benevolent Company for Legal Aid can provide advice to those who are considering engaging a smuggler, or to anyone at the risk of trafficking and in need of urgent support. Mutawinat can be reached through the hotline number: +249917057222 and UNHCR in Kassala can be reached through +249912363436 from Sunday to Thursday: 08:30 to 16:00 and Friday to Saturday: 11:00 to 15:00.

Gadaref State

- IOM, Sodaur , Mutawinat and UNHCR are the humanitarian actors providing protection and assistance to people on the move intercepted by Immigration and police for either smuggling or trafficking for onward movement to Sudan and from Gedaref to other parts of the country.

Identification and outreach

- People in need of support from UNHCR can call the UNHCR service lines or the UNHCR/WFP joint Call Center at 1460. UNHCR Service lines in various parts of the country remain open, depending on network ability.
- UNHCR's service line in Gadaref (0123154969 is active between 8h and 16h) engages in awareness raising on the dangers of onward irregular movement.
- IOM's MRC (helpline: +249 922 406 691; gedarefmrrc@iom.int) has an outreach team who go to migrant communities, provide dry food and hygiene items and support to particularly vulnerable migrants, and refer people to the MRC. The team provides humanitarian assistance to migrants in administrative detention and under the custody of the local immigration and passport offices upon request.
- UNHCR and partners community outreach volunteers identify new arrivals and persons affected by smuggling and trafficking in persons and refer them to UNHCR protection staff for assistance and further referrals to relevant service providers:
 - » UNHCR conducts family reunification assessments and interviews for refugees residing in refugee camps.
 - » UNHCR refers identified VoTs not willing to seek asylum to IOM for support.
 - » UNHCR provides registration and transportation to the camps namely Um Rakuba, Tunayabah, Babikri, Um Gargour to the Ethiopians who wish to seek asylum.

Healthcare and Mental Health and Psychosocial Support Services (MHPSS)

- The IOM MRC (+249 922 406 691; gedarefmrrc@iom.int), supports people with specialized medical needs, including mental health support needs, through their local partners and the partners' mobile clinics.

Services for Victims of Trafficking

- UNHCR recognizes that many people are at increasing risk of exploitation by smugglers and traffickers as a result of the conflict in Sudan, who might charge large amounts of money and transport people through dangerous routes while also restricting their freedom. UNHCR and the legal partner Mutawinat Benevolent Company for Legal Aid (0913005535) can provide advice to those who are considering engaging a smuggler, or to anyone at the risk of trafficking and in need of urgent support. Mutawinat also provides psychosocial support assistance to VoTs detained and facing legal proceedings in court.
- IOM assists identified VoTs in detention with food for three days, provides psychosocial support to VoTs and supports two Health Center to provide medical assistance to VoTs.
- Sodaur, partner of Save the Children, has a center that accommodates VoTs.

Red Sea State (Port Sudan)

Identification and outreach

- UNHCR ("Transit" neighborhood ; +249912726413) has a very limited presence in Port Sudan. COR, UNHCR's government partner, has an operational office in Port Sudan. COR office in Port Sudan should be the first destination upon arrival.

Legal Assistance

- Mutawinat, UNHCR legal partner, is also available in the East Sudan (Port Sudan +249918023439 ; Sawakin +249966672681) to provide legal assistance. Mutawinat provides, the following services for the UNHCR: Detention monitoring, Legal counselling, Court representation, awareness raising on refugee rights, legal capacity building for Sudanese authorities and refugees.

Northern State (Wadi Halfa)

Identification and outreach

- UNHCR is conducting protection monitoring on regular basis targeting the gathering points of people on the move to understand the needs on the ground.
- UNHCR is also conducting profiling exercise for refugees and third county nationals, to know their movement intentions, whether they want to stay in Wadi Halfa, relocate to a camp, or move onwards to Egypt.
- UNHCR is also conducting a regular protection desk at Sudanese Red Crescent Society (SRCS) office alongside refugees and third country nationals profiling. Additional protection help desks will be established in three locations accessible to IDPs.

Healthcare and Mental Health and Psychosocial Support Services (MHPSS)

- For medical services, Wadi Halfa health center, that is run by the Ministry of Health (MoH) is open for medical assistance.
- There are two medical clinics; one run by IOM and one by an Medglobal

Child Protection

- Nada Al Azhar (+249912107896) offers a range of services to children including child protection case management and psychosocial support.

GBV Support Services

- Nada Al Azhar (+249912107896) offers a range of services to GBV survivors, including GBV case management and psychosocial support.

Legal Assistance

- Mutawinat is present in Al Dabba city in the northern state and has a hotline covering Wadi Halfa (Phone number: +249911844223).

REGION	IDENTIFICATION & OUTREACH	ACCESS TO ASYLUM PROCEDURES	SHELTER	HEALTHCARE & MHPSS	CHILD PROTECTION	GBV SUPPORT SERVICES	SERVICES FOR VOTS	LEGAL ASSISTANCE
Khartoum	Yes	No	No	No	No	No	No	No
Kassala	Yes	No	No	No	Yes	No	Yes	No
Gaderef	Yes	No	No	Yes	No	No	Yes	No
Port Sudan	Yes	No	No	No	No	No	No	Yes
Wadi Halfa	Yes	No	No	Yes	Yes	Yes	No	Yes

MAPPING OF PROTECTION SERVICES

A ROUTES-BASED APPROACH TO PROTECTION SERVICES ALONG MIXED MOVEMENT ROUTES

APRIL 2024

UNHCR, the UN Refugee Agency, is a global organisation dedicated to saving lives, protecting rights and building a better future for people forced to flee their homes because of conflict and persecution. We lead international action to protect refugees, forcibly displaced communities and stateless people.

We deliver life-saving assistance, help safeguard fundamental human rights, and develop solutions that ensure people have a safe place called home where they can build a better future. We also work to ensure that stateless people are granted a nationality.

We work in over 130 countries, using our expertise to protect and care for millions.



For more information and enquiries, please contact:

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