

ACCOUNTABILITY TO AFFECTED PEOPLE

The Risk Management Unit (RMU) is an internal independent unit within Somalia Delegation which aims at ensuring accountability and due diligence in the use of ICRC resources. Within assistance programmes, the RMU's pre- and post-assistance verifications help to not only detect and prevent aid diversion, low quality programming and implementation, but also plays an important role to avoid negative effects of assistance activities on beneficiaries or communities. The RMU undertakes real-time monitoring through external consultants, a call center and a feedback and complaints line. Engagement

with beneficiaries throughout the program cycle allows them to be aware of their rights and entitlements beforehand which they can draw on to hold ICRC accountable when their expectations are not met. The feedback and complaints mechanism, internally called the Community Contact Centre (CCC), offers to individuals and communities a means to provide feedback, submit complaints or request for information related to ICRC activities in their locations. The ICRC can be reached directly through a short code toll-free number accessible from any mobile network in Somalia.



ICRC

The ICRC helps people around the world affected by armed conflict and other situations of violence, doing everything it can to protect their dignity and relieve their suffering, often with its Red Cross and Red Crescent partners. The organization also seeks to prevent hardship by promoting and strengthening humanitarian law and championing universal humanitarian principles.

Reach us through our toll-free number **(373)** for any information, feedback or complaints related to ICRC activities in Somalia

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THE ICRC IN SOMALIA

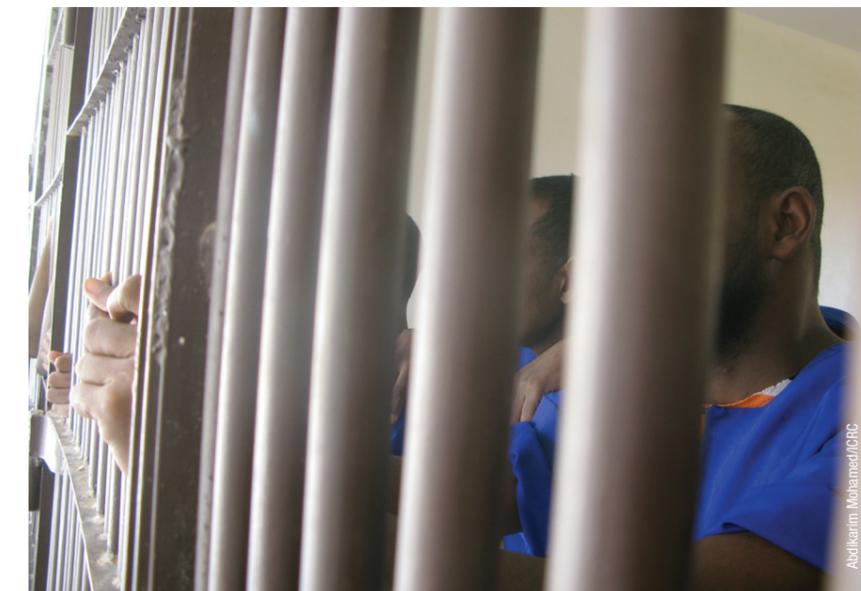
ICRC

The ICRC has a longstanding history in Somalia spanning over 35 years of conflict response and humanitarian relief. The ICRC, working closely with the Somali Red Crescent Society (SRCS), continues to assist people and their community afflicted by a combination of protracted armed conflict and recurrent climate shocks. It also works to reconnect separated family members, visits places of detention, and seeks to ensure respect of international humanitarian law (IHL).

PROTECTION

The protection of persons adversely affected by armed conflict – civilians, wounded and sick, persons deprived of their liberty – is enshrined in international law. International Humanitarian Law (IHL) is a set of rules which seek to limit the effects of armed conflict. It protects persons who are not or

are no longer participating in the hostilities and restricts the means and methods of warfare. The ICRC endeavors to ensure that those involved in the fighting comply with their obligations under IHL. It constantly reminds all parties to a conflict of their obligations to ensure that civilians are





protected from the effects of the hostilities, that the wounded and sick must be taken care of, and that persons deprived of liberty must be treated humanely.

The ICRC has been working in places of detention in Somalia for many years, advocating that persons deprived of their liberty must be treated humanely and without adverse distinction, regardless of the reasons for their detention. In this purpose, we engage in regular discussions with the detaining authorities, to help them improve the situation and provide technical expertise, as well as material assistance when needed, in particular to ensure that clean water, basic health care and dietary needs are met.

During armed conflict, disasters and displacement, families are often separated. The ICRC and the SRCS, through the

Restoring Family Links (RFL) program, work together to endeavor to locate people who are missing and put them into contact with their relatives. This work includes looking for family members, restoring contact, sometimes reuniting families and seeking to clarify the fate of those who remain missing. The RFL program collects messages with news of family members and distributes them to separated relatives within and outside Somalia. The names of missing persons are also broadcast on the BBC Somali radio service and published online on the ICRC website. The ICRC has also introduced “Trace the Face” for Somalis who lost contact with their relatives who migrated to Europe. It enables them to post their photo on a dedicated platform in the hope that their missing relative, or someone they know, will see it and re-establish contact through the Red Cross and Red Crescent Movement.

HEALTH

Access to basic health care remains a challenge in a context of armed violence and conflicts, protracted displacement, and climate shocks. To help address this challenge, various programs are in place with the view to improve the health and well-being of individuals, families and communities. The ICRC is currently working on first aid, primary health care (PHC), hospital care (war surgery, emergency medical care and other services) and nutrition programs, in partnership with the Somali Red Crescent Society (SRCS). It supports the SRCS in running some 30 PHC clinics which provide nutrition services for children under five, antenatal and postnatal services to pregnant women and lactating mothers, as well as vaccination services for children under five-year-old and pregnant women. Two clinics (Radaar and Dusamreeb) are providing 24-hour care to mothers and new-borns during and after labour. The ICRC is also supporting 4 community hospitals in South and Central Somalia (Keysaney, Medina, Baidoa and Kismayo), as well as the running of two of the largest stabilization centers in south central Somalia (Baidoa and Kismayo).

The Somalia First Aid Program is present throughout the country and aims to provide training, support and response capacity to various groups and communities. Together with the SRCS, the ICRC is working on reinforcing the capacity of volunteers,

community members and responders, providing information, response materials and first aid skills to enable them to respond effectively to emergency situations.



ECONOMIC SECURITY

The protracted humanitarian emergency, coupled with the weak capacity of local institutions to respond to needs, results in a significant portion of the population being unable to cover sustainably, their essential needs. During emergencies, the ICRC provides food and essential household materials to improve food consumption and living conditions. To protect and promote livelihoods, the ICRC also engages in livelihood-support projects such as sandbag distribution for riverine flood control, productive grants for farmers, pastoralists, fishermen and bee keepers,

as well as micro-economic initiatives aimed at generating income for female headed households. The ICRC also works with the Somali Agriculture Technical Group (SATG) to help farmers improve their farming practices through training and the provision of machinery. Assistance is delivered through cash, in-kind or vouchers. In addition, we contribute towards reducing malnutrition by preventing and treating malnourished children under 5 years and pregnant and lactating women through a comprehensive Integrated Management of Acute Malnutrition (IMAM) programme.

WATER

Years of conflicts and climatic shocks like drought and floods have disrupted availability and access to safe and clean water. The ICRC works to provide clean water by improving and rehabilitating water supply systems, rain water harvest units and boreholes. It also works at improving the general infrastructure of hospitals

(Keysaney, Medina and Kismayo), as well as the living conditions for detainees in places of detention, by enhancing water access, sanitation and power supply. The ICRC also supports the SRCS in promoting best hygiene practices to prevent waterborne diseases.

