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Urban Refugees Support Units

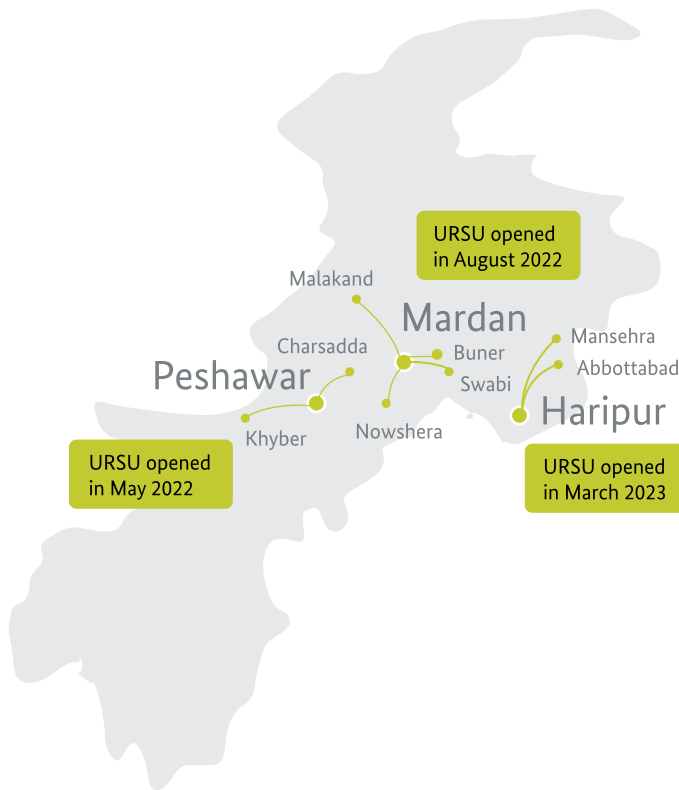
Supporting better access to services for
Afghan refugees in urban areas



In 2023, most Afghan refugees in Khyber Pakhtunkhwa province live in urban and semi-urban areas. Living outside designated refugee villages (RVs), Afghans rely on access to public services such as

health and education. Pakistan generously provides access to basic education and health services for all. However, Afghan refugees need support in accessing essential public services.

The Urban Refugees Support Units facilitate refugees' access to basic services and promote peaceful coexistence and social cohesion between refugees and host communities.



Urban Refugees Support Units (URSUs)

The Commissionerate for Afghan Refugees Khyber Pakhtunkhwa (CAR-KP) is developing new and innovative ways of supporting the Afghan population living in urban and semi-urban areas.

The first three URSUs have been established in Peshawar, Mardan and Haripur to make this possible. The URSUs aim to improve access to essential services and provide people with a point of contact for questions and referrals.

The URSU desk officers are trained to assist Afghans of different statuses and connect them to service providers for health, education, protection, livelihood and repatriation. The URSU desk officers collaborate with other government departments to find solutions to the needs of urban refugees in KP.

The referral

Any Afghan refugee can approach the URSU. A designated desk officer will hear their concern, document it and forward it to the relevant government department or service provider. The URSU desk officer will support the Afghan refugee to follow-up on the case.



Afghan refugees are in Pakistan.

3.1 m

775,000

of the refugees are without documents.



PoR 1.4 m

PoR Card holder

840,000

Afghan Citizen Card holder

696,798

Afghan refugees are registered in KP.



48%

of the registered Afghan refugees are residing in **43 camps** in Khyber Pakhtunkhwa.

52%

of registered Afghan refugees are living in **cities and towns**.



Source: UNHCR, April 2023

The desk services



Education

The Education Desk links primary, secondary and tertiary learners to relevant stakeholders to facilitate their enrolment, and also supports them in the document attestation process.



Health

The Health Desk refers patients to the nearest facilities and provides counselling services. In addition, the health desk officers also actively promote the various vaccination campaigns.



Repatriation

The Repatriation Desk supports Afghan refugees who would like to return to their home country. It provides information about processes and requirements, and makes referrals to the Voluntary Repatriation Centres (VRCs). The CAR-KP ensures that Afghan refugees can return to Afghanistan in a voluntary, safe and dignified manner.



Livelihood

The Livelihood Desk refers Afghan refugees to public and private organisations to improve their access to livelihood opportunities, cash-based assistance and skills training.



Protection

The Protection Desk assists Afghans of different statuses with referrals to protection services. It reports to and coordinates with the legal department, local administration and the community, and refers cases of Sexual and Gender-based Violence (SGBV).

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Maps

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