



Alight Uganda Transit Centre Response

The first signs of safety, relief, and the chance to begin again.

Situation.

Hosting 1.6M+ refugees from 13 countries, most arriving today from eastern DRC and South Sudan.

- Uganda is the largest refugee-hosting country in Africa, sheltering more than **1.6 million refugees and asylum seekers.**
- **Over 70% are women and children** — the most vulnerable in displacement contexts.
- Alight leads at four main transit centres:
 - **Nyakabande:** capacity 1600 persons
 - **Matanda:** 900
 - **Bubukwanga:** 650
 - **Sebagoro:** 300

Support.

Conflict-driven arrivals exceeded 2025 annual forecasts by April, forcing families into unsafe, overcrowded conditions:

- In 2025, regional conflict has driven influxes of new arrivals and returnees far beyond projections and operating budgets
- Overcrowding intensifies WASH concerns:
 - Latrines overused, requiring frequent desludging.
 - Limited clean water supply leads to environmental and health risks.
- Families risk beginning displacement without dignity, safety, or health security.

Yet even in these strained conditions, Alight ensures that new arrivals are not met with despair, but with the first signs of **care, community, and hope.**

Alight's Leading Role.

As lead partner alongside Uganda's Office of the Prime Minister and UNHCR, Alight delivers **integrated, holistic services** and co-creates solutions with displaced people.

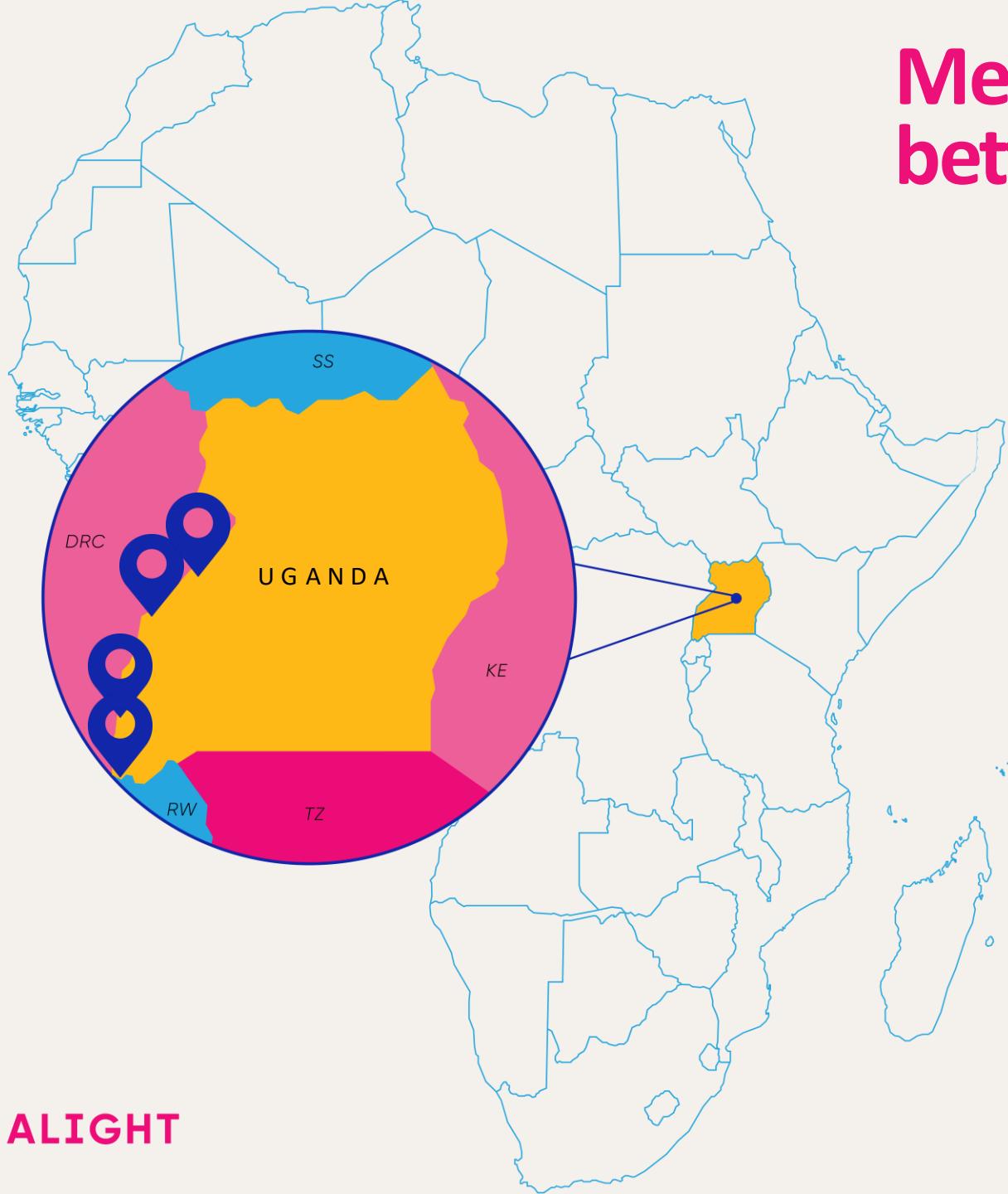
Working closely with implementing partners to ensure comprehensive care, Alight provides:

- **Medical and nutrition screening** – every child assessed, thousands vaccinated.
- **Hot meals and shelter** – three hot meals a day, hygiene kits, safe spaces.
- **Protection and psychosocial support** – trauma counseling, child protection, GBV prevention.
- **Family reunification and foster care** – ensuring unaccompanied children are never left alone.
- **Registration and onward transport** – managing arrival and resettlement flow.
- **Refugee fellows group partnership** – weekly meetings embody Alight's pillar of co-creation, keeping feedback and community voice centered.

Alight knows that families arriving at Transit Centres should not be met with indifference, but with the support to take their first steps toward healing.



Meeting urgent needs. Shaping better systems.



100,000+ people supported annually — with hot meals, reunification, digital registration, and an "ask anyone" culture transforming the response in Transit Centres.

Alight led the switch from analog to digital (non-biometric) registration, revolutionizing first response:

- Families can rest, share a hot meal, wash, and finally pause their flight much sooner.
- Implementing partners and government gain accurate, real-time data.
- Service providers can plan proactively for WASH, Protection, MHPSS, and shelter.
- Overcrowding solutions become anticipatory, not reactive. Alight reinforces

"Ask Anyone" Access & Accountability Culture

- Refugee customers are encouraged to approach any Alight staff member for help or referral.
- This reinforces accessibility and open communication at every level.
- Continuous feedback from displaced people leads to co-created solutions.
- Operations are strengthened, services improved, and trust deepened between communities and humanitarians.

Durable Solutions. Lasting Impact.

Expand Shelter Solutions

Semi-permanent structures to reduce dangerous overcrowding and create dignified living space.

Strengthen Clean Water Supply & Storage

Boreholes, tap stands, and water storage tanks to keep pace with demand.

Enhance Latrine Systems & Desludging Capacity

Durable latrines, desludging services, and environmentally safe waste management.

Scale Protection & Psychosocial Services

Child protection, foster care support, GBV prevention, and trauma counseling.



A photograph showing a group of diverse women and children in a community setting. The women are wearing colorful headscarves and dresses, and the children are in various casual clothing. They are smiling and interacting with each other, creating a sense of community and connection.

Let's
Connect.

Your investment in durable systems now reduces long-term costs and prevents expensive, reactive emergency measures later.

