

# Annual Results Report

**2024**

**Rwanda**

## Acknowledgements

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### **Note:**

The baseline values presented in this document reflect previous year's progress when available. If such data is not available, strategy baseline values are used instead.

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# Section 1: Context and Overview

## 1.1 Changes to the Operational Context

Rwanda has been welcoming and hosting refugees for almost three decades and in many respects is a model of the Global Compact of Refugees in action. By the end of 2024, the total number of refugees, asylum-seekers, returnees, and other displaced populations in Rwanda was approximately 135,000. Most refugees in Rwanda live in five refugee camps: Kigeme, Kiziba, Mugombwa, Nyabiheke and Mahama; the majority come from the Democratic Republic of Congo (DRC) and Burundi. In addition to the regular refugee response, Rwanda also hosts the Emergency Transit Mechanism (ETM) which was established, in September 2019, by UNHCR in collaboration with the Government of Rwanda and the African Union (AU); aimed at temporarily hosting refugees and asylum-seekers who have undertaken voluntary evacuation from Libya while solutions are pursued. The ETM has evacuated nearly 2,700 asylum-seekers and 2,077 of them subsequently resettled to third countries. In April 2024, the Government passed and promulgated the law Governing Refugees and Applicants for Refugee Status.

In 2024, Rwanda continued to work towards its domestic development goals in a context of escalating global inflation and regional instability. The resulting economic challenges, such as rising costs of living, placed additional strain on vulnerable populations, including refugees and asylum-seekers, and complicated prospects for self-reliance. Nonetheless, the policy and legal frameworks, including the new 2024 Law Governing Refugees and Applicants for Refugee Status in Rwanda, continue to facilitate refugee inclusion into national systems, in many respects on the same level as Rwandan citizens. Rwanda continues to build on this policy framework in key areas.

The Government of Rwanda pledged in December 2023 to integrate camp-based refugees into its national Community-Based Health Insurance scheme. Further, the Government pledged at the December 2024 Global Refugee Forum (GRF) to transition from refugee camps to settlements. These steps reflect an exemplary commitment to refugee inclusion that call for meaningful international support.

The Refugee Response Plan (RRP) outlines the interagency response by organizations working on refugee issues across the country. The RRP is tightly aligned to the UN Sustainable Development Cooperation Framework (UNSDCF) and the Rwandan National Strategic Transformation (NST1) plans. UNHCR co-leads the refugee response with the Government of Rwanda through the Ministry in charge of Emergency Management (MINEMA).

In 2024, financial constraints required reduction of services across some sectors. No cash assistance was provided for camp-based refugees for non-food items throughout 2024, and cash assistance for energy was suspended in the Nyabiheke, Kigeme, and Kiziba camps for the first nine months of the year. Limited cash support remained available for refugees in the ETM and returnees. Additionally, refugee referrals to hospitals were limited to lifesaving and emergency cases only. Despite these challenges, UNHCR and its partners continued to prioritize refugee socio-economic inclusion with activities that benefit both refugees and host communities, including cash grants to over 6,000 individuals to start or improve income-generating activities, entrepreneurship training for nearly 15,000 participants, and vocational skills, apprenticeships, or on-the-job training for more than 1,500 individuals. Additionally, over 2,000 households benefited from a climate-smart agriculture project, receiving support for marshland development, agricultural inputs, and training in modern agricultural practices.

Efforts to find durable solutions for refugees also progressed, with renewed tripartite discussions between the Governments of Rwanda, DRC, and UNHCR. These discussions focused on the voluntary return of Congolese refugees from Rwanda to the DRC, as well as the return of Rwandan nationals from the DRC to Rwanda. These talks were initially launched by the High Commissioner in May 2023 and continued in 2024 with technical discussions.

## 1.2. Progress Against the Desired Impact

### 1. Impact Area: Attaining Favorable Protection Environments

**Refugees, asylum seekers and stateless populations in Rwanda live in a safe environment where their protection needs are met.**

| Population Type   | Indicator |               |
|---|-----------|---------------|
|   | Baseline  | Actual (2024) |
| <b>1.1 Proportion of people seeking international protection who are able to access asylum procedures</b> |           |               |
| Refugees and Asylum-seekers   | 98.90%    | 99.52%        |
| <b>1.2 Proportion of people who are able to move freely within the country of habitual residence</b>      |           |               |
| Refugees and Asylum-seekers   | 100.00%   | 100.00%       |

In 2024, the Government of Rwanda maintained an open-door policy to all asylum-seekers and refugees from all the nationalities. All asylum-seekers arriving in Rwanda are requested to submit their asylum applications to the Directorate General of Immigration and Emigration and are processed through an individual refugee status determination process. In April 2024, Rwanda promulgated a new refugee law No 042/2024 of 19 April 2024 law Governing Refugees and Applicants for Refugee Status in Rwanda. This new law replaced the one that was in force during the beginning of the year which has been used since 2014. The new law presented changes and granted all the powers to receive, register, conduct RSD, and issue documentation to asylum-seekers and refugees to The Directorate General of Immigration and Emigration. In Rwanda, refugees and asylum-seekers enjoy freedom of movement within the country, whether in refugee camps or urban areas. The Rwandan government issues machine-readable travel documents which allow refugees to travel to third countries including access to family reunification, higher education and labor mobility opportunities. In 2024, there were no reported arrests of refugees or asylum-seekers based on their legal status.

Throughout 2024, UNHCR recorded 56 individuals refouled (5 incidents), where individuals were unable to access asylum procedures; most of them were Burundians. This was an increase compared to 11 individuals recorded in 2023.

### 2. Impact Area: Realizing Rights in Safe Environments

**By the end of 2025, all refugees, asylum seekers and stateless populations in Rwanda enjoy a better living conditions and improved fulfilment of basic needs.**

| Population Type  | Indicator |               |
|--|-----------|---------------|
|  | Baseline  | Actual (2024) |
| <b>2.2 Proportion of people residing in physically safe and secure settlements with access to basic facilities</b> |           |               |
| Refugees and Asylum-seekers  | 59.07%    | 82.00%        |
| <b>2.3 Proportion of people with access to health services</b>   |           |               |
| Refugees and Asylum-seekers  | 100.00%   | 100.00%       |

In 2024, refugees and asylum-seekers continued to live in physically safe and secure refugee camps with access to basic communal facilities. UNHCR continued improving the shelters in refugee camps with the percentage of households living in adequate dwelling increasing from 83 per cent to 90 per cent during the

year . 100 per cent of refugees had access to water supply within 200-metres, and over 80 per cent of communal latrines were located within a 50-metres in the refugee camps. Access to drinking water was within the set standards in all refugee camps.

Asylum-seekers in the Emergency Transit Mechanism (ETM) enjoyed better living conditions, had access to basic needs and received multipurpose cash assistance during their stay in the transit centre.

Distribution of LPG for cooking supported by UNHCR was distributed on a targeted basis to 67 percent of refugee households. UNHCR also provided cash for energy on a targeted and quarterly basis for only two quarters.

Strong intersectoral collaboration between health, WASH, and shelter sectors enhanced the preparedness and response to Mpox and Marburg virus across all camps. Efforts included the rehabilitation and construction of new hygiene facilities, capacity-building for community hygiene promoters, and the recruitment of additional staff. To manage the Marburg outbreak, Mahama camp was decongested, and construction of additional shelters and the installation of housing units (holding areas) was done to manage suspected cases while awaiting evacuation to treatment centres. These joint actions significantly improved the response to both outbreaks.

### 3. Impact Area: Empowering Communities and Achieving Gender Equality

**Refugees and asylum seekers and other affected populations in Rwanda enjoy educational, livelihood and economic opportunities.**

| Population Type  | Indicator |               |
|--|-----------|---------------|
|  | Baseline  | Actual (2024) |
| <b>3.1 Proportion of people who have the right to decent work</b>                            |           |               |
| Refugees and Asylum-seekers  | 100.00%   | 100.00%       |
| <b>3.2a Proportion of children and young people enrolled in primary education</b>            |           |               |
| Refugees and Asylum-seekers  | 85.84%    | 125.07%       |
| <b>3.2b Proportion of children and young people enrolled in secondary education</b>          |           |               |
| Refugees and Asylum-seekers  | 48.69%    | 73.12%        |
| <b>3.3 Proportion of people feeling safe walking alone in their neighbourhood after dark</b> |           |               |
| Others of Concern  | 100.00%   | 100.00%       |
| Refugees and Asylum-seekers  | 100.00%   | 99.61%        |
| Returnees  | 100.00%   | 100.00%       |

The government maintains a policy framework that allows all refugees the right to decent work, freedom of movement and access to refugee IDs required to pursue formal employment opportunities. In practice, however, there are limited self- and wage-employment opportunities not only for refugees but also for the general population. UNHCR continued to work in collaboration with the government, operational partners, development actors, financial service providers and private sector to advocate for more decent work opportunities for refugees, access to financial services and business skills needed for self-employment. In 2024 around 25,000 refugees and members of the host community benefited from various livelihoods and economic inclusion interventions.

Out of 3,304 complaints reported to the protection community feedback mechanisms (CFM), 13 reported security incidents. CFMs for the returnees are managed by the government. UNHCR did not receive any complaints on insecurity by returnees in 2024.

By the end of 2024, refugee children continued to enjoy access to inclusive education. The gross enrolment rate of children and young people was 96 per cent including 80 per cent in Early Childhood Education (ECD), 125 per cent in primary and 73 per cent in secondary education, while 5.8 per cent attend higher education (TVET schools and university level education). Gross enrolment rate of above 100 per cent is due to many over-aged students enrolled below their levels. The significant difference in enrolment

compared to the baseline was calculated using the net enrolment rate. In 2023, gross enrolment was 74 per cent in ECD, 119 per cent in primary, and 70 per cent in secondary education. Similarly, indicative values for 2024 confirmed these trends, reflecting good attendance across all education levels.

## 4. Impact Area: Securing Solutions

**Increasing number of refugees in Rwanda realize their desired durable solution.**

| Indicator   |          |               |
|---|----------|---------------|
| Population Type   | Baseline | Actual (2024) |
| <b>4.1 Number of refugees who voluntarily return in safety and dignity to their country of origin</b> |          |               |
| Refugees and Asylum-seekers   | 325      | 178           |
| <b>4.2a Number of people who departed on resettlement</b>   |          |               |
| Refugees and Asylum-seekers   | 7,826    | 5,622         |
| <b>4.2b Number of people who departed through complementary pathways</b>                              |          |               |
| Refugees and Asylum-seekers   | 123      | 162           |
| <b>4.3b Number of refugees for whom residency status is granted or confirmed</b>                      |          |               |
| Refugees and Asylum-seekers   | 313      | 141           |

The number of Burundian refugees expressing their intentions to voluntarily return, continued to decline in 2024. In addition, self-organized returns have equally reduced from the previous year, highlighting a general reduction in the intentions to return. In Mahama, 20,000 Burundian refugees were sensitized on repatriation. Only 178 Burundian refugees opted to return to Burundi. 125 were assisted by the operation while 53 returned spontaneously without UNHCR assistance. The lack of interest is attributed largely to reintegration challenges and alleged insecurity in Burundi.

UNHCR is implementing a multi-year durable solutions strategy that pursues resettlement for the most vulnerable refugees and asylum-seekers evacuated from Libya, and refugees with serious protection needs. Resettlement is strategically used to pursue solutions for protracted Congolese refugees. Furthermore, UNHCR and partners have advocated for increased access to complementary pathways for refugees in Rwanda.

In 2024, 5,622 refugees, mostly Congolese 4,941, Eritrea 278, Sudan 189, Burundi 91, and 131 of other nationalities departed for resettlement to Australia, Belgium, Canada, Denmark, Finland, France, Germany, Norway, New Zealand, and the United States, Netherlands, Sweden. Of those departed, 594 were from the Emergency Transit Mechanism centre (ETM). While 1362 refugees were supported by UNHCR to access complementary pathways, (mainly family reunification). Others departed mostly through family reunification and private sponsorship without direct support from UNHCR. The majority Most of the recorded departures were to the USA. It must be noted that comprehensive data are not available on family reunification and private sponsorships. There was a 31.5%an overall decrease in departures through UNHCR resettlement referrals compared with 2023 (7,8007,826 departures), primarily due to the outbreak of Marburg and the disruptions to departures it caused.

In 2024, with the support of UNHCR's partner Save the Child International (SCI), complementary pathways outreach was conducted with refugees and other stakeholders in labour migration. The activities took place in five refugee camps and three urban areas. The result was an enhanced understanding of complementary pathways as well developing the development of partnerships (including with refugee-led organizations (RLOs) for collaboration. The participants in the outreach activities included approximately 750 refugees and partners. There was also targeted training for over 600 candidates, to discuss on resumes and labor migration platforms. These efforts resulted in 559 registered with Talent Lift, an NGO supporting refugee labor migration.

A total of 141 individuals obtained Rwandan nationality as a durable solution—the vast majority through

confirmation of nationality. Stateless persons in Rwanda have not conclusively been identified, due to budget constraints required for a nationwide survey to be carried out. As such comprehensive data is currently not available, the current estimated number of individuals with undetermined nationality or stateless is that 14,500 individuals have undetermined nationality or are stateless; People in this situation face challenges in accessing healthcare, education, financial and other private/public services.

## 1.3 Challenges to Achieving Impacts

### Impact Area 1: Attaining Favorable Protection Environment

In Rwanda, refugees and asylum-seekers enjoy freedom of movement within the country, whether in the refugee camps or urban areas. The Rwandan government issues machine-readable travel documents in accordance with international standards which allow refugees to travel to third countries which are willing to grant them admission for higher education, employment, and family reunification, outside of resettlement programs. Unfortunately, 56 asylum-seekers were reported to have been refouled in 2024, including 54 Burundians, 1 Nigerian and 1 Sudanese; some of the 54 Burundians had been previously registered in Rwanda but had voluntarily returned to Burundi before they subsequently opted to flee again to Rwanda. The Government's open-door policy for asylum-seekers continues to apply for those coming from neighbouring countries. All asylum claims are assessed through an individual status determination process by government authorities.

### Impact Area 2: Realizing Rights in Safe Environments

In refugee camps, aging infrastructure and housing continued to pose a major challenge. For example, water and sanitation systems require significant resources for daily operation and maintenance; many of them need reconstruction and backup systems to ensure continued services to forcibly displaced people. Such upkeep requires active involvement of government and development partners for WASH integration into local utility planning and management systems to attain the sustainability of WASH services for refugees. The impact of climate change, including more intense rainfall, led to the formation of gullies and ravines, which are impacting infrastructure and posing safety risks in the camps.

The difference in context between the five camps made it difficult to implement a much more harmonized approach and assistance for their access to energy via the CBI in a more sustainable way.

Limited private sector engagement and access to markets also pose a challenge especially in the energy sector where UNHCR is trying to facilitate a transition to clean energy for cooking. Refugee incomes are often unstable with limited access to formal employment and financial services which impacts their ability to meet their basic needs resulting in dependency on humanitarian aid.

### Impact Area 3: Empowering Communities and Achieving Gender Equality

Although Rwanda has inclusive economic policies towards refugees and a progressive approach to self-reliance, refugees living in Rwanda still struggle to access work in practice, as do many Rwandans, due to a challenging economic context for all.

Out of 3,304 complaints coming to protection community feedback mechanisms, 13 reported security incidents (This excludes community feedback mechanisms for returnees, as this data is handled by the Government). UNHCR did not receive any complaints on insecurity from returnees in 2024; however, this figure likely reflects under-reporting. Efforts continued in 2024 through training partners to ensure consistent reporting across all areas. Resource and staffing constraints prevented the implementation of a survey or participatory assessment to measure the proportion of people feeling safe walking along in their neighbourhood after dark.

### Impact Area 4: Securing Solutions

Voluntary repatriation of Burundians was significantly less than anticipated; security and reintegration conditions continue to be cited as the main reasons for reduced interest. Two individuals returned to Rwanda from South Africa and Zambia. At the same time interest for legal local integration remains limited among refugees. Tripartite discussions were held on 22 August 2024, among Rwanda, Namibia and UNHCR Rwanda, Regional Bureau Southern Africa, and Regional Bureau East and Horn of Africa and Great Lakes. During the meeting, the Government of Namibia and UNHCR Regional Bureau Southern Africa confirmed that an intention to return survey was conducted in Namibia and no Rwandan refugee expressed interest to return to Rwanda.



A significant challenge to resettlement and complementary pathways departures was the outbreak of Marburg. Countries cancelled their missions in the fourth quarter. A number of countries put departures on hold. The US imposed an observation period of 21 days before departures. Rwanda was declared Marburg free on 20 December 2024.

For Complementary Pathways, other than family reunification and private sponsorship, the most significant challenge is accurate detailed data about refugees' qualifications, vocational skills and education. Although a Kobo survey was done on skills, it was of limited value. The roll out of the Digital Gateway (1st Quarter 2026) offers great potential in obtaining the level of information that would allow a higher level of planning and targeting in Complementary Pathways, however the number of opportunities available in third countries remains modest and requires careful management of refugees' expectations.

On Complementary Pathways, a challenge, particularly in labour migration, was facility in English. Although the funded partner, SCI, supported English language courses in collaboration with the Africa Leadership University for 28 refugees, the numbers were small in light of the limited resources. The significant outreach that SCI did with refugees on labor migration is challenged by the lack of resources and opportunities for refugee admission through Complementary Pathways in 2025.

## 1.4 Collaboration and Partnerships

In 2024, UNHCR continued to co-coordinate the refugee response in Rwanda in partnership with the Ministry in charge of Emergency Management (MINEMA). This effort focused on ensuring the implementation and coordination of the annual Rwanda Refugee Response Plan (RRP). In 2024, 31 organizations (United Nations (UN) agencies, International non-governmental organizations (INGOs), national non-governmental organizations (NGOs), academia, and development actors) participated in the RRP, appealing for \$165 million. By the end of 2024, partners had received \$59 million (47 per cent) of the requested funding.

For 2024, 10 partnership agreements were signed with 9 partners (1 government, 6 international NGOs, and 3 local NGOs), and 1 private sector company was engaged to manage a major water treatment plant serving refugees and host communities. Regular sector working group meetings were held throughout the year, along with coordination meetings at the field level in all refugee camp hosting locations. Additionally, in response to the influx from DRC, emergency high-level coordination meetings were organized by MINEMA and UNHCR to ensure successful coordination of the emergency response. High-level refugee coordination meetings (RCM) and/or donor briefing meetings also took place, but on a more limited scale due to the Marburg Virus Disease (MVD) outbreak in Rwanda.

To further the refugee inclusion agenda, UNHCR worked closely with key government institutions such as Ministry of Foreign Affairs (MINAFFET), Ministry of Finance and Economic Planning (MINECOFIN), Ministry of Local Government (MINALOC), Rwanda Directorate General of Immigration and Emigration (DGIE), National Identification Agency (NIDA), Ministry of Health (MoH), and Rwanda Social Security Board (RSSB). UNHCR also collaborated with key government counterparts to facilitate the implementation of pledges made by Rwanda at the GRF. UNHCR continued to expand its collaboration with development partners such as the World Bank and the African Development Bank and strengthened its collaboration with UN Agencies through the UN Country Team, working on a number of joint proposals and partnerships. UNHCR engaged the Development Partners Forum for refugee inclusion in development projects. Additionally, UNHCR played a key role in the refugee-inclusive UNSDCF (2025-2029).

UNHCR Rwanda continued to prioritize engagement with refugee-led organizations in 2024, where UNHCR worked closely with 15 such organizations this year. Such collaboration included a focus group discussion with 8 refugee-led organizations that helped identify strategic areas for targeted support; follow-up action included bolstering information-sharing and collaboration among different RLOs as well as workshops on organization structure/governance, fund-raising, protection services. UNHCR also helped legalize some organizations as either an NGO or social enterprise and provided targeted funding for one organization to establish an entrepreneurship wing.

In 2024, the Spirit of Peace and Solidarity (SPS) provided emergency shelter for 102 asylum seekers in Kigali with support from Partners for Refugees (PFR). That same year, SPS established a kitchen garden at Gikondo Community Centre to support urban refugees facing food insecurity. However, sustaining the garden remains a challenge due to ongoing funding needs for maintenance and seeds. SPS also received a UNHCR grant to train refugees in Kiziba Camp in soap and lotion production, equipping them with valuable skills for self-reliance.

Meanwhile, Forum Mémoire Vigilante set up a self-sustaining IT lab for the Burundian community in Muhanga with PFR's support. By integrating an Irembo business model, they generate income to fund the lab's operations, ensuring its sustainability.

## Section 2: Results

### 2.1. Outcomes and Achievements

#### 1. Outcome Area: Access to Territory, Reg. and Documentation

**Refugees, asylum seekers and stateless populations have access to registration and documentation**

##### Core Outcome Indicators

| Population Type   | Indicator |               |               |
|---|-----------|---------------|---------------|
|   | Baseline  | Target (2024) | Actual (2024) |
| <b>1.1 Proportion of refugees and asylum seekers registered on an individual basis</b>                          |           |               |               |
| Refugees and Asylum-seekers   | 96.35%    | 100.00%       | 99.59%        |
| <b>1.2 Proportion of children under 5 years of age whose births have been registered with a civil authority</b> |           |               |               |
| Others of Concern   |           | 100.00%       | 99.28%        |
| Refugees and Asylum-seekers   | 96.48%    | 100.00%       | 100.00%       |
| <b>1.3 Proportion of people with legally recognized identity documents or credentials</b>                       |           |               |               |
| Others of Concern   | 38.73%    | 100.00%       | 100.00%       |
| Refugees and Asylum-seekers   | 77.52%    | 100.00%       | 99.59%        |

##### Core Output Indicators

| Indicator   |               |
|---|---------------|
| Population Type   | Actual (2024) |
| <b>01.1.1 Number of people registered on an individual basis</b>  |               |
| Others of Concern   | 484           |
| Refugees and Asylum-seekers   | 10,099        |
| <b>01.2.1 Number of people supported to obtain civil status, identity or legal status documentation</b> |               |
| Others of Concern   | 217           |
| Refugees and Asylum-seekers   | 19,377        |

### Progress Against the Desired Outcome

In 2024, Rwanda received 2,346 asylum-seekers from the DRC. Jointly with the Government of Rwanda, UNHCR successfully registered 5,411 new arrivals from the DRC on an individual basis into ProGres with most of those had arrived in 2023 and were pending government approval for individual-level registration, significantly eliminating the gap of nonregistered new arrivals from the DRC. By the end of the year, only 527 new arrivals were pending the government clearance to facilitate their individual-level registration, representing a mere 0.41 per cent of the DRC new arrivals population in Rwanda. In total, 10,583 individuals were registered into ProGres across Rwanda, of which 3,785 were newborn babies. UNHCR continued efforts to address the backlog of late birth registrations among protracted refugees in

collaboration with its legal partner, Prison Fellowship Rwanda (PFR), and relevant district authorities. These initiatives align with the commitments made by the Government of Rwanda on civil registration during the Global Refugee Forum (GRF) and the High-Level Segment on Statelessness. As a result, the birth registration rate among the over 45,500 refugees born in Rwanda increased from 93 per cent at the end of 2023 to 98 per cent at the end of 2024. Additionally, birth registration coverage for refugee children below five years old rose from 95.6 per cent at the end of 2023 to 99 per cent by the end of 2024. Furthermore, all newborn refugee babies across all five refugee camps had their births registered in 2024.

The Government of Rwanda continued issuing refugee identity documents to refugees aged 16 and above. In 2024, more than 14,200 refugees received support with refugee identity (ID) cards, including new issuances, renewals of expired IDs, and corrections or replacements for lost IDs. This effort was facilitated by the annual biometric capturing exercise, conducted jointly by MINEMA, DGIE, NIDA, and UNHCR from August to September in all refugee camps. Additionally, regular biometric capturing for ID card issuance was conducted in Kigali based on demand. As a result, the percentage of refugee ID cards recorded in proGres increased from 87 per cent in 2023 to 90 per cent by the end of December 2024.

No data is available to UNHCR regarding birth registration coverage among returnees and stateless persons, as the latter have not yet been conclusively identified in Rwanda. Refugees with at least one Rwandan parent remain a particular other of concern group. Upon reaching the age of 16, these individuals are required to contact their local Sector offices for the issuance of a Rwandan ID. However, a significant number fail to report back to UNHCR regarding the status of their identification, and the government does not provide a list of Rwandan IDs issued to such individuals. Anyone registered in the National Population Registry can obtain a birth certificate- this applies to others of concern and returnees (who are registered upon arrival in Rwanda).

## 2. Outcome Area: Status Determination

**Asylum seekers have access to efficient status determination.**

### Core Outcome Indicators

| Population Type   | Indicator |               |               |
|---|-----------|---------------|---------------|
|   | Baseline  | Target (2024) | Actual (2024) |
| <b>2.1 Average processing time (in days) from registration to first instance asylum decision</b>  |           |               |               |
| Refugees and Asylum-seekers   | 98.00     | 250.00        | 249.26        |
| <b>2.2 Proportion of people undergoing asylum procedures who have access to legal representation</b>  |           |               |               |
| Refugees and Asylum-seekers   | 57.79%    | 74.00%        | 55.19%        |
| <b>2.3 Proportion of people undergoing asylum procedures who have access to an effective appeal mechanism after first instance rejection of their claim</b> |           |               |               |
| Refugees and Asylum-seekers   | 100.00%   | 100.00%       | 100.00%       |

### Core Output Indicators

| Indicator   |               |
|---|---------------|
| Population Type   | Actual (2024) |
| <b>02.1.1 UNHCR has provided capacity development support to strengthen the national status determination system(s), in accordance with international standards</b> |               |
| Refugees and Asylum-seekers   | No            |

## Progress Against the Desired Outcome

During 2024, the average processing time was 87 days, marking a decrease of 32 days compared to 2023 where the average processing time for the mandate RSD was 119 days. This was specifically for claims assessed under the Emergency Transit Mechanism (ETM). On the other hand, the average processing period for claims undergoing the National Asylum system was 258 days.

Legal counselling was provided to those undergoing case processing at the ETM and by the Government with none of cases requesting legal representation in 2024.

During the reporting period, 864 households comprising 1,754 individuals were facilitated with legal advice to complete their asylum applications with the Directorate General of immigration and Emigration.

Regarding access to appeal mechanisms, the laws in place provide for the right to appeal remedies for anyone who is not satisfied by first instance rejection decisions, however in 2024 due to the change in the refugee law, the new law provided that applicants who are not satisfied by the decisions taken by DGIE can appeal to the refugee Appeals Tribunal (newly established by the law) but it is not yet operational.

Accordingly, DGIE did not issue rejection decisions during the period under review.

## 4. Outcome Area: Gender-based Violence

### Prevention and response to Gender Based Violence is improved

#### Core Outcome Indicators

| Population Type  | Indicator |               |               |
|--|-----------|---------------|---------------|
|  | Baseline  | Target (2024) | Actual (2024) |
| <b>4.1 Proportion of people who know where to access available GBV services</b>        |           |               |               |
| Others of Concern  | 63.64%    | 60.00%        | 99.27%        |
| Refugees and Asylum-seekers  | 83.44%    | 90.00%        | 90.28%        |
| Returnees  | 100.00%   | 60.00%        | 100.00%       |
| <b>4.2 Proportion of people who do not accept violence against women</b>               |           |               |               |
| Refugees and Asylum-seekers  | 98.06%    | 100.00%       | 90.28%        |
| Returnees  | 100.00%   | 100.00%       | 100.00%       |
| <b>4.3 Proportion of survivors who are satisfied with GBV case management services</b> |           |               |               |
| Refugees and Asylum-seekers  | 100.00%   | 90.00%        | 96.83%        |

#### Core Output Indicators

| Population Type   | Indicator     |
|---|---------------|
|   | Actual (2024) |
| <b>04.1.1 Number of people who benefitted from specialized GBV programmes</b> |               |
| Refugees and Asylum-seekers   | 5,671         |

## Progress Against the Desired Outcome

During the reporting period, UNHCR and its partners (Save The Children and Plan International Rwanda) continued to provide GBV prevention and response service to all refugees and asylum-seekers residing in

all refugee camps, urban areas and Nkamira Transit Centre. GBV prevention, risk mitigation, and response services are available and known to about 90 per cent of refugees, asylum-seekers and others of concern. In 2024, 25 per cent of disclosed GBV incidents affected children and 75 per cent adult survivors. Among the population affected, 94% were females, while 6% were males. 38,158 refugees and asylum-seekers accessed GBV specialized services. These services included psychosocial, referral to medical services, legal, material, security, access to safe shelters, support to return to school following GBV incidents, client satisfaction surveys, Community awareness sessions aimed at preventing GBV, Information sessions on available GBV service, Empowerment and life skill sessions/ initiatives for women and adolescent girl and group-based psychosocial support sessions with women and girls.

Community-based approaches and awareness raising campaigns such as men's engagement, girls,' and women's platforms, SASA! (SASA! stands for Start, Aware, Support and take Actions- a methodology to prevent GBV and behavior in the communities), 16 days of activism, international women's day, international day of the girl child, Prevention of Sexual Harassment, Exploitation, and Abuse (PSHEA) sessions, were conducted and reached about 121,805 refugees and asylum-seekers as part of GBV prevention programs in camps, urban settings and Nkamira Transit Centre.

24 community-based committees and other community activists continue to work on GBV prevention. The goal of the community-based committees is to reinforce people's dignity, self-esteem and empower all actors to support refugees in exercising and enjoying their human rights.

23,884 women and girls participated in targeted empowerment activities as part of GBV prevention programs including SRH education, life skills, livelihood interventions including entrepreneurship, financial literacy, record keeping and running Village Savings and Loans Associations (VSLAs). 90 GBV survivors were supported to return to school. PSHEA sessions were conducted, reached about 1272 refugees and asylum-seekers as part of GBV prevention programs in camps, urban settings and Nkamira Transit Centre. 215 partners, government and UNHCR staff trained on safeguarding, Prevention of Sexual Exploitation, Abuse, and Harassment (PSEA/SH) and the Code of Conduct (COC).

Rwandan returnees are informed on the services that are available as soon as they arrive at the transit centres and directly followed up with by the national authorities through MINEMA, NIDA and DGIE shortly after they leave to their return areas. The information on available services includes, among others, GBV information, referral pathways and contact information during emergencies. With the reduction of funds in 2024 there were no monitoring visits conducted, and no complaints were received regarding accessibility to GBV services by returnees.

## 5. Outcome Area: Child Protection

**Child Protection mechanisms are strengthened and functioning as per standard operating procedures.**

### Core Outcome Indicators

| Indicator  |          |               |               |
|--|----------|---------------|---------------|
| Population Type  | Baseline | Target (2024) | Actual (2024) |
| <b>5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure</b>     |          |               |               |
| Others of Concern  | 100.00%  | 100.00%       | 100.00%       |
| Refugees and Asylum-seekers  | 100.00%  | 95.00%        | 100.00%       |
| <b>5.2 Proportion of children who participate in community-based child protection programmes</b>         |          |               |               |
| Others of Concern  |          | 60.00%        | 79.99%        |
| Refugees and Asylum-seekers  | 99.00%   | 100.00%       | 98.21%        |
| <b>5.3 Proportion of unaccompanied and separated children who are in an alternative care arrangement</b> |          |               |               |
| Others of Concern  | 100.00%  | 60.00%        | 100.00%       |
| Refugees and Asylum-seekers  | 100.00%  | 100.00%       | 100.00%       |

## Core Output Indicators

| Indicator  |               |
|--|---------------|
| Population Type  | Actual (2024) |
| <b>05.1.1 Number of children and caregivers who received child protection services</b> |               |
| Refugees and Asylum-seekers  | 4,939         |

## Progress Against the Desired Outcome

In 2024, there were 321 child protection related incidents, excluding GBV cases of children that are reported under GBV. Children at risk benefited from Best Interest Procedures (BIPs) conducted by UNHCR and partners, and in line with the UNHCR's BIP guidelines. 1,097 Best Interest Assessments (BIAs) were completed, including for children at risk, those under alternative care arrangements, unaccompanied and separated children (UASC) as well as for voluntary repatriation and family reunification considerations. 154 Best Interest Determinations (BIDs) were completed for children under voluntary repatriation, resettlement, and family reunification considerations. Child protection committees, community mobilizers and other structures including foster families were trained.

Participation of the Government in all forums including BID panel meetings was ensured. About 50 UNHCR staff were trained on proGres database with the aim of familiarizing themselves with the Child Protection Module with the support from Registration colleagues. UNHCR and partners continued to implement Child Protection programs to support children and parents in different programs, including Parenting Without Violence, Better Life Options and Opportunities Modules (BLOOM), Child and Youth Resilience Program etc. International events including World Refugee Day, Day of African Child (DAC), International Day of Girl Child, and the 16 Days of Activism Against GBV were utilized for mass awareness. UNHCR supported 7 refugee children to take part in the National Children Summit organized by the National Child Development Agency NCDA.

In 2024, one Government led humanitarian Child Protection and GBV Sub-Sector Working Group (CP/GBV SSWG) meeting was held. Participants included Ministry of Gender and Family Promotion (MIGEPROF), MINIJUST (Ministry of Justice), SCI (Save The Children International), PIR (Plan International Rwanda), RWAMREC (Rwanda Men's Resource Centre), RNADW (Rwanda National Association of Deaf Women), ICRC, WRC (Women Rise for Change) together with all UNHCR Field CP/GBV focal points. Partners participating in the SSWG aim to ensure the delivery of holistic approaches towards Child Protection and Gender-based violence prevention, risk mitigation and response programming.

As part of the localization strategy, SCI managed to engage two local NGOs namely; Resonate and Children's Voice Today (CVT) who are currently working in Mahama, Kigali and in the ETM Gashora. Further, 21,0770 adolescents participated in several targeted program. In Q3, UNHCR through its partners, Plan International Rwanda (PIR) and Save The Children International (SCI) rehabilitated 10 child-friendly spaces, four youth-friendly spaces, and one case management desk. All the CFs were equipped accordingly with the available funds. UNHCR and its partners reinforced local integration of refugees in national child protection system where refugee child protection structures known as Inshuti z'umuryango (IZU) worked with refugee community structures.

## 6. Outcome Area: Safety and Access to Justice

**Refugees and asylum seekers have access to tailored support services**



## Core Output Indicators

| Indicator  |               |
|--|---------------|
| Population Type  | Actual (2024) |
| <b>06.1.1 Number of people who received legal assistance</b> |               |
| Others of Concern  | 427           |
| Refugees and Asylum-seekers                                  | 7,463         |

## Progress Against the Desired Outcome

Rwanda generally adheres to the non-penalization principle outlined in the 1951 Convention relating to the Status of Refugees. As a result, no incidents of asylum-seekers or refugees being detained due to their immigration status inside the country were recorded by UNHCR.

Under this outcome, UNHCR also dedicated tailored support for people with specific needs including Ageing Population and People with Disabilities who are under output indicators. In 2024, 4,377 persons with disabilities have received support while 5,565 ageing population (60 years old and above) had received tailored support. In addition to that, 11,613 individuals in need of mental health supports have received MHPSS services.

## 7. Outcome Area: Community Engagement and Women's Empowerment

**Community Engagement and Women's Empowerment are improved and supported**

### Core Outcome Indicators

| Indicator   |          |               |               |
|---|----------|---------------|---------------|
| Population Type   | Baseline | Target (2024) | Actual (2024) |
| <b>7.1 Extent participation of displaced and stateless people across programme phases is supported.</b> |          |               |               |
| Others of Concern   |          | Extensive     | Extensive     |
| Refugees and Asylum-seekers   |          | Extensive     | Extensive     |
| Returnees   |          | Extensive     | Extensive     |
| <b>7.2 Proportion of people who have access to safe feedback and response mechanisms</b>                |          |               |               |
| Refugees and Asylum-seekers   | 99.58%   | 100.00%       | 100.00%       |
| <b>7.3 Proportion of women participating in leadership/management structures</b>                        |          |               |               |
| Refugees and Asylum-seekers   | 33.33%   | 50.00%        | 48.77%        |

### Core Output Indicators

| Indicator  |               |
|--|---------------|
| Population Type  | Actual (2024) |
| <b>07.1.1 Number of people consulted through Participatory Assessments</b> |               |
| Refugees and Asylum-seekers  | 3,384         |



| 07.2.1 Number of people who used UNHCR- supported feedback & response mechanisms to voice their needs/ concerns/feedback |        |
|--|--------|
| Refugees and Asylum-seekers  | 7,417  |
| 07.3.1 Number of people who received protection services   |        |
| Others of Concern  | 1,231  |
| Refugees and Asylum-seekers  | 94,116 |

## Progress Against the Desired Outcome

UNHCR operates the Complaint and Feedback Mechanism (CFM) directly and through its Community-Based Protection (CBP) partner, PFR. UNHCR tracks only complaints received via email, helpline, protection desks, WhatsApp, and SMS, open to all refugees, returnees, and persons of concern. In total, UNHCR received 7,417 queries and counselling, while PFR processed 1,389 cases.

In 2024, UNHCR handled 3,384 inquiries—51.8 per cent on health, 15.2 per cent on resettlement. Despite Kigali hosting 11,000 urban refugees, 71 per cent of recorded inquiries came from BO Kigali, covering Kigali, Nyamata, and Muhanga. Additionally, 1,567 counselling sessions were conducted, with 32.3 per cent taking place in Kigali, primarily related to resettlement. To improve access, mobile outreach expanded to Muhanga and Nyamata.

PFR supported 1,938 individuals through protection case management, either at its protection desks or via referrals. To enhance safe feedback mechanisms, UNHCR partnered with RNADW, a female returnee-led organization for persons with disabilities, expanding sign language training to Kigeme and Mugombwa camps. This initiative aids refugees with hearing impairments, their families, community leaders, and partner mobilizers.

Women's leadership representation rose from 30.24 per cent to 48.7 per cent in 2024, with 158 of 324 leadership roles held by women. PFR trained 33 women and girls (18-59) in digital literacy and CV writing in Mugombwa Camp – these efforts are transformative and envisaged to empower trained women with the skills needed to navigate the modern, technology-driven error. In addition, the initiative will improve access to job opportunities for economic independence, education, social integration, and personal empowerment. UNHCR recorded 94,116 individuals receiving protection services, including registration, case management, civil registry support, GBV response, and legal aid. Data from proGres and partner reports may contain duplications since partners lack direct proGres access. c Due to funding limitations, non-refugee persons of concern will be deprioritized under the SOP on Exceptional Financial Assistance.

Participatory assessments were conducted through discussions, outreach, consultations, and monitoring efforts, with the highest rates in Nkamira Transit Centre and Nyamata urban areas.

## 8. Outcome Area: Well-Being and Basic Needs

**Refugees and asylum seekers have improved access to basic needs**

### Core Outcome Indicators

| Indicator   |          |               |               |
|---|----------|---------------|---------------|
| Population Type   | Baseline | Target (2024) | Actual (2024) |
| <b>8.1 Proportion of people that receive cash transfers and/or non-food items</b>             |          |               |               |
| Refugees and Asylum-seekers   | 91.05%   | 100.00%       | 41.06%        |
| Returnees   | 100.00%  | 100.00%       | 100.00%       |
| <b>8.2 Proportion of people with primary reliance on clean (cooking) fuels and technology</b> |          |               |               |
| Refugees and Asylum-seekers   | 63.87%   | 90.00%        | 66.94%        |
| Returnees   | 100.00%  | 100.00%       | 100.00%       |

## Core Output Indicators

| Indicator  |               |
|--|---------------|
| Population Type  | Actual (2024) |
| <b>08.1.1 Number of people who received cash assistance</b>            |               |
| Refugees and Asylum-seekers  | 43,004        |
| Returnees  | 1,502         |
| <b>08.2.1 Number of people who received non-food items</b>             |               |
| Refugees and Asylum-seekers  | 12,396        |
| <b>08.3.1 Number of people supported with improved cooking options</b> |               |
| Refugees and Asylum-seekers  | 75,082        |

## Progress Against the Desired Outcome

UNHCR assistance is provided mainly through in-kind distribution (gas) and cash transfer to refugees for energy and domestic items.

In 2024, about 67 per cent of the refugees and asylum-seekers were provided access to clean cooking energy, such as LPG, as their main stove (Tier 4 and above) in Mahama and Mugombwa camps. Providing LPG not only helps reduce deforestation and climate change, but it is also a vital protection tool and supports refugee self-reliance. The achievement was less than the target set (75 per cent). However, in nationwide comparison, the proportion of Tier 5 households is higher than the national average (4.2 per cent) (World Bank Energy Survey). UNHCR also provided cash for energy in the remaining three camps on a targeted and quarterly basis for pellets and other biomass fuel. Pellets were supplied through a market-based approach by the Renewable Energy for Refugees (RE4R II) project, funded by Sida.

UNHCR provided LPG for Kijote and Nkamira Reception centres. The use of LPG for cooking reduces indoor air pollution and gender-based violence. In addition, all school feeding programs in the other camps (100 per cent) provided renewable biomass energy such as briquettes. 100 per cent of the returnees have access to clean cooking, LPG, and the remaining returnees in Nyarushishi use briquettes provided by UNHCR.

## 9. Outcome Area: Sustainable Housing and Settlements

**Refugees, asylum seekers, have access to sustainable housing and settlement with adequate environment and energy**

### Core Outcome Indicators

| Indicator  |          |               |               |
|--|----------|---------------|---------------|
| Population Type  | Baseline | Target (2024) | Actual (2024) |
| <b>9.1 Proportion of people living in habitable and affordable housing</b> |          |               |               |
| Refugees and Asylum-seekers  | 83.00%   | 90.00%        | 90.00%        |
| <b>9.2 Proportion of people that have energy to ensure lighting</b>        |          |               |               |
| Refugees and Asylum-seekers  | 42.89%   | 70.00%        | 8.12%         |
| Returnees  | 100.00%  | 100.00%       | 100.00%       |

## Core Output Indicators

| Indicator  |               |
|--|---------------|
| Population Type  | Actual (2024) |
| <b>09.1.1 Number of people who received shelter and housing assistance</b> |               |
| Refugees and Asylum-seekers  | 12,486        |

## Progress Against the Desired Outcome

In 2024, UNHCR and its partners continued providing shelter support to refugees living in the camps and new arrivals from DRC. Mahama camp was extended to receive new arrivals where 300 duplex shelters and associated WASH facilities were constructed to accommodate a total of 3,000 individuals. In terms of improving the refugee living condition in the camps, 12,486 individuals received shelter support across the camps through rehabilitation of 1,812 shelters and construction/upgrading of 1,122 shelters. These interventions have resulted in increased shelter adequacy from 83 per cent to 90 per cent by the end of the reporting period. Additionally, a total of 75 communal structures were constructed or rehabilitated, these improved the condition of the aging communal infrastructures in camps. To improve intra camp movement and service delivery, 5km of access roads were improved through gravelling. Efforts have been made by UNHCR to promote and enhance energy access to power refugees' homes, businesses, and communities, as of the end of 2024, over 2,190 refugee households procured solar home systems for lighting and small business of the populations in Kigeme, Kiziba, Mugombwa, Mahama, and Nyabiheke camps through Renewable Energy for Refugees (RE4R II) project. Based on the World Bank Energy Survey data in Rwanda, including refugee camps, 43 per cent of refugees and asylum-seekers have access to electricity, Tier 1, which provides electrical energy for lighting, phone charging, and small appliances, such as radios and above. This is a 57 per cent gap to reaching Rwanda's modern energy access target (100 per cent) by 2024. In addition, 100 per cent of the returnees have access to electricity at the reception centres through the national grid.

UNHCR also utilized on-grid and off-grid systems for Productive Use of Energy (PUE) initiatives to improve the incomes of refugee's businesses, boost entrepreneurship and long-term job creation opportunities, and empower women. Throughout the year, 300 business entrepreneurs were supported through a mentorship program and 30 entrepreneurs were supported to acquire PUE appliances under the RE4R II project. The Practical Action survey showed that 84 per cent of the entrepreneurs had reported a 50 per cent increase in their incomes due to mentorship.

In 2024, Practical Action and UNHCR concurrently prioritized the installation of 815 streetlights in all camps, revolutionizing the way refugees live and work in camps by enabling them to keep their businesses open after dark, empowering residents to feel safer to move around and aiding refugee children to study after dark.

## 10. Outcome Area: Healthy Lives

**By 2025, more refugees, asylum seekers have access to quality and sustainable health and nutrition services**

### Core Outcome Indicators

| Indicator  |          |               |               |
|--|----------|---------------|---------------|
| Population Type  | Baseline | Target (2024) | Actual (2024) |
| <b>10.1 Proportion of children aged 9 months to five years who have received measles vaccination</b> |          |               |               |
| Refugees and Asylum-seekers  | 94.83%   | 100.00%       | 95.57%        |
| <b>10.2. Proportion of births attended by skilled health personnel</b>                               |          |               |               |
| Refugees and Asylum-seekers  | 99.29%   | 100.00%       | 86.02%        |

## Core Output Indicators

| Indicator  |               |
|--|---------------|
| Population Type  | Actual (2024) |
| <b>10.1.1 Number of individual consultations in UNHCR supported health care services</b>                 |               |
| Host Community   | 20,212        |
| Refugees and Asylum-seekers  | 309,231       |
| Returnees  | 2,487         |
| <b>10.2.1 Number of consultations in UNHCR supported mental health and psychosocial support services</b> |               |
| Refugees and Asylum-seekers  | 7,686         |

## Progress Against the Desired Outcome

During the reporting period, UNHCR, in collaboration with Save the Children International, Africa Humanitarian Action, and other operational partners, achieved key milestones in providing comprehensive healthcare to refugees and asylum-seekers. Notably, the primary healthcare services reached 100 per cent of the target population, benefiting 134,915 individuals. This extensive coverage helped maintain critical health indicators, such as a crude mortality rate of 0.1/1,000 and an under-five mortality rate of 0.3/1,000, both within international standards.

Key achievements include the integration of essential healthcare services in camp-based facilities, covering promotive, preventive, and curative care, with a focus on nutrition, HIV/reproductive health, non-communicable diseases, and mental health. Essential medicines and medical supplies were distributed to meet the ongoing needs in the camps. Additionally, UNHCR extended health coverage to urban refugees by collaborating with the Ministry of Emergency Management (MINEMA) and the Rwanda Social Security Board to provide premium payments for Community-Based Health Insurance (CBHI).

Lifesaving support for higher-level care was provided to refugees requiring specialized treatment, ensuring no one was left without the necessary care. Routine immunization campaigns, especially for measles, exceeded targets, reaching 5,304 children (compared to the initial target of 3,913). The "Reach Every Child" strategy helped ensure that children beyond 15 months who missed prior vaccinations were also vaccinated.

Maternal health services also was performed with 86 per cent of the 3484 total deliveries being attended by skilled health personnel. This performance was due to the collaboration between community health workers, midwives, and the health system, supported by both UNHCR and implementing partners. There was a reporting issue in the system and some locations missed out some of the information, reason for the reduction that is observed when comparing offline report and online.

Overall, these achievements contributed to the maintenance and improvement of health standards within the refugee community, addressing both immediate and long-term health needs while ensuring vulnerable groups, such as children and mothers, received critical care and support. The coordinated efforts between UNHCR, its partners, and the government were essential in providing comprehensive healthcare, from preventive measures to lifesaving interventions.

Nutrition services were also implemented at both community and camp-based health facilities. During the implementing period, all children aged between six and 23 months, pregnant and lactating mothers and 1238 HIV/TB patients were supported through Blanket and Targeted supplementary feeding programmes to prevent against malnutrition. Nutrition interventions were also implemented to 976 children with SAM and MAM following the protocols.

## 11. Outcome Area: Education

**Refugee children and youth have access to ECD, primary, secondary and tertiary education with vocational and recreation support**

### Core Outcome Indicators

| Population Type   | Indicator |               |               |
|---|-----------|---------------|---------------|
|   | Baseline  | Target (2024) | Actual (2024) |
| <b>11.1 Proportion of young people enrolled in tertiary and higher education</b>              |           |               |               |
| Refugees and Asylum-seekers   | 5.57%     | 100.00%       | 5.84%         |
| <b>11.2 Proportion of children and young people enrolled in the national education system</b> |           |               |               |
| Refugees and Asylum-seekers   | 96.26%    | 100.00%       | 91.03%        |

### Core Output Indicators

| Indicator  |               |
|--|---------------|
| Population Type  | Actual (2024) |
| <b>11.1.1 Number of people who benefitted from education programming</b> |               |
| Refugees and Asylum-seekers  | 49,585        |

## Progress Against the Desired Outcome

During 2024, refugee children in Rwanda enjoyed access to the national education system from early childhood to primary, secondary, and tertiary levels of education. In 2024, 91 per cent% of the refugee students have been integrated into the national system , through the support of the Government of Rwanda who have committed to the inclusion of refugee children at all levels. UNHCR, together with education partners, has been supporting the Government in its efforts to realize education pledges made at the first GRF in December 2019. The implementation of the pledges, which centre around enhancing the capacity, quality, and inclusiveness of national education system, has been supported by UNHCR and its partners including UNICEF, Ministry of Education (MINEDUC), Rwanda Basic Education Board (REB), World Vision International, Impact Hope, Maison Shalom, Kepler, and GIZ.

As of the end of 2024, over 96 per cent of children and young people are enrolled in schools including 80 per cent in Early Childhood Education, 125 per cent in primary and 73 per cent in secondary education, while 5.8 per cent attend higher education (TVET schools and university level education). Gross enrolment rate of above 100 per cent is due to many over-aged students for their level. In addition, UNHCR and partners supported the enrolment of over 1,000 children and youth from refugee locations, including urban and camp locations are attending various boarding schools and learning institutions across the country, which provide specific education for high achievers and children with disabilities. In 2024, the operation continued the advocacy process which started in 2016, for the registration of Kiziba schools as public schools since this was a major step towards sustainability. While the ongoing integration of refugees into national education system has been commendable, three schools in Kiziba camp hosting more than 5,450 students remain registered as private institutions under UNHCR' management. In 2024 UNHCR Rwanda operation resubmitted the application requesting their registration as public schools so that the Government can take over their management by allocating teachers and all financial support to run the schools. The outcome is expected in 2025.

UNHCR and education partners (Mastercard Foundation, Impact Hope, Maison Shalom, GIZ, Kepler) provided scholarships to a total of 1,041 refugees to study at higher education level and to 646 at TVET schools across the country.

By working with Connected Learning Program, through ProFuturo project, UNHCR continued to strengthen

the quality of primary education, through improving teachers' ability to manage classrooms, use of digital tools and online platforms to enhance the learning experiences of 15,236 refugee and host community students enjoyed the use of the platform in their learning activities.

## 12. Outcome Area: Clean Water, Sanitation and Hygiene

**Refugees and asylum seekers have improved access to systems and facilities providing water, sanitation and hygiene services.**

### Core Outcome Indicators

| Population Type   | Indicator |               |               |
|---|-----------|---------------|---------------|
|   | Baseline  | Target (2024) | Actual (2024) |
| <b>12.1 Proportion of people using at least basic drinking water services</b> |           |               |               |
| Refugees and Asylum-seekers   | 90.17%    | 85.00%        | 91.90%        |
| Returnees   | 100.00%   | 100.00%       | 100.00%       |

### Core Output Indicators

| Indicator  |               |
|--|---------------|
| Population Type  | Actual (2024) |
| <b>12.1.1 Number of people supported with access to water and/or sanitation services</b> |               |
| Host Community   | 12,139        |
| Refugees and Asylum-seekers  | 123,205       |

## Progress Against the Desired Outcome

During 2024, UNHCR worked with its partners to implement the WASH activities and ensured provision of basic WASH services to over 123,205 refugee and asylum-seekers in all refugee camps and reception/transit centres across Rwanda. The general operation and maintenance (O&M) of water supply, Sanitation and hygiene WASH systems was carried out across the camps to ensure continued services.

The water treatment, quality monitoring and testing was conducted for ensuring clean water supply to refugees/ asylum-seekers and Rwandans in host communities at average rate of 21.4 litres per person per day. The average sanitation coverage was kept at 21.1 persons per latrine stance and 26.3 persons per bathing cubicle in the refugee camps. However, all sanitation setups are communal facilities and the standards for latrine access are not met in Kigeme, Kiziba and Mugombwa Camps.

The WASH facilities were improved where over 392 communal sanitation facilities and 3,164 metres of drainage and access roads were rehabilitated, constructed 109 new communal sanitation facilities and retaining walls/staircases for 33 sanitation locations. Maintained regular disinfection of key sanitation facilities to preventing odour nuisance and vector control to keep good sanitation and hygiene conditions within the camps. Waste management was implemented through regular faecal sludge collection from latrines septic tanks and solid waste collection/ transportation across all sites and disposed of to the respective waste dumpsites.

Over 104,387 refugees and asylum-seekers benefited from hygiene activities that were implemented across the camps and transit centres through structured manner according to the Government model of hygiene promotion enrolled in the camps known as Community based environmental hygiene promotion program (CBEHPP). The continuous distribution of liquid soap was ensured for public handwashing and other cleaning practices to prevent spreading of the MVD and Mpox outbreak and stave off diarrheal disease in all sites.

The UNHCR Operation in Rwanda made efforts to engage and collaborate with the Government Agencies

including Water and Sanitation Corporation (WASAC) and MINEMA, as well as development partners such as the African Development Bank (AfDB), the Japan International Cooperation Agency (JICA) for advocacy on the integration of WASH services in refugee settings to improve sustainability.

## 13. Outcome Area: Self Reliance, Economic Inclusion and Livelihoods

### Refugees and host communities access economic opportunities

#### Core Outcome Indicators

| Population Type  | Indicator |               |               |
|--|-----------|---------------|---------------|
|  | Baseline  | Target (2024) | Actual (2024) |
| <b>13.1. Proportion of people with an account at a bank or other financial institution or with a mobile-money-service provider</b> |           |               |               |
| Refugees and Asylum-seekers  | 80.38%    | 100.00%       | 99.00%        |
| Returnees  | 100.00%   | 100.00%       | 100.00%       |
| <b>13.2. Proportion of people who self-report positive changes in their income compared to previous year</b>                       |           |               |               |
| Refugees and Asylum-seekers  | 9.40%     | 73.00%        | 9.00%         |

#### Core Output Indicators

| Population Type   | Indicator     |
|---|---------------|
|   | Actual (2024) |
| <b>13.1.1 Number of people who benefitted from livelihoods and economic inclusion interventions</b> |               |
| Host Community  | 2,008         |
| Refugees and Asylum-seekers   | 2,754         |

## Progress Against the Desired Outcome

In 2024, refugees in Rwanda continued to benefit from policies that promote their inclusion in the local economy and national social safety nets. Notably, the National Bank of Rwanda incorporated refugees into the National Financial Inclusion Strategy. Additionally, refugees were included in the National Financial Education Strategy (2023-2027) and the National Savings and Credit Groups' (SCG) Digitization Strategy (2023-2027), further advancing their financial inclusion.

According to the Rwanda 2024 FinScope Survey report, 99 percent of refugees have transactional accounts with formal financial service providers, such as banks, microfinance institutions (MFIs), savings and credit cooperatives (SACCOs), or mobile money services.

Throughout 2024, UNHCR and its partners in the livelihoods sector continued to implement various projects aimed at promoting economic inclusion and self-reliance among refugees and their host communities. The primary objectives of these programs were to:

- Enhance social protection for the most vulnerable refugee households through monthly transfers for basic needs (7,000 RWF per household).

- Promote livelihood opportunities by training refugees and host communities in business development and providing an 800,000 RWF cash grant for starting or expanding businesses.

- Ensure the financial inclusion of refugees, displaced populations, and host communities by linking them with financial institutions and encouraging savings through Savings and Internal Lending Communities (SILCs).

- Foster social empowerment by training households in positive behaviour change and social cohesion methodologies.



In this regard, 6,437 refugees and host community members, with support from the Government of Denmark and the Mastercard Foundation, received cash grants to start or improve their income-generating activities; 14,666 refugees and host community members received entrepreneurship and business training; and 1,531 refugees and host community members received vocational skills, apprenticeships, or on-the-job training.

The partnership between UNHCR and private sector actors such as Inkomoko and Practical Action and the private sector federation (PSF) has been pivotal in advancing refugee self-reliance and sustainability in Rwanda. For example, through its partnership with UNHCR, Inkomoko and other financial services providers (FSPs) have been able to continue facilitating financial inclusion for refugees by providing access to loans, entrepreneurial training, and financial literacy programs. Additionally, UNHCR's partnership with Practical Action focuses on delivering clean energy solutions to refugee camps, enhancing living conditions and promoting environmental sustainability.

In the agricultural sector, 2,016 households (722 refugees and 1148 women-led) benefited from the climate-smart agriculture project funded by the Danish government. This project provided support (marshland development, agricultural inputs and training) to farmers tilling land in two marshlands neighbouring the Nyabiheke and Kigeme camps, respectively.

In partnership with MINEMA and the World Bank, UNHCR has been instrumental in advancing the refugee self-reliance measurement study. This collaboration aims to measure and enhance the progress of refugee households towards self-sufficiency. Additionally, UNHCR has partnered with MINEMA and other key stakeholders to draft the Refugee Sustainable Graduation Strategy (2025-2030), which outlines a comprehensive plan for the socio-economic integration and empowerment of refugees in Rwanda.

Furthermore, UNHCR and WFP have spearheaded a socio-economic data collection exercise in Nyabiheke refugee camp, piloting innovative approaches to gather detailed information on the living conditions and needs of refugees. These initiatives collectively contribute to creating sustainable solutions for refugees and fostering their integration into Rwandan society.

## 14. Outcome Area: Voluntary Return and Sustainable Reintegration

### Refugees enjoy safe and dignified return to their Country of Origin

#### Core Outcome Indicators

| Population Type   | Indicator |               |               |
|---|-----------|---------------|---------------|
|   | Baseline  | Target (2024) | Actual (2024) |
| <b>14.1 Proportion of returnees with legally recognized identity documents or credentials</b> |           |               |               |
| Returnees   | 100.00%   | 100.00%       | 100.00%       |

#### Core Output Indicators

| Indicator  |               |
|--|---------------|
| Population Type  | Actual (2024) |
| <b>14.1.1 Number of people who received counselling and/or information on voluntary repatriation</b> |               |
| Refugees and Asylum-seekers  | 20,000        |

## Progress Against the Desired Outcome

UNHCR continued to facilitate the return and reintegration of Rwandan refugees primarily from the DRC and systematically registered them in proGres database at transit centres. In 2024, biometric capturing for Rwandan IDs was done for 492 returnees aged 16 out of the 1,255 returnees who were received as per the national procedures which requires Rwandan aged 16 yrs and above to be issued with documentation.



UNHCR worked closely with the National Identity and Documentation Agency (NIDA) who were present at transit centres to jointly verify the returnees against the national citizen's database. Returnees who arrived by air were verified by NIDA and issued Rwandan IDs.

Returnees were also supported through cash-based interventions to ensure their reintegration in their areas of origin. The reintegration grant is 188 USD per adult and 113 USD per child. The returnees received 20 percent of the reintegration grant on arrival and the remaining 80% is provided at a later stage upon verification in their places of return. Returnees continued to have access to legal remedies to deal with issues related to property rights or access to land. The returnees were provided with Community Health Insurance while at the transit centres as well as cash assistance for food for 3 months. In 2024, the conflict in the Kivu provinces in Eastern DRC hampered the process of returns as there was limited access to transit centres and assembly points.

UNHCR facilitated only two repatriation convoys to Burundi in 2024, for 125 individuals in total. Despite awareness and information sharing on voluntary repatriation to Burundi, there was a decline in the intention to return which was attributed to reintegration challenges such as poverty, lack of basic services and allegations of insecurity in some places of origin in Burundi.

## 15. Outcome Area: Resettlement and Complementary Pathways

**Deserving refugees have access to resettlement to third countries**

### Core Outcome Indicators

| Population Type  | Indicator |               |               |
|--|-----------|---------------|---------------|
|  | Baseline  | Target (2024) | Actual (2024) |
| <b>15.1 Number of refugees submitted by UNHCR for resettlement</b> |           |               |               |
| Refugees and Asylum-seekers  | 6,388     | 6,000         | 7,421         |

### Core Output Indicators

| Indicator  |               |
|--|---------------|
| Population Type  | Actual (2024) |
| <b>15.1.1 Country issues machine-readable travel documents</b> |               |
| Refugees and Asylum-seekers                                    | Yes           |

## Progress Against the Desired Outcome

UNHCR continued its inclusive protection and solutions approach in 2024 by implementing a multi-year durable solutions strategy aimed at pursuing resettlement for the most vulnerable and protracted Congolese refugees mainly living in Kiziba, Mahama and Nyabiheke refugee camps. In addition, resettlement remained a key intervention for refugees evacuated from Libya under the Rwanda Emergency Transit Mechanism (ETM). For Burundian refugees and other nationalities, resettlement and complementary pathways continued to be explored for limited cases with protection and medical needs.

In 2024, UNHCR received quotas for more than 7,000 resettlement submissions to Belgium, Canada, Denmark, Finland, France, Germany, Norway, and the USA , while managing a post-submission caseload comprising over 15,000 refugees. The target was exceeded as a result of updating cases submitted in previous years with newborn children and other dependent family members, as well as submissions made under unallocated quotas. For submissions to the USA, UNHCR continued to implement group processing modalities for Congolese refugees as well as standard submissions where applicable . In 2024, 7,421 refugees were submitted for resettlement consideration (mostly Congolese).

Since the inception of the ETM in 2019, 20 evacuation convoys of 2,623 vulnerable asylum-seekers have been evacuated from Libya. Five of these evacuations were organized in 2024, bringing in a total of 564 individuals from Libya. All evacuated refugees and asylum-seekers were supported with protection, assistance, and access to solutions. UNHCR observed that evacuated asylum-seekers stayed longer at the ETM facility due to longer resettlement procedures and delays in departures (including Marburg).

Throughout the year, various selection missions, both virtual and in person, took place in Kigali and in the refugee camps. The US, Canada, France, Germany, Finland, Norway fielded in-person selection missions, with Norway receiving full logistical support directly from UNHCR for their two selection missions.

## 16. Outcome Area: Integration and other Local Solutions

### Refugees and stateless populations enjoy integration opportunities

#### Core Outcome Indicators

| Population Type   | Indicator |               |               |
|---|-----------|---------------|---------------|
|   | Baseline  | Target (2024) | Actual (2024) |
| <b>16.1 Proportion of people with secure tenure rights to housing and/or land</b> |           |               |               |
| Refugees and Asylum-seekers   | 22.75%    | 100.00%       | 97.68%        |
| <b>16.2 Proportion of people covered by national social protection systems</b>    |           |               |               |
| Refugees and Asylum-seekers   | 8.09%     | 100.00%       | 7.95%         |

#### Core Output Indicators

| Indicator   |               |
|---|---------------|
| Population Type   | Actual (2024) |
| <b>16.1.1. Government Social protection system is inclusive of forcibly displaced and stateless people</b>                                  |               |
| Others of Concern   | Limited       |
| Refugees and Asylum-seekers   | Limited       |
| Returnees   | Fully         |
| <b>16.2.1 Number of people supported by UNHCR to acquire nationality, permanent residency status or to access naturalization procedures</b> |               |
| Others of Concern   | 12            |
| Refugees and Asylum-seekers   | 141           |

## Progress Against the Desired Outcome

In Rwanda, both camp-based and urban refugees benefit from rights to housing and land, albeit in different ways. For camp-based refugees, housing is provided by the government or humanitarian organizations, with a guarantee of no risk of eviction, ensuring secure tenure within the camps. These refugees are assured that their right to remain in the camps is protected, offering them stability and security. In addition, the 2021 Land Law allows refugees to acquire land through long-term leasehold agreements typically for up to 99 years, for one residential plot of a specified size with the possibility to acquire additional land for investment purpose.

The Vision Umurenge Program (VUP) in Rwanda is a flagship initiative aimed at reducing poverty. However, refugees are not included in this social protection programme. Rwanda launched the Imibereho Dynamic Social Registry on February 29, 2024. This registry and its predecessor are used for targeting beneficiaries for social protection and does not include refugees. Nevertheless, refugees living in urban

areas and attending boarding schools are included in the community-based health insurance system CBHI) through group enrolment by UNHCR while camp-based refugees access health services through parallel system. The government has also committed to extending this coverage to camp-based refugees with a planned rollout in 2025- an important step towards providing equitable healthcare to refugees. In 2024, UNHCR submitted 10,398 recognized refugees to be enrolled into CBHI, including 2,040 students in boarding schools. Out of those in the list, 10,285 were confirmed enrolled while 43 others are not, possibly having issues with their ID. In general, CBHI enrolment rate is 74.5 per cent if calculated against urban population and the students. If it is calculated against total displaced population nationwide, it would be 7.6 per cent

Refugees in Rwanda also benefit from gender-based violence (GBV) services through the Isange One Stop Centers, which provide comprehensive support, including legal assistance, medical care, and psychosocial services for survivors of GBV. Similarly, child protection services are available to refugee children, ensuring that they are protected from exploitation and abuse, and have access to vital support systems. Furthermore, refugees employed in the formal sector enjoy the same maternity benefits as Rwandan citizens, reinforcing their rights to social security and labour protections. However, while refugees in the formal sector benefit from these protections, women in the informal sector face some challenges in accessing maternity benefits, like other informal sector workers in Rwanda.

Legal local integration remains available to refugees via marriage, or through other provisions outlined in the 2021 nationality law. Nevertheless, interest for local integration among both Congolese and Burundian refugees remains limited. A total of 141 individuals obtained Rwandan nationality as a durable solution. Most of these cases were through confirmation of nationality, as they were legally entitled to Rwandan nationality, while the rest were naturalized owing to marriage with Rwandan nationals. Stateless persons in Rwanda have not conclusively been identified, due to budget constraints required for a nationwide survey to be carried out, comprehensive data is currently not available. An estimated 14,500 individuals are considered persons with undetermined nationality/ stateless persons, who face challenges to access healthcare, education, financial and other private/ public services until their situation is resolved.

## 2.2. Age, Gender and Diversity

While nearly all operational data was disaggregated by age and sex, only protection-related data included nationality, disabilities, sexual orientation, and health status. This gap is largely due to external data collection processes, where information is typically categorized only by gender, age, and location, excluding key diversity factors such as disability and health status. For instance, urban education data is collected solely by the Ministry of Education, which, for valid reasons, does not record a child's legal status. However, this prevents UNHCR from effectively monitoring out-of-school refugee children in urban areas. Without analysing the diversity of those benefiting from UNHCR's programming, assessing the inclusivity of services remains a challenge.

Despite these limitations, in 2024, UNHCR Rwanda prioritized the inclusion of persons with disabilities in its programming. The expansion of Rwandan Sign Language classes to Kigeme and Mugombwa camps has enabled deaf refugees, their families, and community volunteers to foster a more inclusive environment for communication and feedback mechanisms.

Due to funding constraints, UNHCR ceased its partnership with Humanity & Inclusion (HI) that was implementing activities focusing on refugees with specific needs. Moving forward, UNHCR aims to strengthen inclusion mainstreaming across various sectors. Refugees, particularly persons with disabilities (PWDs) and the elderly, raised concerns about their exclusion from humanitarian programs, especially livelihoods. Many criticized the maximum age limit (60) for accessing livelihood opportunities, arguing they remain productive. In 2025, UNHCR will conduct disability inclusion training for staff and partners, including technical sectors like WASH, Shelter, and Energy.

Additionally, UNHCR invested in strengthening ties with Sudanese communities, a growing population. Three community meetings were held in Kigali and one in Mahama camp, leading to the establishment of two Sudanese RLOs.

## Section 3: Resources

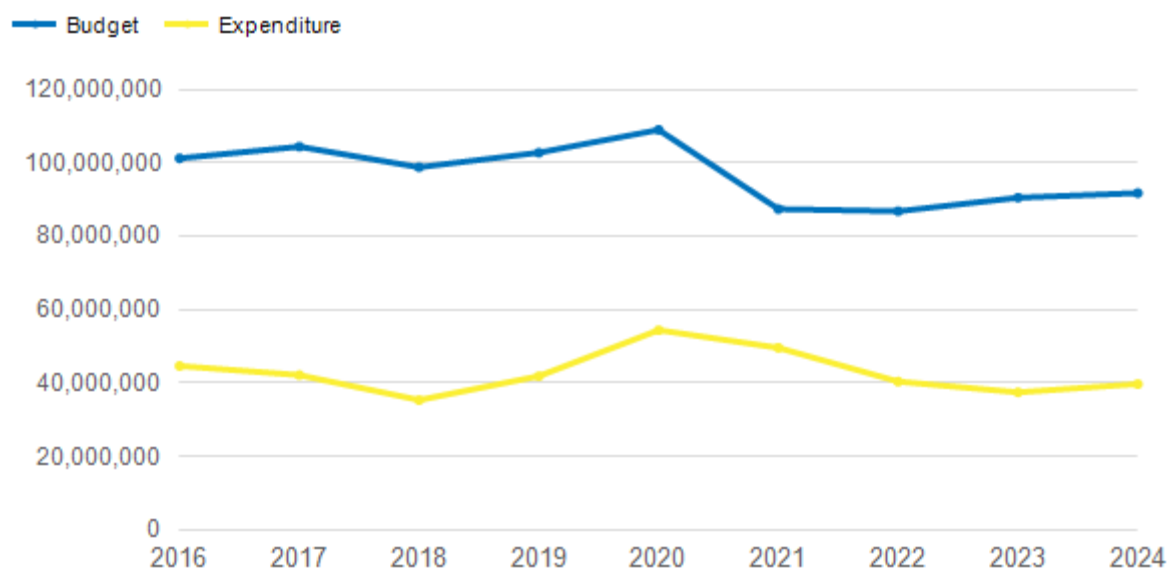
### 3.1 Financial Data

(Financial figures in USD)

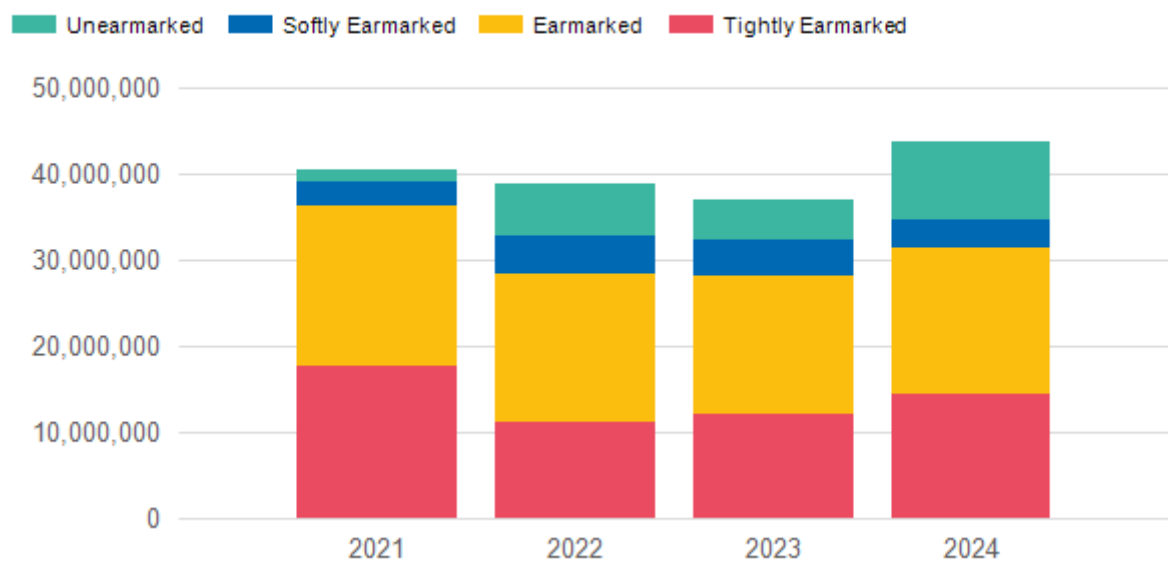
| Impact Area      | Final Budget      | Funds Available   | Funds Available as % of Budget | Expenditure       | Expenditure as % of Funds Available |
|------------------|-------------------|-------------------|--------------------------------|-------------------|-------------------------------------|
| IA1: Protect     | 14,972,100        | 6,907,078         | 46.13%                         | 6,907,078         | 100.00%                             |
| IA2: Assist      | 37,643,929        | 21,763,988        | 57.82%                         | 21,763,988        | 100.00%                             |
| IA3: Empower     | 24,602,924        | 7,004,079         | 28.47%                         | 7,004,079         | 100.00%                             |
| IA4: Solve       | 14,504,780        | 4,033,425         | 27.81%                         | 4,033,425         | 100.00%                             |
| All Impact Areas |                   | 3,065,503         |                                |                   |                                     |
| <b>Total</b>     | <b>91,723,733</b> | <b>42,774,074</b> | <b>46.63%</b>                  | <b>39,708,570</b> | <b>92.83%</b>                       |

| Outcome Area      | Final Budget      | Funds Available   | Funds Available as % of Budget | Expenditure       | Expenditure as % of Funds Available |
|-------------------|-------------------|-------------------|--------------------------------|-------------------|-------------------------------------|
| OA1: Access/Doc   | 4,109,920         | 1,888,457         | 45.95%                         | 1,888,457         | 100.00%                             |
| OA2: Status       | 1,370,784         | 811,232           | 59.18%                         | 811,232           | 100.00%                             |
| OA4: GBV          | 2,417,019         | 966,902           | 40.00%                         | 966,902           | 100.00%                             |
| OA5: Children     | 3,129,465         | 1,418,062         | 45.31%                         | 1,418,062         | 100.00%                             |
| OA6: Justice      | 3,944,913         | 1,822,425         | 46.20%                         | 1,822,425         | 100.00%                             |
| OA7: Community    | 4,820,347         | 1,678,849         | 34.83%                         | 1,678,849         | 100.00%                             |
| OA8: Well-being   | 8,518,528         | 4,173,730         | 49.00%                         | 4,173,730         | 100.00%                             |
| OA9: Housing      | 7,369,340         | 5,069,185         | 68.79%                         | 5,069,185         | 100.00%                             |
| OA10: Health      | 9,946,150         | 5,428,139         | 54.58%                         | 5,428,139         | 100.00%                             |
| OA11: Education   | 11,344,176        | 3,253,023         | 28.68%                         | 3,253,023         | 100.00%                             |
| OA12: WASH        | 6,861,408         | 4,178,014         | 60.89%                         | 4,178,014         | 100.00%                             |
| OA13: Livelihood  | 8,438,401         | 2,072,207         | 24.56%                         | 2,072,206         | 100.00%                             |
| OA14: Return      | 6,687,963         | 863,028           | 12.90%                         | 863,028           | 100.00%                             |
| OA15: Resettle    | 6,042,834         | 2,821,513         | 46.69%                         | 2,821,513         | 100.00%                             |
| OA16: Integrate   | 1,773,983         | 348,884           | 19.67%                         | 348,884           | 100.00%                             |
| EA18: Support     | 4,948,503         | 2,914,921         | 58.91%                         | 2,914,921         | 100.00%                             |
| All Outcome Areas |                   | 3,065,503         |                                |                   |                                     |
| <b>Total</b>      | <b>91,723,733</b> | <b>42,774,074</b> | <b>46.63%</b>                  | <b>39,708,570</b> | <b>92.83%</b>                       |

Budget and Expenditure Trend



Contributions Trend by Type



### 3.2. Resources Overview

In 2024, UNHCR appealed for \$91.7 million to support its operations in Rwanda. As of the end of the year, only 45 per cent of funds had been received. The main donors in 2024 were the United States of America (USA), European Union (EU), Denmark, Germany, ProFuturo, Japan, Usine Foundation, Norway, Canada, and Switzerland. Additional in-kind donations of clothing were received from private sector donors in the USA. 17 proposals were submitted to donors. Overall, government donors contributed 70.6 per cent of the available funds to UNHCR in Rwanda in 2024 despite a concerted effort to expand resource mobilization efforts to other funding sources. To support resource mobilization efforts and strengthen relations with donors, the operation engaged several activities which included: engagement with new government donors

such as Korea, Gulf countries, Belgium, France, Austria, Switzerland; prioritized proposals to non-Government donors (PSP, UN pooled funds) for key areas such as energy, health and CBI, advocated for UNHCR to be included in more UN pooled fund opportunities (Health4Life fund, Peacebuilding Fund); had further engagement with development donors such as World Bank and AFDB, support NGO partners to get funding from a wider range of donors (that UNHCR does not necessarily have access to) as part of the RRP coordination; and held quarterly donor meetings with international community and facilitation of field missions in Rwanda. As a result of the funding gap, the operation had to cut critical services such as cash assistance for NFIs and cash assistance for energy which was only provided the last three months of 2024. In addition, the referrals of refugees to advanced health care were limited to lifesaving and emergency cases only as UNHCR did not have enough funds to cover the cost of treatment. Administratively, the operation maintained the same number of offices except the closure of Nyamata Field Office (FO) and opening of Gashora Field Unit (FU) in a move foreseen as moving UNHCR closer to the persons we serve situated at ETM. Additionally, fleet right sizing continued through the disposal of aged vehicles; also disposed were obsolete Information and Communications Technology (ICT) equipment and the resources obtained used to procure other equally important assets. Recruitments of Temporary Appointments (TAs) charging ABOD was closely monitored and were charged to vacant positions. Overall, ABOD in 2024 was utilized for travel, paying fixed costs [rent, utilities, fuel, UN joint contribution] and other emerging needs such as Gashora and Kirehe [when UNHCR moved into another building and shut down a previous office space].

## Section 4: Lessons Learned and Future Outlook

### 4.1 Lessons Learned and Future Outlook

UNHCR in Rwanda is increasingly being requested to do more with less funding while also shifting from humanitarian assistance to sustainable programming. The annual review process consisted of joint MFT field visits to evaluate results vs targets for partner and UNHCR projects, review of partner annual indicator reports, and the strategic moment of reflection with partners who are part of the multi-year strategy. Some key takeaways during the different components included allocate more time to events, strengthen engagement with operational and development partners. The strategic moment of reflection saw the participation of different stakeholders and over 90 participants including funded and operational partners, UNHCR and UN sister agencies. SMR of 2024 considered the inclusion of refugees and more representation of partners in the presentations. A UNHCR/WFP Joint Post Distribution Monitoring conducted in 2024, highlighted increased vulnerability and capacity to meet basic needs. To ensure realization of the multi-year strategy, the sustainable programming, self-reliant refugee and complementarity, UNHCR Rwanda plans to hold regular technical coordination meetings with government, partners including operational partners.

When reflecting on lessons learnt and future outlook, several key themes emerge both in terms of challenges and opportunities for improvement including forecasting accuracy importance, flexibility and contingency, communication and collaboration, prioritization of spending and technology integration. Future outlook should encompass increased use of technology, focus on sustainability, data-driven decision making, greater accountability and transparency as well as agile budgeting processes shaping a more resilient approach at managing ABOD resources in 2025 and onwards.

UNHCR in Rwanda faced increasing demands despite reduced funding, reinforcing the need for resource optimization to sustain operations. The closure of Nyamata and reassignment of staff to key locations like Kirehe and Rubavu helped mitigate financial constraints while ensuring service continuity. The nationalization agenda lowered costs, but strategic resource allocation, capacity-building for national staff, and strong advocacy for targeted funding remains critical to preserving program effectiveness, staff well-being, and operational efficiency.



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