

Annual Results Report

2024

Burundi

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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- 4.1 - Lessons Learned and Future Outlook

Section 1: Context and Overview

1.1 Changes to the Operational Context

In 2024, Burundi's improved political and security landscape have maintained confidence among displaced populations leading 20,081 Burundian refugees to return voluntarily. Authorities have refined a contingency plan for a potential massive return of refugees from Tanzania. Recognizing these trends, the Tripartite Commission reaffirmed to actively promoting voluntary repatriation of Burundian refugees. Key donors continue to support reintegration efforts in education, livelihood, shelter, social cohesion though significant gaps in assistance remain.

UNHCR Burundi has adapted its operations amid economic challenges as trade imbalances and foreign currency shortages have led to fuel scarcities and rising commodity prices, straining operational capacity. Regionally, the situation in Democratic Republic of the Congo's (DRC) continues to shape geopolitical dynamics. The rising insecurity in Eastern DRC led UNHCR to prepare for a potential large-scale refugees' influx. Meanwhile, diplomatic tensions between Burundi and Rwanda hinder the return of Burundian refugees from Rwanda, complicating Great Lakes geopolitics.

Despite challenges, Burundi upheld its open-door policy by opening a new settlement in Rutana and welcoming 3,837 asylum seekers in 2024. Authorities integrated refugees into livelihood initiatives offering jobs amid reduced aid (food rations). UNHCR supports their inclusion in national education and health systems, for self-reliance.

At the Global Refugee Forum, Burundi reaffirmed its commitment to the 15 pledges focusing on freedom of movement, land, livelihoods, and durable solutions. However, freedom of movement for refugees has remained a challenge.

Funding constraints persisted, with only 40% of the total requirements met.

In 2024, Burundi did not conduct the Results Monitoring Survey (RMS), as it is scheduled biennially. Thus, most impact and outcome indicators for 2024 are derived from the validated and approved 2023 RMS data.

1.2. Progress Against the Desired Impact

1. Impact Area: Attaining Favorable Protection Environments

All refugees and persons seeking international Protection enjoy their rights in Burundi

Population Type	Indicator	
	Baseline	Actual (2024)
1.2 Proportion of people who are able to move freely within the country of habitual residence		
Refugees and Asylum-seekers	37.28%	37.28%

Burundi maintained its open-door policy, welcoming 3,837 asylum seekers in 2024, of whom 2,031 were relocated to Musenyi refugee site in Rutana Province.

As in 2023, freedom of movement for camp-based refugees remained restricted, requiring an exit permit even for travel within the same commune. Despite the provisions of the November 2021 immigration law and the camp management regulations jointly signed by UNHCR and the National Office for the Protection of Refugees and Stateless Persons (ONPRA), compliance remains an issue. A UNHCR reminder letter sent to authorities on November 18, 2024, reiterated the need to uphold these regulations. However, enforcement remains pending, and ONPRA issued only 8,978 exit permits in 2024. The number of refugees who moved freely without permits remains unknown.

In 2024, the UNHCR Sub-Office in Ruyigi recorded instances of refugees being arrested for moving within their communes without exit permits. Advocacy efforts with the police led to the release of over 300 refugees detained for this reason. No cases of refoulement were reported in 2024.

2. Impact Area: Realizing Rights in Safe Environments

By 2027, all persons UNHCR serves enjoy their socio-economic rights and are included in national systems as per the Government of Burundi’s relevant GCR pledges

Population Type	Indicator	
	Baseline	Actual (2024)
2.2 Proportion of people residing in physically safe and secure settlements with access to basic facilities		
Refugees and Asylum-seekers	5.24%	5.24%
Returnees	0.54%	0.54%
2.3 Proportion of people with access to health services		
Refugees and Asylum-seekers	82.82%	82.82%

Burundi faced significant socioeconomic challenges, with high poverty levels affecting refugees, asylum seekers, and returnees who are facing difficult living conditions and limited access to essential services. In 2024, the National Institute of Statistics of Burundi conducted a national census, including refugees and asylum seekers. The findings, to be released in 2025, will provide valuable insights for future interventions. While no Refugee Monitoring System (RMS) was conducted in 2024, ongoing assessments tracked refugee living conditions revealing both challenges and progress.

Progress has been achieved under UNHCR Burundi’s multi-year strategy to gradual include refugees in national health and education systems. A Memorandum of Understanding was signed to support the integration of refugees in the health system, and the national education inclusion strategy is in its final

stage.

While awaiting implementation of these strategies, UNHCR and partners continued providing essential health services in camps ensuring access to quality care for refugees.

Through coordinated, multisectoral interventions—health and nutrition efforts maintained low mortality rates, with overall mortality at 0.15 per 1,000 per month among adults and 0.21 per 1,000 per month among children under five. In addition, Infrastructure improvements have enhanced access to clean water and sanitation for refugees, reducing waterborne disease risks and improving hygiene conditions.

Furthermore, environmental sustainability efforts in refugee camps have expanded, with clean energy initiatives such as briquettes reducing firewood dependence at all camps, including the new Musenyi Site. Solar-powered streetlights now light camp roads and community areas, and households have portable lamps, improving safety and daily living conditions. These efforts support broader environmental goals by reducing carbon emissions and preserving ecosystems.

These advancements in infrastructure, service delivery, and sustainability highlight progress in addressing the needs of refugees, asylum seekers, and returnees.

3. Impact Area: Empowering Communities and Achieving Gender Equality

By 2027 all persons UNHCR serves, with a particular focus on women and youth, will be empowered to respond to their protection needs, including through national systems where possible, and attain greater gender equality.

Indicator		
Population Type	Baseline	Actual (2024)
3.1 Proportion of people who have the right to decent work		
Refugees and Asylum-seekers	100.00%	100.00%
3.2a Proportion of children and young people enrolled in primary education		
Refugees and Asylum-seekers	73.00%	67.73%
Returnees	82.56%	82.56%
3.2b Proportion of children and young people enrolled in secondary education		
Refugees and Asylum-seekers	58.74%	54.63%
Returnees	22.86%	22.86%
3.3 Proportion of people feeling safe walking alone in their neighbourhood after dark		
Refugees and Asylum-seekers	91.13%	91.13%
Returnees	94.06%	94.07%

Burundi's legal framework grants refugees the right to work, but new restrictions on urban residency make this difficult to exercise. In 2024, refugees in urban areas were relocated to camps, disrupting their work and children's education. ONPRA issued 16,413 refugee ID cards, but with 49,954 refugees needing cards by December 31, 2024, demand remains high. Without proper documentation, refugees face challenges in securing and maintaining employment.

Protection efforts focused on gender-based violence (GBV) awareness, including the Engaging Men through Accountable Practice (EMAP) approach, involving 343 men to promote women's leadership in primary prevention. Refugee elections were held in 2024 to ensure representation, with capacity-building sessions on international protection, communication, and the prevention of sexual exploitation and abuse. However, female representation remains low as women face household burdens due to reduced assistance, limiting their participation.

Progress has been made in integrating refugees into the national education system and increasing returnee children's enrolment. The Ministry of Education, with UNHCR and UNESCO's IIEP, developed an inclusion strategy and set up focal points at the provincial and communal levels for future implementation.

Refugees and host populations coexist peacefully in Burundi, but the pre-electoral context of 2024 and the ongoing conflict in eastern DRC have led to continued movement restrictions. This significantly limits self-reliance opportunities.

Despite engagement with the African Development Bank (AfDB) and the International Finance Corporation (IFC) to improve financial inclusion, challenges persist. Burundi's weak business climate, lack of documentation, and limited guarantees remain major barriers to refugees' economic integration.

4. Impact Area: Securing Solutions

More forcibly displaced and stateless benefit from a wide range of solutions by 2027

Population Type	Indicator	
	Baseline	Actual (2024)
4.1 Number of refugees who voluntarily return in safety and dignity to their country of origin		
Refugees and Asylum-seekers	0	3
4.2a Number of people who departed on resettlement		
Refugees and Asylum-seekers	4,364	3,519
4.2b Number of people who departed through complementary pathways		
Refugees and Asylum-seekers	1	2
4.3a Number of stateless people for whom nationality is granted or confirmed		
Stateless Persons	0	0
4.3b Number of refugees for whom residency status is granted or confirmed		
Refugees and Asylum-seekers	0	0

In 2024, Burundi recorded a 19 percent decrease in resettlement departures compared to the previous year, due in part to a temporary suspension imposed by the Government of Burundi in early 2024 which paused all departures through the UNHCR resettlement program as well as family reunification and private sponsorship for several weeks, and in part to a monkeypox outbreak later in the year which delayed other departures. There were 3,519 individuals who departed from Burundi for resettlement to Australia, Canada, the UK, and the USA. This represented 18 percent of Burundi's 2024 Projected Global Resettlement Needs (PGRN) estimated at 19,200. The achievement was attributed to a stronger response towards UNHCR advocacy with resettlement countries to process adjudicate cases comprising the more than 10,000 refugees submitted in previous years and accelerate departures.

As for the number of people who departed through complementary pathways, only two (2) were recorded to have departed as UNHCR does not have comprehensive data for most departures who left Burundi for third countries through family reunification and private sponsorship.

In 2024, no plans were made for the voluntary return of refugees, mainly of Congolese nationality, living in Burundi, or for any other nationality. This contrasts with 2023, when a target of 500 candidates was set. It was only in November that a household of 3 urban refugees of Congolese nationality opted for voluntary return to Kinshasa. The entire process, from interviews and medical screening to pre-departure assistance, was followed to ensure the household's safe and dignified return.

1.3 Challenges to Achieving Impacts

More than in previous years, the majority of refugees continue to live below the poverty threshold. Restriction on movement and residence outside camps further exacerbates their vulnerability while declining assistance levels significantly impacts their ability to achieve self-reliance.

Education and livelihood opportunities remain a challenge. Refugees struggle to secure stable employment, start businesses, or access vocational training. Even those seeking to integrate into the Burundian education system face setbacks, as they are frequently sent back to camps, disrupting any progress toward self-sufficiency.

While refugees can apply for permanent residence, however as in previous years, there are no records showing that this has been a valid option due to the high costs (1200 USD) and lengthy administrative processes. Meanwhile, voluntary repatriation for Congolese refugees remains unsafe as ongoing insecurity situation in Eastern DRC where 99% originate – continues to pose significant risks.

1.4 Collaboration and Partnerships

With over 15 pledges and contributions, the second Global Refugee Forum renewed efforts to support returnees, refugees, IDPs and host populations in Burundi. Key partners, including KOICA, the EU, UNCT Burundi, ZOA, the World Bank, and Anta Group, are translating international solidarity into action.

Burundi established a new refugee site in April 2024 and committed to improving returnee's access to Housing, Land and Property. Anta Group provided clothing assistance to refugees while the World Bank, IFAD, UNCT Burundi, Right to Play are advancing social and economic inclusion. Additionally, the of The African Development Bank in partnership with UNHCR, the East African Community, and the IGAD is supporting the economic empowerment initiatives for refugees, returnees, and host communities.

In November 2024, a study proposed solutions to economic inclusion challenges while fostering private sector investment. In 2024, the IFC and UNHCR Burundi developed a joint-Action Plan to engage business in refugees and returnees' integration and highlight the economic benefits of their inclusion.

UNHCR's collaboration with the World Bank continues to grow with a broad multisectoral approach supporting forcibly displaced persons and host communities. Through its \$125 million WHR portfolio, the World Bank is implementing 5 projects on skills development, entrepreneurship, social protection, community development, economic transformation, and human capital. The World Bank also facilitates the reintegration of Burundian returnees.

UNHCR has built a strong partnership with 16 implementation partners, including government agencies, national and international NGOs, and a refugee-led association. further enhancing UNHCR's impact in Burundi.

Regional Refugee Response Plans were developed for the DRC crisis with 12 partners, alongside a Country Refugee Response Chapter for 2024 and 2025. UNHCR also played a key role in the El Nino emergency response, leading shelter and NFI efforts.

Section 2: Results

2.1. Outcomes and Achievements

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

All persons UNHCR serves have access to territory, are registered and assisted and have personal and administrative documents.

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
1.1 Proportion of refugees and asylum seekers registered on an individual basis			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%
1.2 Proportion of children under 5 years of age whose births have been registered with a civil authority			
Refugees and Asylum-seekers	90.65%	100.00%	90.65%
Returnees	87.11%	90.00%	87.11%
1.3 Proportion of people with legally recognized identity documents or credentials			
Refugees and Asylum-seekers	78.92%	85.00%	78.92%

Core Output Indicators

Population Type	Indicator
	Actual (2024)
01.1.1 Number of people registered on an individual basis	
Refugees and Asylum-seekers	7,594
01.2.1 Number of people supported to obtain civil status, identity or legal status documentation	
Refugees and Asylum-seekers	16,415
Returnees	19,831

Progress Against the Desired Outcome

In 2024, 3,837 new asylum seekers from 1,175 households were individually registered, with 7,594 biometric enrolments (BIMS) completed. Continuous registration was conducted throughout the year to record births, marriages, and deaths in line with established SOPs. Legal documents were regularly issued to refugees and asylum seekers. As a result, 16,413 refugee identity cards were issued and distributed, 10 816 proofs of registration were issued and/or renewed, and 60 acquis de droit were renewed.

UNHCR has been advocating with the Ministry of the Interior through the Directorate General of Administration and Territory (DGAT) to ensure that refugee cards contain the same information as the Burundian national identity card. This effort aims to enhance identification and security and increase prospects for socio-economic inclusion. Consequently, marital status and place of residence (province,

commune, and district in town or camp) were added to the existing data. The printing of these enhanced refugee identity cards will begin in 2025.

During the reporting period, administrative authorities also issued civil status documents to refugees. A total of 2,874 birth certificates, 927 marriage certificates, and 223 death certificates were provided. The partner NGO SAD played a key role in facilitating the registration of refugee children's births in civil registry centers within the jurisdiction of various refugee camps.

Significant progress was also made in registering repatriated children. One-stop civil registry counters were established in all transit centers to register children born in countries of asylum who returned without prior birth registration. Upon arrival at a transit center, children are immediately registered, and birth certificates are printed on-site.

Additionally, UNHCR and the Government of Burundi developed a digital conversion system for identity documents to improve access to birth certificates. This system is now operational at Nyabitare Transit Center and will be expanded to three additional transit centers in 2025.

2. Outcome Area: Status Determination

By 2027, All PoC have access to a fair RSD procedure, interviews conducted, and feedback provided to PoC

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
2.1 Average processing time (in days) from registration to first instance asylum decision			
Refugees and Asylum-seekers	45.00	40.00	329.00
2.2 Proportion of people undergoing asylum procedures who have access to legal representation			
Refugees and Asylum-seekers	97.87%	100.00%	100.00%
2.3 Proportion of people undergoing asylum procedures who have access to an effective appeal mechanism after first instance rejection of their claim			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
02.1.1 UNHCR has provided capacity development support to strengthen the national status determination system(s), in accordance with international standards	
Refugees and Asylum-seekers	Yes
Stateless Persons	Yes

Progress Against the Desired Outcome

Throughout 2024, ONPRA and the eligibility bodies at both first instance and appeal levels fulfilled their responsibilities in accordance with Law No. 1/25 of November 5, 2021, governing migration in Burundi, and international protection principles. The Bujumbura Bar Association, as UNHCR's legal partner, played a key role in achieving these results.

Of the asylum seekers registered in 2024, 99% originated from Eastern DRC. For this caseload, the accelerated procedure was applied. A total of 3,115 refugees were recognized, while 123 applications were rejected at first instance, resulting in a 96% recognition rate.

Rejected asylum seekers at first instance received legal assistance from the Bujumbura Bar Association, which provided in-depth interviews, guidance during appeal interviews with ONPRA, and support in drafting appeal notes. A total of 123 asylum seekers benefited from this assistance, including 59 who also received legal representation before the appeal committee.

UNHCR participated in eligibility sessions at both first instance and appeal levels as an observer, offering its opinions based on national and international legal frameworks and principles of international protection.

The average processing time from registration to a first-instance asylum decision in 2024 was recorded at 85 days—far below the global standard of 270 days, but above the baseline of 45 days and the target of 40 days. This delay resulted from a shift in government policy requiring all RSD activities to take place in transit centers. The need for field missions to conduct RSD interviews in these locations was frequently hampered by logistical challenges, including floods and poor road conditions, extending case processing times.

In February 2024, UNHCR's new legal partner, the Bujumbura Bar Association, received capacity-building training on international protection, RSD, and anti-fraud policies to facilitate their integration into their new roles.

A coordination meeting was held in August 2024 with key stakeholders involved in registration and RSD procedures, including CGM, ONPRA, CCER, CR, and the Bujumbura Bar Association, to address challenges and identify areas for improvement.

To strengthen capacities, a workshop on RSD was organized on November 13–14, 2024, for members of the eligibility bodies, registration and RSD staff of ONPRA, CGM agents, and the Bujumbura Bar Association. The workshop aimed to enhance the skills of these actors to improve the efficiency and quality of refugee status determination processes.

3. Outcome Area: Protection Policy and Law

An inclusive national protection framework for all forcibly displaced and stateless people is in place and operational.

By 2027, all stakeholders will have a better understanding and application of the international protection framework and thus better protect refugees and stateless persons.

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
3.1 Extent national legal framework is in line with the 1951 Convention and/or its 1967 Protocol			
None	Progressing toward alignment	Broadly aligned	Broadly aligned
3.2 Extent national legal framework is in line with the 1961 Convention on the Reduction of Statelessness			
None	Progressing toward alignment	Broadly aligned	Progressing toward alignment

Core Output Indicators

Indicator	
Population Type	Actual (2024)
03.1.1 UNHCR has engaged in legislative and judicial processes to strengthen laws and policies for the protection of refugees, IDPs, returnees and stateless people and/or the reduction and prevention of statelessness	
IDPs	Yes
Refugees and Asylum-seekers	Yes
Returnees	Yes
Stateless Persons	Yes

Progress Against the Desired Outcome

In 2024, Burundi remained fully aligned with international refugee standards under the 1951 Convention maintaining 100% compliance. This stability underscores that national legal instruments continue to meet key protection requirements for refugees and asylum seekers.

While the legal framework for addressing statelessness remains below the desired target, progress has been made, improving from a baseline of 50 to 60. Ongoing legal reforms aim to strengthen the prevention and reduction of statelessness. The revision of the Family and Nationality Code introduces positive changes in nationality transmission and birth registration. Previously, only fathers could declare a birth, but the new provisions allow mothers to do so, leaving the father’s section blank if necessary. In the context of repatriation, verification processes may grant stateless children a birth certificate confirming their nationality

The populations covered include Refugees and Asylum Seekers, who continue to benefit from Burundi’s adherence to the 1951 and 1967 instruments, ensuring their legal protection. Stateless Persons, who are partially covered under improved, but still evolving, legal provisions. Further efforts are needed to fully align Burundi’s legislation with the 1961 Convention.

UNHCR has provided technical support to national authorities in reviewing and updating legislative texts and administrative regulations. Capacity-building workshops were organized for government officials and civil society actors, strengthening their understanding of international protection standards and statelessness risk factors. UNHCR also advocated for amendments addressing gaps in nationality laws, with a focus on preventing and resolving statelessness.

While Burundi has maintained robust refugee protection measures in line with the 1951 Convention, additional legislative adjustments are required to achieve full compliance with the 1961 Convention on the Reduction of Statelessness. Progress to date reflects strong collaboration between UNHCR, national authorities, and civil society partners, paving the way for a more inclusive national protection framework.

4. Outcome Area: Gender-based Violence

Risk of gender-based violence, exploitation and abuse are identified and addressed and protection mechanisms strengthened.

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
4.1 Proportion of people who know where to access available GBV services			
IDPs	85.15%	90.00%	85.15%
Refugees and Asylum-seekers	85.25%	90.00%	85.25%
Returnees	77.15%	80.00%	77.15%
4.2 Proportion of people who do not accept violence against women			
IDPs	54.43%	60.00%	54.43%
Refugees and Asylum-seekers	69.20%	75.00%	69.20%
Returnees	65.43%	75.00%	65.43%
4.3 Proportion of survivors who are satisfied with GBV case management services			
Refugees and Asylum-seekers	96.43%	98.00%	96.43%

Core Output Indicators

Population Type	Indicator
	Actual (2024)
04.1.1 Number of people who benefitted from specialized GBV programmes	
Refugees and Asylum-seekers	14,186
Returnees	3,010

Progress Against the Desired Outcome

In 2024, a wide range of activities was conducted to raise awareness on gender-based violence (GBV), enhance prevention efforts, inform beneficiaries about available services, and assess case management satisfaction. Sensitization workshops and information sessions targeted partners and community leaders within the refugee population, improving their understanding of GBV, prevention, and effective response mechanisms. One-on-one support at the Centre Urbain de Conseil et d'Orientations des Réfugiés (CUCOR) ensured refugees were informed about protection services.

During the 16 Days of Activism, a football match and an exhibition featuring survivors' testimonies helped amplify the voices of those affected by violence. A financial education workshop for community leaders focused on budgeting, savings, and debt management. Financial knowledge helped individuals make informed decisions, increasing their financial independence, reducing vulnerability to abuse, and improving their emotional well-being. The Girl Shine clubs led an advocacy campaign against early marriage, raising awareness among youth and communities about its dangers and promoting alternative pathways for girls' empowerment. Additionally, a film screening on youth and men's involvement in GBV prevention took place at the Cishemere transit center, followed by interactive quizzes and distribution of soaps and textiles as incentives.

Two key initiatives, Girl Shine and Engaging Men through Accountable Practice (EMAP) were implemented in partnership with Save the Children International (SCI) and the International Rescue Committee (IRC). These projects engaged girls, youth, and men in GBV prevention efforts while raising awareness about available protection services. Monthly case management meetings were held to review GBV cases and ensure appropriate referrals.

A significant milestone was the Coordination Meeting on 20 August, which brought together partners involved in Prevention of Sexual Exploitation and Abuse (PEAS). The meeting resulted in recommendations to improve the protection environment and strengthen responses to survivors of sexual exploitation and abuse.

In September, a workshop in Gitega gathered 47 PEAS focal points from partner organizations and 7 GBV focal points from UNHCR. Participants deepened their understanding of sexual exploitation and abuse risks, identifying strategies to strengthen PEAS capacities among partners and share best practices for enhancing survivor-centered responses.

5. Outcome Area: Child Protection

Children are protected from violence, abuse, neglect, exploitation and discrimination and have access to child friendly procedures and inclusive national services

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure			
Refugees and Asylum-seekers	42.73%	50.00%	42.73%
5.2 Proportion of children who participate in community-based child protection programmes			
IDPs	6.77%	10.00%	6.77%
Refugees and Asylum-seekers	3.43%	10.00%	3.43%
Returnees	5.36%	10.00%	1.48%
5.3 Proportion of unaccompanied and separated children who are in an alternative care arrangement			
Refugees and Asylum-seekers	92.33%	95.00%	92.33%

Core Output Indicators

Population Type	Indicator
	Actual (2024)
05.1.1 Number of children and caregivers who received child protection services	
Refugees and Asylum-seekers	4,169
Returnees	417

Progress Against the Desired Outcome

During the reporting period, two protection partners (Save the Children and IRC) have overseen child protection in the five camps, including the newly established site of Musenyi, urban areas and transit centres, ensuring the well-being of all children. Trainings of partners and refugees have been organized in collaboration with protection partners, increasing the capacity of youth clubs, child protection committees and alternative care givers, as well as a training for partners on the best interest procedures, in all five camps, the new refugee settlement as well as urban areas and transit centres for asylum seekers. On case management, 18 BID panels were organized, completing 239 BIDs, out of which 126 were for resettlement. 52 unaccompanied children were transferred to the camps, of which needs were evaluated, and family reunification was carried out.

The Ideas Box project, an initiative run by Bibliothèques Sans Frontières (BSF), has been active in three camps, Bwagiriza, Kavumu and Musasa since 2014 as well as in areas where returnee children can access them, province of Kirundo, Ngozi and Gitega. The project has proven popular and well appreciated by children who are able to access for learning and encourage more reading and safe play. In 2024, discussions were held with Save the Children and BSF on their financing of new ideas boxes in Kinama and Nyankanda refugee camps as well as providing top-up services to existing ones. Preparations of the material and recruitment of incentive workers to man the spaces have begun and will allow for safe spaces where children have access to information, education and psychosocial support.

To improve child protection capacities, 4 coordination meetings with key service providers to strengthen the referral mechanism, as well as 6 follow-up meetings with DPDFS (Direction Provinciale de Développement Familial et Social) and local administration were organized to discuss identified child protection cases. In the various transit centers for returnees, the protection partner identified 459 protection cases (202 girls and 257 boys) presenting different specific needs and received psychosocial support, orientation and referral to different state structures such as DPDFS, CDFC (Centres de Développement Familial et Communautaire, DCE (Directions Communales de l'Education), health structures, civil registry for documentation etc.

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

By the end of 2027, refugees living in the five camps and urban areas in Bujumbura and Rumonge will be more engaged in community participation and women will be more empowered

Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
7.1 Extent participation of displaced and stateless people across programme phases is supported.			
IDPs	Extensive	Moderate	Extensive
Refugees and Asylum-seekers	Extensive	Moderate	Extensive
Returnees	Extensive	Moderate	Extensive
Stateless Persons	Extensive	Moderate	Extensive
7.2 Proportion of people who have access to safe feedback and response mechanisms			
IDPs	90.25%	95.00%	90.25%
Refugees and Asylum-seekers	90.00%	95.00%	90.00%
Returnees	90.00%	95.00%	90.00%
7.3 Proportion of women participating in leadership/management structures			
IDPs	50.40%	60.00%	50.40%
Refugees and Asylum-seekers	50.00%	50.00%	50.00%
Returnees	50.00%	50.00%	50.00%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
07.1.1 Number of people consulted through Participatory Assessments	
Refugees and Asylum-seekers	489
07.2.1 Number of people who used UNHCR- supported feedback & response mechanisms to voice their needs/ concerns/feedback	
Refugees and Asylum-seekers	6,374

07.3.1 Number of people who received protection services

Refugees and Asylum-seekers	68,777
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Progress Against the Desired Outcome

Significant strides were made in the implementation of the Feedback and Response System (FRS), which was introduced during the pilot phase in July 2024. The aim of the FRS was to provide a platform for persons of concern (PoC) to share their concerns, feedback, and requests for assistance, through various channels, including mail, e-mails, and protection desks at the CUCOR.

During the pilot phase, colleagues in Bujumbura received training to ensure that data was accurately collected and that the feedback provided by PoCs was carefully documented. As part of this initial phase, the FRS successfully captured 104 cases (66% men and 34% women), which provided valuable insights into refugee needs and concerns. There was also a need for continued efforts to ensure that women's voices are adequately represented in the feedback mechanisms. Most cases submitted were from refugees (99.8%), indicating that the system is successfully engaging the target group.

One of the primary methods of collecting feedback was through walk-ins at CUCOR, which accounted for 61% of all submissions. This suggests that face-to-face engagement remains the most accessible and preferred channel for PoCs to express their concerns. While mail and e-mails were also used, the walk-in method proved to be the most effective, likely due to its direct and immediate nature.

Out of the 104 cases collected, 22 cases were closed, indicating that progress, despite slow, is being made in resolving the issues raised by PoCs. Most of the cases that were closed involved requests for legal assistance, underscoring the significant demand for support related to legal matters, including documentation, status determination, and protection concerns. This highlights a critical gap in access to legal support, which will need to be addressed in future interventions. In addition, 489 persons were consulted through Participatory Assessments such as AGD and 68,777 persons received protection services such as psychological support, therapies and empowerment activities.

8. Outcome Area: Well-Being and Basic Needs

By 2027, UNHCR Burundi will have a predominant CBI (Cash Based Intervention) system where the cash transfer will be done via mobile money instead of the cash-in-hand and vouchers distribution systems currently in place in the refugee camps.

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
8.1 Proportion of people that receive cash transfers and/or non-food items			
IDPs	0.00%	65.00%	72.25%
Refugees and Asylum-seekers	62.80%	100.00%	77.34%
Returnees	95.30%	100.00%	95.83%
8.2 Proportion of people with primary reliance on clean (cooking) fuels and technology			
IDPs	0.00%	100.00%	0.00%
Refugees and Asylum-seekers	91.00%	95.00%	0.61%
Returnees	95.30%	100.00%	0.00%

Core Output Indicators

Indicator	Actual (2024)
Population Type	
08.1.1 Number of people who received cash assistance	
Refugees and Asylum-seekers	68,897
Returnees	22,216
08.2.1 Number of people who received non-food items	
Refugees and Asylum-seekers	0
Returnees	22,216
08.3.1 Number of people supported with improved cooking options	
Refugees and Asylum-seekers	57,180

Progress Against the Desired Outcome

Since October 2020, the Cash-Based Intervention (CBI) system has replaced the traditional cash-in-hand distribution method for returnees, with cash transfers now conducted via mobile money. To facilitate access to these funds, returnees are provided with a mobile phone device and a SIM card. In 2024, UNHCR provided cash assistance to 22,216 returnees, compared to 25,242 in 2023, utilizing the mobile money modality. Since July 2023, FINBANK, a newly designated Financial Services Provider, has been responsible for cash distributions.

As of April 1, 2023, the repatriation cash grant has been revised from \$75 for minors and \$150 for adults to a standardized amount of \$200 per individual, irrespective of age. Additionally, starting from June 1, 2024, returnees received \$20 per person to cover secondary transport costs.

Furthermore, UNHCR is implementing a cash and voucher intervention for refugees across five refugee camps and one settlement site. Beneficiaries receive monthly cash and voucher assistance to cover hygiene and energy-related needs. In 2024, UNHCR provided cash and vouchers to 51,236 individuals residing in the five camps and Musenyi refugee site.

In 2024, following the declaration of the El Niño Emergency, UNHCR assisted 6,162 households, comprising a total of 33,903 individuals:

3,780 households (20,821 individuals) received multi-purpose cash grants

2,382 households (13,082 individuals) received core relief items

However, despite these efforts, the number of people assisted remained significantly lower than the total number of individuals affected, which was estimated at 71,956, according to official reports.

9. Outcome Area: Sustainable Housing and Settlements

By 2027 all persons UNHCR serves in Burundi can meet their shelter and settlement needs in a safe, dignified and sustainable manner, wherever they live, in accordance with international protection standards and principles.

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
9.1 Proportion of people living in habitable and affordable housing			
IDPs	3.21%	10.00%	3.21%
Refugees and Asylum-seekers	10.03%	20.00%	10.03%
Returnees	9.23%	15.00%	9.23%
9.2 Proportion of people that have energy to ensure lighting			
IDPs	69.94%	75.00%	69.94%
Refugees and Asylum-seekers	91.04%	100.00%	91.04%
Returnees	74.80%	80.00%	74.80%

Core Output Indicators

Population Type	Indicator
	Actual (2024)
09.1.1 Number of people who received shelter and housing assistance	
Refugees and Asylum-seekers	4,470
Returnees	4,505

Progress Against the Desired Outcome

In 2024, UNHCR assisted approximately 8,970, forcibly displaced persons with shelter, among them 4,470 refugees and 4500 returnees as well as 11,752 Burundians affected by the El Niño phenomenon.

In terms of energy access, 67,006 forcibly displaced persons gained access to household lighting. In the five camps in the East and North, shelter assistance focused on rehabilitation and reconstruction. A total of 225 shelters were rehabilitated for 1,225 refugees, while 130 shelters were rebuilt for the benefit of 650 other refugees. At the new Musenyi site, 96 new shelters were built using durable materials, benefiting more than 480 refugees. 2,221 households (11,752 people) received shelter assistance

Several infrastructures were rehabilitated and/or built in the camps and returnees' areas. Each camp was equipped with listening offices and isolation rooms. Community infrastructures were repaired and maintained throughout the year. The Musenyi site saw an increase in its community infrastructure capacity, with the construction of a kindergarten, a health post, an administrative block, as well as a housing block.

With funding from KOICA, durable infrastructures were built at the Nyabitare and Gitara transit centers. Additionally, schools (ECOFO) were rebuilt in the communes of Gisuru and Giharo, which have high returnee populations.

Regarding energy for lighting, the solar farm project funded by the European Union, which began in 2023, was completed in 2024. This project enabled the connection of community infrastructure and the lighting of several strategic areas within the camps, impacting the lives of more than 55,593 refugees. For household lighting, 3,956 solar lamps were distributed to 10,709 returnees newly arrived.

10. Outcome Area: Healthy Lives

By 2027, all persons UNHCR serves have full access to healthcare services, mental health, and psychosocial support services

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
10.1 Proportion of children aged 9 months to five years who have received measles vaccination			
Refugees and Asylum-seekers	63.00%	70.00%	63.00%
10.2. Proportion of births attended by skilled health personnel			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
10.1.1 Number of individual consultations in UNHCR supported health care services	
Refugees and Asylum-seekers	98,053
10.2.1 Number of consultations in UNHCR supported mental health and psychosocial support services	
Refugees and Asylum-seekers	3,492

Progress Against the Desired Outcome

In 2024, UNHCR had ensured forcibly displaced people, returnees, and host community full access to its supported healthcare services covering primary, secondary and tertiary health care. Therefore, 111,135 (92,6%) out of 120,000 consultations planned had been carried out for refugees including 28,435 children under five years old, and 7,653 for nationals (6,8%). 1880 (116.6%) patients out of 930 planned were transferred to referral hospitals. The management of common pathologies had been effective with a relatively low overall mortality rate (0.15/1000/month: 0.14 for women and 0.16 for men) in adult as well as in children under 5 years old (0.21/1000/month: 0.23 for females and 0.18 for males). The management of non-communicable diseases (NCDs) had been provided and 4,672 persons had been assisted with health care related to NCDs, and 2,979 (100%) cases had been assisted for mental health care and psycho-social support. Moreover, patients with non-communicable diseases had been assisted with supplementary feeding though it did not cover all the patients in need. UNHCR had ensured health professionals from both the refugee camps and partner hospitals of different levels receive capacity building sessions to strengthen their skills on the earlier detection, prevention and management of non-communicable diseases: 1259 community health workers trained on the prevention of NCDs, 35 supervisors trained on supervision and planning related to NCDs, 197 healthcare providers trained on early diagnosis and the management of NCDs and mental disorders, 15 medical doctors trained on the use of cardiac ultrasound and electrocardiogram, and 16 laboratory technicians trained on the use of the new laboratory equipment. Moreover, 7,829 returnees (82,4%) out of 9500 planned had been assisted with the health care services they needed. In nutrition 795 children with malnutrition had been treated with acceptable recovery rate of 95% and an almost zero mortality rate, and 5,352 children returnees had been screened for malnutrition. In the spirit of continuing to improve access of host country nationals, returnees and refugees to quality healthcare, UNHCR had equipped and handed the Kigamba hospital to the government, donated medical equipment and consumables to Prince Louis Rwagasore Clinic and Saint Michel health center. All the 2,153 (107%) births recorded out of 2013 planned had been assisted by qualified health professionals. However, 2 cases of maternal death had been unfortunately recorded. In fighting against HIV/AIDS, the prevention of mother-to-child transmission had been provided and 235 (101%) persons living with HIV/AIDS out of 232

planned were guaranteed antiretroviral treatment. Awareness campaign against Mpox had been conducted toward health professionals, partners, all students, UNHCR's staff and refugees in refugee camps coupled with the construction of 7 isolation centers which is ongoing in 5 refugee camps and 2 transit centers.

11. Outcome Area: Education

All refugee children and youth have access to ECD, Primary, Secondary and Tertiary education

Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
11.1 Proportion of young people enrolled in tertiary and higher education			
Refugees and Asylum-seekers	1.03%	5.00%	0.65%
11.2 Proportion of children and young people enrolled in the national education system			
Refugees and Asylum-seekers	7.78%	10.00%	8.01%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
11.1.1 Number of people who benefitted from education programming	
Refugees and Asylum-seekers	24,943
Returnees	18,938

Progress Against the Desired Outcome

Although refugee education for over 22,000 students in camps continues to be provided through a fully parallel system managed and financed by UNHCR using the DRC curriculum, there has been significant progress in the inclusion of refugees into the national education system. In December 2024, the Ministry of Education (MoE), in collaboration with UNHCR, the World Bank, UNICEF, and UNESCO/IIEP, finalized the National Strategy for the Inclusion of Refugees and Returnees in the Burundian Education System. This strategy will be implemented starting in 2025 and lays the foundation for coordinated action among all education sector partners to ensure access to quality education in a safe learning environment for refugee and returnee children and youth.

Furthermore, refugees were integrated into the Program for the Improvement of the Quality of Learning in Burundi (PAQABU), funded by the Global Partnership for Education, and developed by the MoE with support from development partners such as UNICEF, AFD, and UNESCO. They were also included in the "Human Capital Development" and "INSPIRE" projects, supported by the World Bank. During the reporting period, over 2,000 refugees at all educational levels attended public schools in urban areas or near the camps. Additionally, 445 refugee children who were relocated to the new Musenyi site began attending public schools nearby, and 210 children aged 3-5 years were enrolled in preschools within the site, following the Burundian curriculum. The Musenyi site demonstrates Burundi's commitment to refugee inclusion in national systems, setting a benchmark for such inclusion from the outset.

Another key achievement was the simplification and partial decentralization of the diploma equivalency process, thanks to advocacy efforts with the Ministry of Home Affairs and the Ministry of Education. This

reform now allows refugees to have their school and university certificates recognized more easily. In return areas, school infrastructures were constructed and rehabilitated with support from KOICA, Monaco, and Primary Impact, and remedial courses benefitted 18,938 returnee children.

At the tertiary level, 95 refugees and 25 returnees received DAFI and UNHCR scholarships, with 28.3% of them being female. However, data on refugee and returnee enrolment in tertiary and national education systems remains unavailable, except for the students supported by UNHCR.

12. Outcome Area: Clean Water, Sanitation and Hygiene

By 2027, all persons UNHCR serves have access to sustainable water, sanitation, and Hygiene services

Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
12.1 Proportion of people using at least basic drinking water services			
Refugees and Asylum-seekers	97.66%	99.00%	97.66%
Returnees	61.25%	70.00%	61.25%
12.2 Proportion of people with access to a safe household toilet			
IDPs	80.76%	90.00%	80.76%
Refugees and Asylum-seekers	92.67%	95.00%	92.67%
Returnees	77.29%	80.00%	77.29%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
12.1.1 Number of people supported with access to water and/or sanitation services	
Refugees and Asylum-seekers	91,177

Progress Against the Desired Outcome

In 2024, WASH activities focused on improving water, sanitation, and hygiene conditions for refugees. Key actions included the construction of water ramps, laundry basins, and latrines, as well as the maintenance of hydraulic infrastructure and waste management services. The efforts aimed to provide refugees with access to clean water and safe sanitation facilities while promoting hygiene awareness.

A total of 57,652 camp-based refugees benefited from these activities. Three six-door latrine blocks were constructed in Kinama and Musasa, with eight others rehabilitated. In Bwagiriza, 155 temporary latrines were repaired, and 18 individual latrines were built for Persons with Specific Needs in Bwagiriza and Kavumu. At the new Musenyi site, 16 latrine blocks were constructed, along with a water ramp and a 5 m³ water reservoir.

Routine maintenance activities included repairing damaged pipes, replacing broken water taps, cleaning water storage tanks, maintaining water sources, and ensuring proper chlorination of drinking water and water used for handwashing. Additional tasks included cleaning drainage channels, emptying latrine blocks,

and applying spray treatments to latrines to prevent the spread of disease.

Despite challenges such as water shortages and frequent supply issues, particularly in Musasa and Kavumu camps, all refugees had access to at least basic water services. Awareness campaigns on water point usage, water conservation, and environmental hygiene were conducted to educate refugees on maintaining safe and hygienic living conditions.

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

People we serve, including Refugees, Returnees, IDPs and hosts, enjoy economic rights and have access to livelihood opportunities

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
13.1. Proportion of people with an account at a bank or other financial institution or with a mobile-money-service provider			
IDPs	23.76%	65.00%	23.76%
Refugees and Asylum-seekers	32.71%	50.00%	32.71%
Returnees	20.18%	30.00%	20.18%
13.2. Proportion of people who self-report positive changes in their income compared to previous year			
IDPs	6.93%	15.00%	6.93%
Refugees and Asylum-seekers	7.51%	15.00%	7.51%
Returnees	6.82%	15.00%	6.82%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
13.1.1 Number of people who benefitted from livelihoods and economic inclusion interventions	
Refugees and Asylum-seekers	524
Returnees	506

Progress Against the Desired Outcome

In 2024, UNHCR supported the voluntary repatriation of 20,081 Burundian refugees, providing mobile money assistance to 19,113 returnees (95%). Additionally, 8,383 IDP households, comprising 45,655 individuals, received various forms of support: 3,780 households (20,821 individuals) received multi-purpose cash grants, 2,221 households (11,752 individuals) were provided with shelter assistance and 2,382 households (13,082 individuals) received core relief items.

Refugees settled in the Musenyi site received mobile money transfers for six months to improve their livelihoods. A total of 2,031 refugees benefited from livelihood and economic inclusion support. These programs significantly increased the number of forcibly displaced people in Burundi with mobile money accounts, thus enhancing their access to financial inclusion.

The assistance provided in 2024 led to positive changes in beneficiaries' income, as indicated by the post-distribution monitoring survey. In 2023, IDPs had not received cash transfers via telephone, and refugees had not been included in livelihood support programs. The World Bank's PRODECI Turikumwe project, along with four other programs, also supported refugees and returnees in 2024. Additionally, FAO provided emergency funding to assist returnees affected by floods from December 2023 to March 2024.

Despite the support, over 85% of persons of concern (PoCs) surveyed through post-distribution monitoring reported having no access to paid, salaried jobs. Many work in the informal agricultural sector and earn low incomes. While considered active workers, 11% of them are unemployed.

14. Outcome Area: Voluntary Return and Sustainable Reintegration

Returnees are socially and economically reintegrated into their communities of origin.

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
14.1 Proportion of returnees with legally recognized identity documents or credentials			
Returnees	89.62%	92.00%	89.62%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
14.1.1 Number of people who received counselling and/or information on voluntary repatriation	
Refugees and Asylum-seekers	3

Progress Against the Desired Outcome

Real progress was made in 2024 in raising awareness among authorities and facilitating returnees' access to documentation. As a result, a significant percentage of returnees, 90%, obtained birth certificates and national identity cards, reflecting their proactive efforts to secure identity documents. Protection monitoring conducted by UNHCR's implementing partner, CEJP, showed that 90% of returnees acquired civil status documentation in 2024, up from 74% in 2023. In terms of birth certificates, 80% of returnee children were registered, an improvement from 75% in 2023, according to the same monitoring report.

UNHCR, in collaboration with the Government of Burundi, developed a Conversion System for identity documents, streamlining access to birth certificates for children through digitization. This system is now operational at the Nyabitare Transit Center. During the KOICA Mission Visit, KOICA acknowledged and appreciated this new system, even offering financial support to sustain the initiative.

15. Outcome Area: Resettlement and Complementary Pathways

All vulnerable or at-risk refugees benefit from increased opportunities for resettlement and Complementary Pathways by 2027

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
15.1 Number of refugees submitted by UNHCR for resettlement			
Refugees and Asylum-seekers	5,857	4,100	4,636

Core Output Indicators

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

Progress Against the Desired Outcome

In 2024, resettlement and complementary pathways continued to be a key priority within the strategic protection framework, serving as a durable solution for refugees in Burundi. Due to the lack of other foreseeable durable solutions for Congolese refugees and asylum seekers—who make up 99% of the refugee population in Burundi—Congolese refugees, particularly those from the eastern part of the DRC living in protracted situations, remained a target group for resettlement consideration. Those qualifying for the USRAP Group Processing (P-2) were prioritized.

UNHCR continued to implement both group processing and standard case processing methodologies. A total of 4,636 submissions for resettlement to Canada, the USA, and France were recorded, exceeding the 2024 resettlement quota of 4,100 by 113%, demonstrating a successful achievement in meeting the target.

In terms of infrastructure, the construction of standard interview rooms at camp sites for resettlement interviews was 85% completed. Measures to manage deferrals, set realistic expectations, and ensure data integrity were successfully implemented. Additionally, effective measures were introduced to prevent fraud, with biometric identity verification becoming a consistent practice.

UNHCR's resettlement efforts were significantly supported by funding from the USA's Bureau of Population, Refugees, and Migration (BPRM), which contributed 50% of the resources necessary for the successful implementation of resettlement activities. These funds also helped sustain resettlement staffing, ensuring continued progress in the year's objectives.

16. Outcome Area: Integration and other Local Solutions

Refugees are socially and economically integrated into host communities and stateless persons are supported to acquire Burundian citizenship

Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
16.1 Proportion of people with secure tenure rights to housing and/or land			
Refugees and Asylum-seekers	2.37%	15.00%	2.37%
Returnees	16.33%	20.00%	16.33%
16.2 Proportion of people covered by national social protection systems			
Refugees and Asylum-seekers	1.93%	10.00%	1.93%
Returnees	22.10%	30.00%	22.10%

Core Output Indicators

Indicator	
Population Type	Actual (2024)
16.1.1. Government Social protection system is inclusive of forcibly displaced and stateless people	
IDPs	Limited
Others of Concern	Limited
Refugees and Asylum-seekers	Limited
Returnees	Limited
Stateless Persons	Limited
16.2.1 Number of people supported by UNHCR to acquire nationality, permanent residency status or to access naturalization procedures	
Refugees and Asylum-seekers	0
Stateless Persons	0

Progress Against the Desired Outcome

In March 2024, the government conducted a census of foreigners, including refugees and asylum-seekers. However, some refugees were unable to participate for various reasons, and the results of the census, as well as plans for dealing with absentees, are not yet available.

A significant achievement in 2024, which also serves as a model for refugee integration into host communities, was the opening of the Musenyi refugee site. This development marks a positive step in the government's refugee management approach. The site welcomed 2,031 refugees who now have access to local schools and health facilities. Refugee children relocated to the site began attending nearby public schools and preschools within the site, where the Burundian curriculum has been adopted, in contrast to the Congolese curriculum taught in camps. Refugee students in Burundi's public schools are treated as nationals in terms of tuition fees and access to national exams and certificates, with the basic education cycle (grades 1 to 9) being free.

The "Merankabandi" social protection program, financed by the World Bank through IDA, was officially rolled out in 2024 in two camps, with expansion to Kavumu, Kinama and Musasa planned for 2025. Under this program, selected refugee households, based on vulnerability assessments, were enrolled in the national social protection program. The Merankabandi Project aims to reduce extreme poverty and vulnerability through cash transfers and behavioral change interventions. It targets poor and vulnerable households, including refugees, with cash transfers of 72,000 BIF every two months, complemented by training on social behavior change and entrepreneurship. In 2024, the project targeted 3,420 households in Nyankanda and Bwagiriza refugee camps. At the start of the program, refugee beneficiaries received telephones and SIM cards and were provided with a capital of 200 USD to start income-generating activities. In 2025, 28,987 individuals from 5,318 households are expected to be enrolled across four camps.

In April, a Public-Private Dialogue event, supported by IGAD, EAC, AfDB, and UNHCR, focused on boosting the investment climate and socio-economic empowerment of refugee women, returnees, and host communities in Burundi. The event emphasized the barriers to refugee integration, particularly freedom of movement and documentation, and stressed the importance of digitizing documentation, a topic discussed with the government throughout the year.

In August, a meeting with the manager of COPEC explored potential financial services for refugees. Discussions centered on loan access conditions, interest rates, and financial training programs for refugees. COPEC is preparing to collaborate with IFAD within the framework of the PIPARV-B program to manage a microcredit program supported by a Guarantee Fund. This partnership represents a valuable opportunity for UNHCR to facilitate refugees' access to microcredit.

2.2. Age, Gender and Diversity

Focus group discussions with refugees, returnees, and IDPs were conducted across various locations to gather feedback on their needs and concerns. For refugees in urban areas and camps, key recommendations included improving access to documentation and ensuring freedom of movement. In education, they emphasized the need for inclusive schooling, increased parental awareness, and financial and material support for refugee. In healthcare, they called for better recognition of refugees' rights and improved access to services. However, challenges such as fuel shortages and rising transportation costs hindered outreach efforts and community engagement.

Returnees highlighted difficulties in accessing basic services like healthcare and education, and the urgent need for employment opportunities and security. They recommended improved child registration for service access, strengthened social cohesion with host communities, and enhanced infrastructure, including housing and community services. While many returnees showed resilience through small-scale entrepreneurship and agriculture, limited infrastructure and resources in return areas remained a significant barrier.

IDPs expressed concerns over inadequate housing and infrastructure, calling for land allocations to support long-term reintegration. They also stressed the need for improved documentation, healthcare, and water supply, and legal aid for securing land and property rights. Access to medicine and healthcare for vulnerable populations, was a key demand. Additionally, they urged stronger prevention measures against GBV and better access to sexual and reproductive health services.

A concern was the need for awareness campaigns targeting men on the importance of child registration, along with support for vulnerable children. Despite progress, the implementation of these recommendations is challenged by fuel shortages and resource constraints, including medical supplies, educational materials, and economic opportunities.

Section 3: Resources

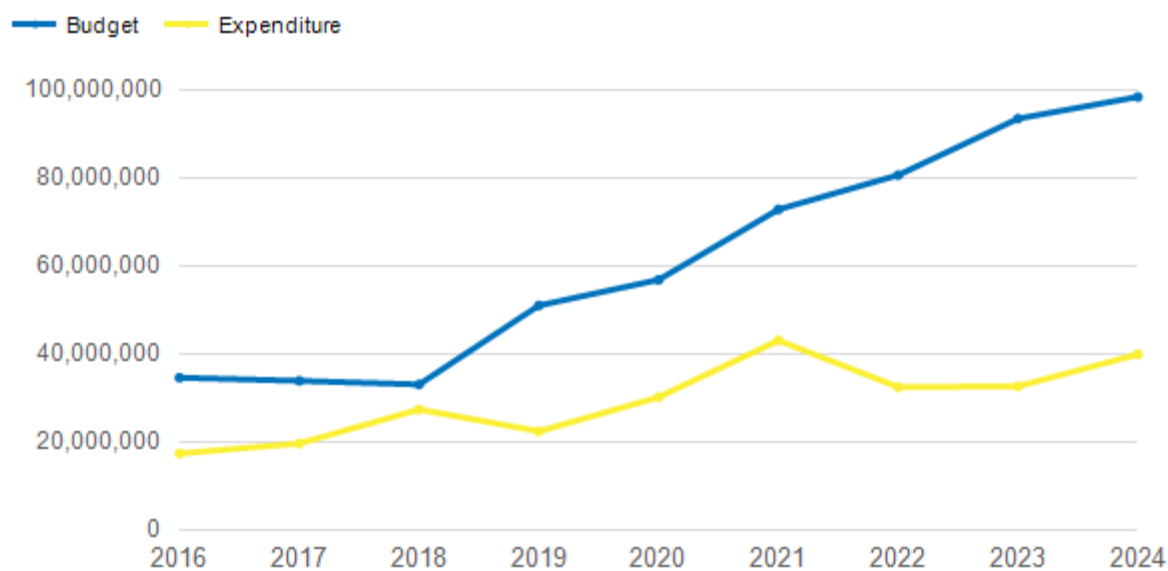
3.1 Financial Data

(Financial figures in USD)

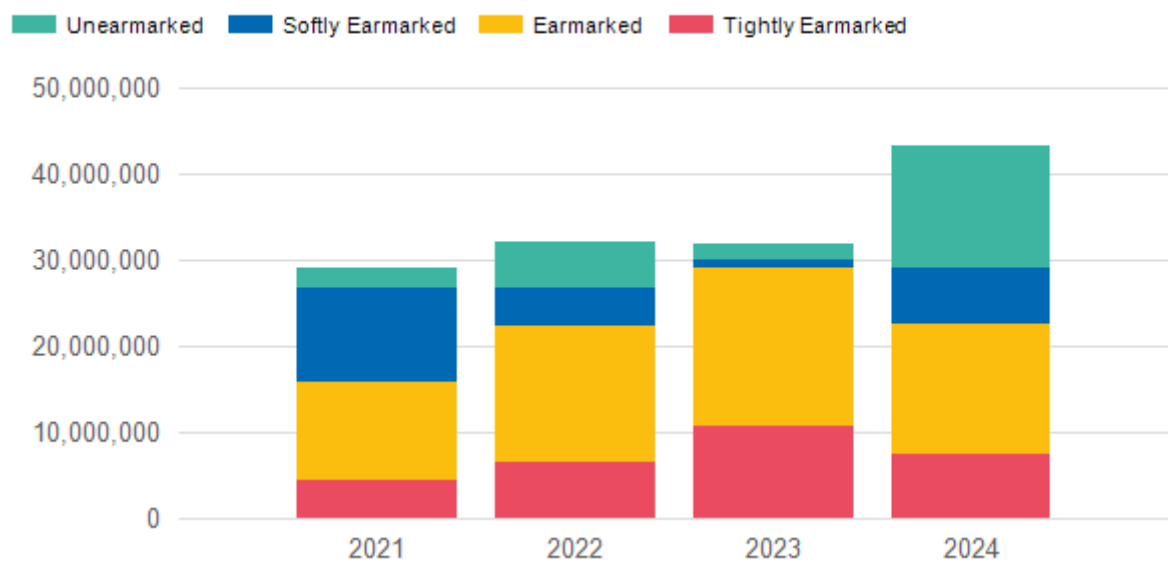
Impact Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
IA1: Protect	8,699,256	4,081,313	46.92%	4,081,313	100.00%
IA2: Assist	52,395,560	23,072,028	44.03%	22,767,588	98.68%
IA3: Empower	17,412,579	3,256,431	18.70%	3,198,726	98.23%
IA4: Solve	19,774,789	9,789,827	49.51%	9,789,827	100.00%
All Impact Areas		2,307,640			
Total	98,282,184	42,507,239	43.25%	39,837,455	93.72%

Outcome Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
OA1: Access/Doc	3,068,489	819,281	26.70%	819,281	100.00%
OA2: Status	653,525	1,381,462	211.39%	1,381,462	100.00%
OA3: Policy/Law	1,552,617	387,648	24.97%	387,648	100.00%
OA4: GBV	1,988,402	264,225	13.29%	264,225	100.00%
OA5: Children	1,436,223	1,228,698	85.55%	1,228,698	100.00%
OA7: Community	1,566,051	413,796	26.42%	413,796	100.00%
OA8: Well-being	12,889,606	5,228,904	40.57%	5,228,904	100.00%
OA9: Housing	19,489,611	4,786,116	24.56%	4,786,116	100.00%
OA10: Health	8,615,863	4,166,290	48.36%	3,861,850	92.69%
OA11: Education	7,745,216	2,217,048	28.62%	2,159,343	97.40%
OA12: WASH	6,087,076	517,681	8.50%	517,681	100.00%
OA13: Livelihood	8,101,312	625,588	7.72%	625,588	100.00%
OA14: Return	16,661,564	7,824,355	46.96%	7,824,355	100.00%
OA15: Resettle	2,283,234	1,929,078	84.49%	1,929,078	100.00%
OA16: Integrate	829,992	36,394	4.38%	36,394	100.00%
EA18: Support	5,313,403	8,373,036	157.58%	8,373,036	100.00%
All Outcome Areas		2,307,640			
Total	98,282,184	42,507,239	43.25%	39,837,455	93.72%

Budget and Expenditure Trend



Contributions Trend by Type



3.2. Resources Overview

In 2024, the OL was funded at 101%, while our OP of \$98.3 million, reflecting the financial requirements for UNHCR activities in Burundi, was only covered at 40%. This left a 60%, severely affecting the quality and scope of our activities. Adjustments had to be made, impacting service delivery; notably, the suspension of secondary and tertiary medical referrals.

In 2024, the main donors included the United States, the Republic of Korea, the European Union, Germany, Monaco, as well as private contributors from Denmark and China. Inflation, which reached 26.5%, combined with the demonetization of the Burundian Franc (FBU), posed additional challenges, limiting our ability to effectively implement interventions in the health, livelihood, and protection sectors.

Resource allocation was influenced by various factors, including donor specifications, fixed operating costs, and support for individuals with specific needs, while considering the operational, regional, and global priorities of UNHCR. The country's priority areas included:

Creating a secure protective environment for refugees, returnees and IDPs, providing assistance aligned with international and regional protection standards to expand the protection space for concerned individuals.

Promoting the inclusion of refugees in national systems to enhance their self-sufficiency.

Supporting the implementation of durable solutions and expanding partnerships for refugees and returnees.

For 2024, 22.5% of the operational budget was allocated to solutions, with 18.75% dedicated to returns and 2% for resettlement. A significant portion of 35% also went to health, well-being, and housing.

The operation started with an initial ABOD of \$1,689,527, which increased to \$3,302,471 in the second half of the year. The execution rate of this budget reached 125% by December 31, 2024. Major expenses included security, UN agency dispensary services (\$418,469), temporary staffing assistance for El Niño emergencies, repatriation, and the replacement of staff on medical leave. The notable inflation in 2024 significantly impacted costs, particularly those in local currency.

Section 4: Lessons Learned and Future Outlook

4.1 Lessons Learned and Future Outlook

In 2024, UNHCR Burundi continued to operate in an ever-changing and challenging environment, requiring an even more agile and flexible strategy. Confronted with issues such as high inflation, floods emergency, the demonetization of the Burundian franc, and fuel shortages, the operation had to quickly adjust its plans to meet the urgent needs of displaced populations. This period highlighted the critical importance of flexibility in planning and emergency response, ensuring equitable outcomes despite significant financial and operational constraints.

Ongoing monitoring and evaluation processes enabled the rapid identification of gaps in protection, reintegration, and service delivery. By taking a proactive approach to assessment, UNHCR Burundi was able to efficiently reallocate resources and modify its interventions, thereby enhancing the quality and impact of its programs. These adjustments also supported the development of culturally sensitive initiatives, further engaging local communities and beneficiaries in both the design and implementation of projects.

Strategic partnerships played a crucial role in 2024, even in the context of partial funding for the overall operational plan. Private contributions from Denmark and China, in particular, were instrumental in bridging funding gaps for key strategic activities. These collaborations not only helped offset financial shortfalls but also led to significant advancements in refugee well-being and protection.

Overall, the lessons learned in 2024 reaffirm that adaptability, continuous learning, and community engagement are essential to overcoming the complex challenges in Burundi. These insights have strengthened UNHCR Burundi's ability to evolve, optimize resource utilization, and deliver sustainable and inclusive results for all those affected.



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