

RWANDA



| Overview |

Operational highlights

- Protection and assistance were offered to more than 73,000 refugees and some 200 asylum-seekers, mostly from the Democratic Republic of the Congo (DRC). They included 30,000 new arrivals who fled eastern DRC as a result of violence and growing instability.
- UNHCR supported the initial reintegration of some 7,300 Rwandan returnees (mostly from the DRC), including with reception and transportation to their places of origin in Rwanda.
- More than 900 refugees (mostly Congolese) were resettled in third countries.
- With refugee camps full, new waves of refugees from the DRC in 2012 and 2013 led the Government of Rwanda to donate land for the construction of a fifth camp in Mugombwa, in the Gisagara District of the southern province.
- A new asylum law was discussed in 2013 that would include key provisions on *non-refoulement*,

UNHCR's presence | 2013

| | |
|--------------------------|-----------|
| Number of offices | 6 |
| Total personnel | 97 |
| International staff | 21 |
| National staff | 60 |
| JPOs | 2 |
| UN Volunteers | 6 |
| Others | 8 |

non-penalization of illegal entry, cessation, exclusion, revocation, cancellation, the right to derivative status and UNHCR's observer status in eligibility sessions. It is expected to be promulgated in 2014.

People of concern

The main people of concern to UNHCR in Rwanda were refugees who had fled conflict in the Kivu provinces of the eastern DRC in the 1990s, and later waves who fled when armed conflict in the Kivu provinces flared in 2012 and 2013. The vast majority of

this population resided in five refugee camps, and some 2,000 in urban areas of Kigali. Other people of concern were Rwandan returnees, mainly from the DRC, but also from other neighbouring countries.

| Type of population | Origin | Total | Of whom assisted by UNHCR | Per cent female | Per cent under 18 |
|-----------------------|------------------------|--------|---------------------------|-----------------|-------------------|
| Refugees | Dem. Rep. of the Congo | 73,000 | 73,000 | 56 | 56 |
| | Various | 360 | 360 | 52 | 31 |
| Asylum-seekers | Dem. Rep. of the Congo | 180 | 180 | 53 | 49 |
| | Various | 30 | 30 | 50 | 50 |
| Others of concern | Various | 120 | 120 | 44 | 72 |
| Returnees (refugees)* | Dem. Rep. of the Congo | 7,200 | 7,200 | 62 | 61 |
| | Various | 600 | 600 | 62 | 61 |
| Total | | 81,490 | 81,490 | | |

* Demographic breakdown of returnees refers to all returnees

| Results in 2013 |

Achievements and impact

The following matrix contains examples of objectives and targets set for UNHCR's programme interventions in this operation in 2013. Short commentaries on the

end-year results and impact on people of concern are provided, including indications of why targets may not have been met.

| 2013 activities | People of concern (PoC) | 2013 comprehensive target | 2013 year-end result |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------|----------------------|
| FAIR PROTECTION PROCESSES AND DOCUMENTATION | | | |
| Civil registration and civil status documentation strengthened | | | |
| Result/impact: Refugees began receiving birth certificates in 2012 after successful UNHCR lobbying. Throughout 2013, the organization worked closely with the Government to clarify the applicable laws and fees for birth certificates, including retroactive delivery. | | | |
| Gap: Some 18,000 refugees were yet to obtain their birth certificates. It is anticipated that by mid-2014 all retroactive birth certificates would be issued. Thereafter, all newborns should be issued with certificates within 30 days of birth. | | | |
| % of children under 12 months old who have been issued birth certificates by the authorities | Refugees in camps | 65% | 45% |
| # of children registered and issued documentation | Refugees and asylum-seekers in urban areas | 1,300 | 912 |
| Level of individual documentation increased | | | |
| Result/impact: In 2009, UNHCR and the Government had agreed to deliver refugee ID cards to all individuals of 16 years and above. Delivery began in 2010 but was put on hold in 2011 pending a verification exercise. In 2013, a new agreement was drawn up between the Rwandan authorities and UNHCR to issue refugee ID cards for the 30,000 individuals who had not yet benefitted. | | | |
| Gap: The provision of ID cards was still pending at year-end, but implementation of established standard operating procedures is anticipated starting in 2014. | | | |
| % of PoC who have a valid identity document | Refugees in camps | 100% | 0% |
| # of identity documents issued for PoC | Refugees in camps | 30,000 | 0 |

| 2013 activities | People of concern (PoC) | 2013 comprehensive target | 2013 year-end result |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|---------------------------|----------------------|
| BASIC NEEDS AND ESSENTIAL SERVICES | | | |
| Shelter and infrastructure established, improved and maintained | | | |
| Result/impact: Refugees were facing a systematic and critical shortage of space. However, UNHCR's 2013 shelter strategy enabled significant shelter improvement, with corrugated iron roofing replacing plastic sheets. | | | |
| Gap: In Rwanda, the location of the refugee camps – on hilly terrain where soil erosion had created ravines – was a protection hazard. A number of assessments were conducted on environmental hazards in order to find ways to address these. However, owing to inadequate funding, the necessary drainage facilities were not constructed and the ravines continue to pose severe risks to refugees. | | | |
| % of household living in adequate dwellings | Refugees in camps | 95% | 60% |
| # of PoC receiving shelter support | Refugees in camps | 70,032 | 44,230 |
| Supply of potable water increased or maintained | | | |
| Result/impact: While water was accessible in Rwanda, adjustments to infrastructure were required to ensure that each refugee could access 20 litres of water per day. In 2013, the average amount accessible was 12 litres. | | | |
| Gap: Infrastructure adjustments are needed to ensure rainwater harvesting, an adequate and permanent supply of potable water, and sustainable water management. | | | |
| Average # of litres of potable water available per person per day | Refugees in camps | 20 litres | 12 litres |
| Population has optimal access to education | | | |
| Result/impact: In Rwanda, the international standards for primary education were met for refugees. In 2013, a multi-year education strategy was finalized to integrate refugees into national schools. The Government policy foresaw free basic education for children up to 12 years of age in 2014. | | | |
| Gap: Given the new Government policy on free basic education which focuses on primary education, advocacy efforts have continued to encourage the integration of older refugee children into upper secondary national schools. | | | |
| % of PoC aged 14-17 enrolled in secondary education | Refugees in camps | 80% | 52% |
| # of PoC enrolled in secondary education | Refugees in camps | 4,100 | 443 |
| Population lives in satisfactory conditions of sanitation and hygiene | | | |
| Result/impact: To improve sanitation and hygiene conditions, the construction of sanitary facilities in refugee camps and transit centres was prioritized. During 2013, 90 facilities were built. | | | |
| Gap: Although the construction of 90 sanitary facilities significantly improved sanitation and hygiene conditions in camps and transit centres in 2013, a further 440 were needed to meet international standards. | | | |
| # of communal sanitary facilities/latrines constructed | Refugees in camps | 530 | 90 |
| Nutritional well-being improved | | | |
| Result/impact: The average crude mortality rate in camps and transit centres was 0.9 per 1,000 people per month. Most fatalities stemmed from conditions including tuberculosis (TB), chronic liver disease, and cancer. The prevalence of global acute malnutrition among children aged 6-59 months remained within the acceptable threshold of five per cent in all camps and blanket feeding was provided to all children in that age group. All pregnant/lactating mothers and hospitalized patients received 250 grams of corn-soya blend per day as additional food support. | | | |
| Gap: Insufficient staffing at public health facilities meant directly observed therapy was inconsistent and follow-up (for both HIV and TB patients) inadequate. The rate of chronic malnutrition remained problematic in all camps. Chronic food insecurity and a lack of income-generating opportunities diverted nutritional commodities from the target population (e.g. pregnant/lactating women) to other family members. | | | |
| Prevalence of anaemia in children (6-59 months) | Refugees in camps | 35% | 43% |
| Prevalence of global acute malnutrition (6-59 months) | Refugees in camps | 5% | 5% |
| DURABLE SOLUTIONS | | | |
| Potential for resettlement realized | | | |
| Result/impact: UNHCR set the goal of resettling 10,000 Congolese refugees from Rwanda between 2012 and 2015/2016. In 2012 and 2013, it exceeded the target for these years. | | | |
| Gap: In Rwanda, UNHCR began implementing the multi-year resettlement programme by prioritizing straightforward cases that could be processed more easily; however, a backlog of cases requiring best interest determination interviews, registration and other protection assessments has built up, for which the Office will require greater capacity, along with strengthened registration and verification mechanisms. | | | |
| % of PoC identified in need of resettlement submitted for resettlement | Refugees in camps | 100% | 113% |
| # of cases identified including women and girls at risk | Refugees in camps | 580 | 576 |

| 2013 activities | People of concern (PoC) | 2013 comprehensive target | 2013 year-end result |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|---------------------------|----------------------|
| SECURITY FROM VIOLENCE AND EXPLOITATION | | | |
| Risk of sexual and gender-based violence (SGBV) reduced and quality of response improved | | | |
| <p>Result/impact: Violence in the camp and urban areas included physical aggression, domestic violence, rape, child abuse and neglect, and transactional/survivor sex. In 2013, enhanced monitoring and focus group discussions with refugees established that sexual exploitation and abuse of adolescent girls was common. A local NGO was contracted to provide legal assistance to refugees, bringing cases of SGBV/child abuse, neglect, and exploitation to the attention of the national justice system. In a nine-month period, 70 survivors received legal assistance, with many cases resulting in sentencing of the perpetrator.</p> <p>Gap: In an effort to address persistent incidents of SGBV, sexual exploitation and abuse, UNHCR and the Rwandan National Police concluded an agreement to establish police posts outside each refugee camp. In addition, the Government and members of the One UN Initiative (including UNHCR) agreed on a two-year scale-up strategy that would see “One-Stop Centres” – where survivors can access free, quick and appropriate services e.g. medical, psychological, legal and social support – in all 30 districts of Rwanda.</p> | | | |
| Extent to which known SGBV survivors receive support | Refugees in camps | 100% | 100% |
| # of survivors or victims’ families receiving legal assistance | Refugees in camps | 147 | 147 |
| Protection of children strengthened | | | |
| <p>Result/impact: In 2013, UNHCR and UNICEF conducted a joint child protection assessment on the provision of child protection services throughout the refugee operation, culminating in a joint report and action plan including for joint fundraising.</p> <p>Gap: Despite UNHCR’s advocacy efforts with, and in support of, the Government and other stakeholders, Rwanda’s child protection system remained unequipped to protect large numbers of children affected by armed conflict. The Office engaged in a protection project partnership with a new partner for both SGBV- and child protection-related areas.</p> | | | |
| # of best interest determination conducted | Refugees in camps | 360 | 90 |

Partners

Implementing partners

Government agencies:

Ministry of Disaster Management and Refugee Affairs

NGOs:

Adventist Development and Relief Agency, Africa Humanitarian Action, American Refugee Committee, *Parlement des Jeunes Rwandais*, World Vision – Rwanda

Operational partners

Government agencies:

Directorate General of Immigration and Emigration, Ministry of Health, Ministry of Internal Security (Rwanda National Police), Ministry of Local Government, National Identity Card Agency

NGOs:

Association of Volunteers in International Service, Rwanda Women’s Network, Rwandan Association for the Defence of Human Rights, *Vision Jeunesse Nouvelle*

Assessment of results

The majority of Rwanda’s refugee population were women or children. All refugees were almost totally dependent on food assistance, with limited opportunities for income generation. There continued to be shortages of space – a systemic problem in Rwanda’s refugee camps. Incidents of SGBV, sexual exploitation and abuse persisted. Asylum procedures and access to upper secondary education remained key challenges.

There were however, a number of improvements in key areas in 2013. Assessments were conducted on the living environment of refugees. More people reported incidents of SGBV and more perpetrators of violence were prosecuted. Monitoring was enhanced in the camps, which detected patterns of abuse and exploitation. In addition, there was an increase in the number of best interest assessments and determination. UNHCR and UNICEF strengthened collaboration by agreeing to develop a child protection strategy. The organization and Rwanda National Police agreed to establish police posts outside each refugee camp and to develop a training curriculum for the police in 2014 and 2015.

The Government agreed to the systematic provision of birth certificates and refugee ID cards, and discussions were pursued on a transition to machine-readable Convention travel documents.

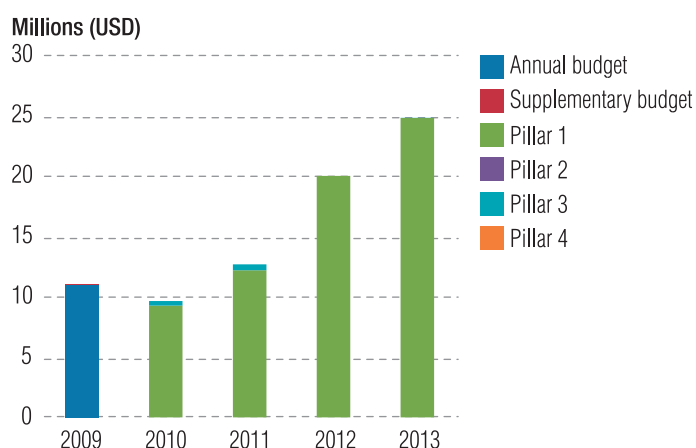
Working with others

In 2013, UNHCR in Rwanda continued to work closely with the Government, NGOs and UN agencies under the One UN Initiative, delivering assistance and protection to people of concern.

Financial information

The Rwanda operation began 2013 with approved comprehensive budget requirements of USD 29.8 million. Following the supplementary appeal launched in March 2013 for emergency response to the influx of an estimated 20,000 new arrivals from eastern DRC, the operation's final requirements rose to USD 47.0 million. Available funding allowed for expenditure of USD 24.8 million (52.8 per cent of budgeted requirements). As a result, not all planned activities could be implemented and some prioritized activities were only partially implemented.

Expenditure in Rwanda | 2009 to 2013



Budget, income and expenditure in Rwanda | USD

| Operation | PILLAR 1 Refugee programme | PILLAR 3 Reintegration projects | Total |
|---------------------|-------------------------------|------------------------------------|-------------------|
| FINAL BUDGET | 44,648,867 | 2,344,429 | 46,993,296 |

| | | | |
|----------------------------------------|-------------------|----------------|-------------------|
| Income from contributions ¹ | 13,321,667 | 407,781 | 13,729,448 |
| Other funds available / transfers | 11,471,872 | -16,735 | 11,455,137 |
| Total Funds Available | 24,793,539 | 391,045 | 25,184,585 |

EXPENDITURE BY OBJECTIVE

Favourable Protection Environment

| | | | |
|------------------------------------------|---------------|----------|---------------|
| Administrative institutions and practice | 23,231 | 0 | 23,231 |
| Subtotal | 23,231 | 0 | 23,231 |

Fair Protection Processes and Documentation

| | | | |
|---------------------------------------------|----------------|----------|----------------|
| Registration and profiling | 249,695 | 0 | 249,695 |
| Status determination procedures | 24,029 | 0 | 24,029 |
| Individual documentation | 91,165 | 0 | 91,165 |
| Civil registration and status documentation | 125,393 | 0 | 125,393 |
| Subtotal | 490,283 | 0 | 490,283 |

Security from Violence and Exploitation

| | | | |
|---------------------------------|----------------|----------|----------------|
| Prevention and response to SGBV | 372,346 | 0 | 372,346 |
| Protection of children | 349,985 | 0 | 349,985 |
| Subtotal | 722,331 | 0 | 722,331 |

| Operation | PILLAR 1 Refugee programme | PILLAR 3 Reintegration projects | Total |
|---------------------------------------------------|-------------------------------|------------------------------------|-------------------|
| <i>Basic Needs and Essential Services</i> | | | |
| Health | 2,294,590 | 0 | 2,294,590 |
| Reproductive health and HIV services | 485,603 | 0 | 485,603 |
| Nutrition | 418,678 | 0 | 418,678 |
| Water | 606,089 | 0 | 606,089 |
| Sanitation and hygiene | 1,417,515 | 0 | 1,417,515 |
| Shelter and infrastructure | 695,882 | 0 | 695,882 |
| Access to energy | 436,853 | 0 | 436,853 |
| Basic and domestic items | 2,722,955 | 0 | 2,722,955 |
| Services for people with specific needs | 334,406 | 0 | 334,406 |
| Education | 2,296,247 | 0 | 2,296,247 |
| Subtotal | 11,708,818 | 0 | 11,708,818 |
| <i>Community Empowerment and Self-Reliance</i> | | | |
| Community mobilization | 65,346 | 0 | 65,346 |
| Natural resources and shared environment | 199,244 | 0 | 199,244 |
| Self-reliance and livelihood activities | 373,384 | 0 | 373,384 |
| Subtotal | 637,974 | 0 | 637,974 |
| <i>Durable Solutions</i> | | | |
| Voluntary return | 359,314 | 3,367 | 362,682 |
| Integration | 23,264 | 0 | 23,264 |
| Resettlement | 302,693 | 0 | 302,693 |
| Subtotal | 685,271 | 3,367 | 688,639 |
| <i>Leadership, Coordination and Partnerships</i> | | | |
| Camp management and coordination | 195,166 | 0 | 195,166 |
| Emergency management | 151,801 | 0 | 151,801 |
| Donor relations and resource mobilization | 106,095 | 0 | 106,095 |
| Subtotal | 453,062 | 0 | 453,062 |
| <i>Logistics and Operations Support</i> | | | |
| Logistics and supply | 2,532,470 | 1,684 | 2,534,153 |
| Operations management, coordination and support | 2,410,013 | 6,734 | 2,416,747 |
| Subtotal | 4,942,483 | 8,418 | 4,950,901 |
| <i>Headquarters and Regional Support</i> | | | |
| Capacities, skills and knowledge development | 871 | 0 | 871 |
| Subtotal | 871 | 0 | 871 |
| Balance of instalments with implementing partners | 5,129,218 | 0 | 5,129,218 |
| Total | 24,793,541 | 11,785 | 24,805,326 |

¹ Income from contributions includes indirect support costs that are recovered from contributions to Pillars 3 and 4, supplementary budgets and the "New or additional activities – mandate-related" (NAM) Reserve. Contributions towards all pillars are included under Pillar 1.