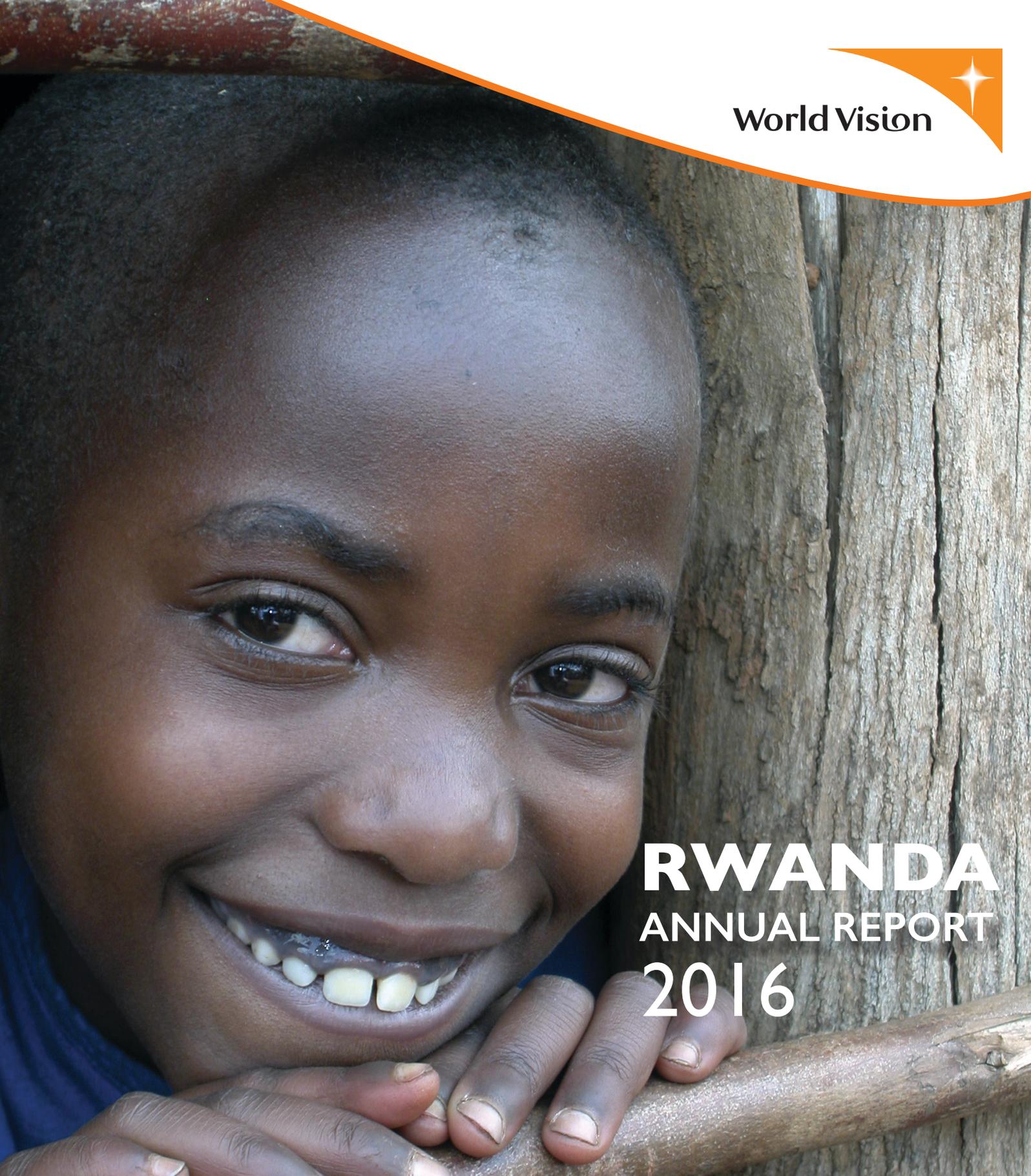




World Vision



**RWANDA**  
ANNUAL REPORT  
2016

This Annual Report provides an overview of the work of World Vision Rwanda from October 2015 to September 2016

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## WHO WE ARE

World Vision is a Christian humanitarian organisation dedicated to working with children, families and their communities worldwide to reach their full potential by tackling the causes of poverty and injustice.

## OUR CORE VALUES

- We are Christian
- We are committed to the poor
- We value people
- We are stewards
- We are partners
- We are responsive

## OUR VISION

Our vision for every child, life in all its fullness;  
Our Prayer for every heart, the will to make it so.

## OUR GOAL

Contribute to measurable improvement in the well being of 4,000,000 children, within their families and communities by 2020.



## FOREWORD

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I am pleased to present to you the 2016 annual report for World Vision Rwanda (WVR). It is during this year that we started implementing our new strategy (2016-2020) to respond to our strategic objective of impacting the lives of 4,000,000 children including the most vulnerable.

This was our first year of operation in our Learning through Accountability and Partnerships (LEAP 3, an internal approach helping us in good planning, monitoring and evaluation of our work), an approach that has enabled us redesign our work to work through clustered programs. This has enabled us to do more with less and to work with more partners hence being able to touch the lives of more children, especially those who are the less privileged.

Our resilient livelihoods programming coupled with new technologies in farming have proved to be some of the best ways to enable communities to mitigate shocks in their lives.

We are happy that, in partnership with the Ministry of Agriculture, we operationalised our comprehensive agricultural extension information system that is designed to offer up to date information regarding various crops cultivation, from farming, harvesting, storage to marketing. Most of the community members using our new technology, reported increased food production. Small scale farmers are now able to harvest enough on the same land that produced less before.

World Vision Rwanda worked closely with the government, UN donor agencies, communities and other stakeholders to reach out to people in need especially the refugees who fled from neighboring countries to Rwanda, seeking asylum.

We appreciate the government that has been very supportive and together we were able to work on projects that have greatly contributed to the well-being of children who are the main targets of our interventions. This report highlights the achievements and successes we experienced over the year. All these would not have been possible without the support of those who have selflessly given time, prayers and resources towards our ministry.

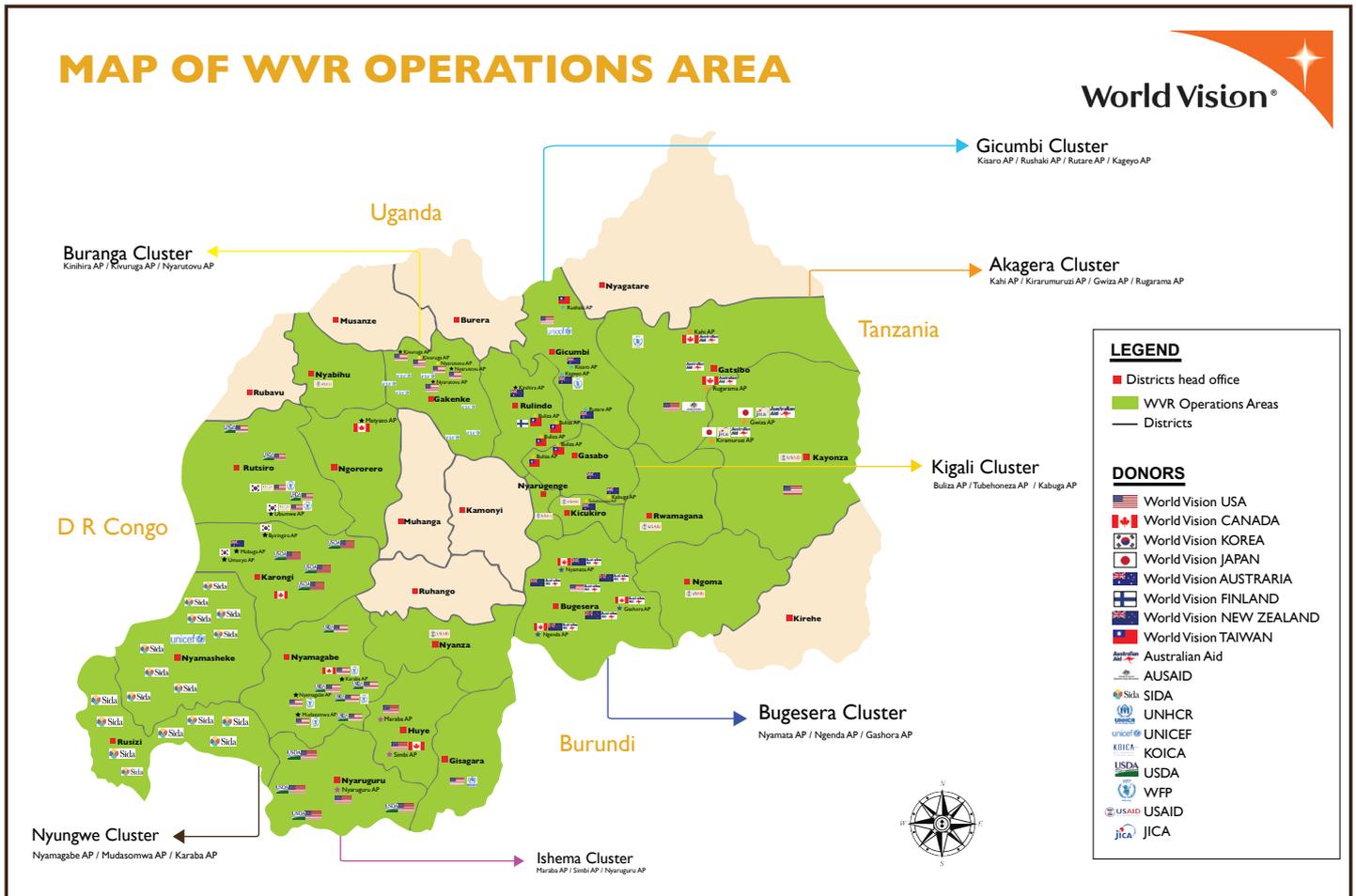
On behalf of World Vision Rwanda, thank you! You made these accomplishments possible!

George Gitau  
National Director  
World Vision Rwanda



*On behalf of World Vision Rwanda, I thank all those who have selflessly given time, prayers and resources towards our ministry.*

# Brief History and areas of work



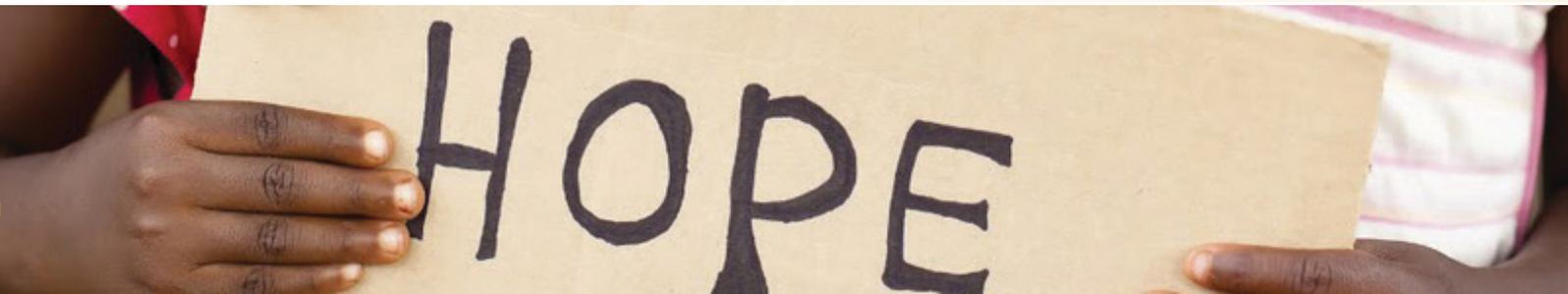
World Vision is a Christian humanitarian organisation dedicated to working with children, families, and their communities worldwide to reach their full potential by tackling the root causes of poverty and injustice. World Vision is currently reaching more than 100 million people in 94 countries, serving all people regardless of religion, race, ethnicity or gender.

World Vision Rwanda (WV Rwanda) started operations in the country in 1994, primarily responding to the humanitarian crises caused by the genocide. In 2000, WV Rwanda's mission switched from relief to long-term development and the organisation started opening Area Development Programs (ADPs). Today, the organisation directly supports 1.2 million people—86,000 children—through 30 ADPs in each of Rwanda's four geographical provinces (Western, Eastern, Southern, and Northern). Through private-funded projects and government grants, WV Rwanda is implementing development programmes in 18 of Rwanda's 30 Districts.

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# HEALTH AND NUTRITION



World Vision Rwanda strategic objective, aims at improving maternal, newborn child health and nutrition as well as water and sanitation hygiene in targeted communities by 2020.

Smallholder and small scale commercial farmers, are among partners and beneficiaries in as far as livelihoods, resilience and nutrition of households is concerned. This programme intentionally targets those who have low incomes and limited means of production and consumption. The target beneficiaries, therefore, are small scale producers of agricultural products, handcrafts, food, and service providers. However, conventional agro-dealers, small and medium entrepreneurs, cooperatives, Community Based Organisations (CBOs), Faith based organisations (FBOs), youth and women groups, and children cohorts are also targeted as direct or indirect beneficiaries with specific interventions. This programme seeks to empower these groups as agents of change within their communities.

In the domain of health, World Vision Rwanda has been implementing multiple Global Fund projects in collaboration with the ministries of health, gender and family promotion respectively, to help fight against malaria and HIV/AIDS. Formation of cooperatives composed of the most vulnerable, training of health community workers, promotion of family planning as a measure of HIV prevention, procurement and distribution of Long Lasting Insecticide treated Nets (LLIN) for malaria prevention are some of the key interventions we have focused on. We are also investing in maternal, newborn and child health. Community Health Workers (CHWs) are being trained on timed and targeted counseling (TTC) to support pregnant and lactating women for safe delivery. Different communities are also supported in conducting Community Score Cards (CSCs) for the provision of health services at community level.

## Key Achievements

-  **2** Health centers constructed
-  **3** Health posts constructed
-  **67** sets of health equipment provided
-  **5** Village based nutrition centers constructed
-  **3,010** Community Health Workers trained
-  **2,220** Kitchen gardens set in place
-  **122** HIV/AIDS clubs supported
-  **48** Water tanks distributed
-  **186** Toilets constructed.
-  **83** Disabled children supported
-  **163** Children with special needs treated

# Serving more than 46,000 refugees



## WATER SANITATION AND HYGIENE (WASH)

The overall goal of our WASH programme is to significantly improve child well-being by enabling families and communities to achieve sustainable access to adequate potable water, improved sanitation facilities, and good hygiene practices.

This programme is hence contributing to addressing issues of inadequate access, protection of under five children from communicable diseases and poor sanitation and hygiene practices. Additionally, we are also addressing insufficient funding towards the water supply and sanitation sector, low sustainability of water supply services and ignorance and resistance to change by the community members in adopting hygiene practices.

Targeted groups by this programme are children under five and their parents/caregivers, pregnant and lactating mothers, and the most vulnerable children. We are supplying water to communities in need through piped water systems supply. Once water is supplied, awareness sessions on the importance of using clean water, handwashing and environmental protection are carried out. Information on drinking safe water, food handling, hand washing and environmental protection among others are disseminated. Community water committees are set in place and trained by World Vision Rwanda for the sustainability of the water systems.

We work with communities and other partners to achieve universal access to improved drinking water,

sanitation and hygiene especially for the vulnerable communities. This year, we worked with the Ministry of Health to organise the Maternal and Child Health Week and influence the inclusion of hygiene messages, We also partnered with Ministry of Natural resources to celebrate the World Water day.

We are happy that, World Vision was commissioned by UNHCR to handle all WASH related activities in Mugombwa refugee camp hosting more than 8,000 Congolese. Additionally, World Vision provided WASH support in Mahama refugee camp from April 2015 until December 2015 serving more than 46,000 refugees

## Key Achievements 2016



**21,453** people gained access to safe water supply



**3** piped water systems constructed with **215** water taps (public or on households plots)



**6,000** children from 16 educational facilities got access to clean drinking water



**53,625** people got access to improved sanitation facilities.



**8,549** households toilets constructed



**2** VIP latrines and **4** menstrual hygiene rooms constructed at **6** schools



**85,674** people reached by our safe drinking water & hand washing hygiene campaigns



**88** Community Hygiene Clubs established



**9,310** households were installed with hand washing facilities.



**52** water management committees trained



**123** artisans trained on manufacturing WASH products



**5** CVA groups created to advocate for WASH facilities and services.

Impact to **638,517** children  
from **133,024** households  
across the country in the next **5**  
years.



## RESILIENCE AND LIVELIHOODS

Smallholder farmers and small scale commercial farmers, are our main target beneficiaries as far as livelihoods, resilience and nutrition of households is concerned. Our resilience and livelihoods programme intentionally targets those who have low incomes and limited means of production and consumption. The target beneficiaries, therefore, are small scale producers of agricultural products, handcrafts, food, and service providers. Conventional agro-dealers, small and medium entrepreneurs, cooperatives, community based organisations (CBOs), faith based organisations (FBOs), youth and women groups, and children cohorts are also targeted as direct or indirect beneficiaries with specific

interventions. This programme seeks to empower these groups as agents of change within their communities. In our current area of operation we work with close to 70,000 people. We plan to impact the lives of 638,517 children from 133,024 households across the country in the next five years.

Our main objectives include households empowerment focusing on individuals transformation; commercial agriculture because of the potential agriculture has in contributing to increased incomes of many rural and urban households; management of natural resources, since the sustainability of the interventions

protection (gender, child protection, conflict management, environment protection): This programme takes into consideration the need to preserve child rights, in addition to valuing the environment while promoting peace in the community towards wellbeing of children. Food security, aims at increasing production and productivity for staple crops and domestic animals through different techniques including access to proximity extension services and related facilities such as promoting nutrition sensitive agriculture through bio-intensive agricultural techniques. Finally, resilience and livelihoods aims at ensuring access to a balanced diet especially for women and children to address the challenge of malnutrition in those categories of the population.



## Key Achievements 2016

-  **14,611** farmers supported with improved seeds
- 3** seed banks constructed
-  **6,860** agricultural equipment and other inputs provided, including fertilizers, watering canes, irrigation equipment, etc
-  **360** cows distributed
- 5594** small livestock distributed including goats, pigs, rabbits and chickens
-  **25** Tiller power machines distributed
- 156** wheelbarrows distributed.
-  **2,434** VSLAs Groups set in place
-  **57,404** VSLAs new membership registered
-  **928,000 USD** as a capital created by VSLA saving groups
-  **2** Green houses constructed and equipped
-  **291** Biogas stoves constructed
-  **662,224** tree seedling produced and distributed
- 71** farmer field schools set in place
-  **5** storage facilities constructed
-  **2** milk collection centres constructed

## OUR SUCCESS STORIES

*“I did not know my child was suffering from malnutrition. I thought it was normal lack of appetite”*



### I. Milk Collection Centre Gives Bless Another Chance to Live

Iranzi Bless is a two and half year old girl from Inandori village, sector of Tare in Nyamagabe district, western part of Rwanda. Her mother Claudette Byiyungure, conceived her out of wedlock while she worked as a baby sitter in Kigali, capital of Rwanda.

Bless's father recognises her as his child but rejects her mother. He has however not provided for her needs. It seems that he has rejected her too.

When Bless was one year-old, Claudine realised that she was not eating well; her cheeks and legs started swelling. This was after she was released from her role as a baby sitter after her employer found out she was pregnant. She did not have the means to take her child to nearby health facility.

Bless's health status worsened over time. Fortunately, community health workers in her locality came across her case as they screened the children in their locality for malnutrition. She was found to have moderate malnutrition after the health workers tested her.

Lucky enough, there is in the nearby a milk collecting centre that was supported by World Vision to help fight against malnutrition

in under five children. Bless was transferred to that centre for rehabilitation.

*“I did not know my child was suffering from malnutrition. I thought it was normal lack of appetite”* Claudine says

In an effort to fight against malnutrition in children, World Vision initiated a livestock rearing project by community members in Nyungwe Cluster of Nyamagabe District. The livestock rearing was aimed at providing milk to children from the most vulnerable families in the area. 120 families were part of the cow distribution exercise. During the cow distribution, World Vision agreed with the local administration and community member beneficiaries, to take in, the donated livestock and put in place, a collection centre that would receive milk.

Part of the milk was to be used in the rehabilitation of children found to be malnourished in the area and the remaining to be used by the livestock owners in their development.

*“I could not believe my child would get milk for free”* For three months Bless received half a litre of milk every day to drink immediately at the collecting centre, and another half to take home.” Claudette says joyfully.

“After three months, children benefiting the milk transition from the programme and community health workers supported by World Vision give training sessions on how to prepare a balanced diet to ensure that the children from relapsing.” Felix Rulindangabo, a World Vision staff in the area explains.

Claudette hopes that her child will not relapse and hopes to get enough time to tend for her now that she is healthy and not requiring much care as before.

“Children from small holder land owners and people living from hand to mouth by selling labor are the most affected by malnutrition. World Vision is working with them to help them produce enough food on the limited land or start income generating activities through cooperatives.” Ananias Sentozi, World Vision Rwanda west regional Manager explains.

“*My story is amazing; you might not believe me unless if someone else told you.*”



## 2. When first-hand information is hard to believe

Immaculee Cyiza is a 37-year-old mother of three living in Akarugamba village of Gakenke cell in the northern part of Rwanda. She struggled to put food on the table for her children and worked as a casual labourer.

Due to her vulnerability, her children were registered in World Vision's Sponsorship programme, so that they can be connected to donors who can help improve their conditions of living. Two of them were registered, Fabrice Ishimwe her first born and Sandra-Nicole Abijuru her second child.

“I went to bed with so much sorrow in my heart, because I could not figure out how my children would eat the following day,” she says sighing deeply.

“It was so hard. I could work for a whole day and be paid 120 Rwf (approx. 20 cents). This was not even enough for dinner as a family,” she continues.

Immaculee's neighbours kept her informed on possible opportunities of where she could sell her labor. Digging land for others was the main job she got.

World Vision had to intervene for her children to go to school. School materials, uniform and school fees were provided by World Vision.

Through the sponsorship budget, Buranga, her nearby World Vision Cluster, worked with the family to help change

Immaculee's situation. Training coupled with seeds distribution changed everything in Immaculee's life.

She was trained on improved farming and was supported with banana suckers and a goat to help get organic manure for fertilizer

She continued working with the coaching from World Vision staff and the banana suckers started giving good yields. Part of the harvest was sold and another used for home consumption. She bought a cow using the money she got from the bananas; organic manure increased, and she decided to increase her banana production;

Her 5-year-old Sandrine Umukundwawase, her third child did not register in sponsorship, their family was already doing well because of World Vision's support. She can access a balanced diet and be cared for without any problem.

What changed further Immaculee's family was a learning trip facilitated by World Vision.

"When I came back from the training, I had new insights," she says smiling. She started pondering on what to do with her increased banana production, and came up with an idea, to manufacture banana juice.

"My factory is still rudimentary but it helps me manufacture juice that last longer," she explains showing a tree boat she uses to make the juice.

"Once juice is produced, it is packed in bottles and sold, it can last for 2 months; Rwandan certification service came, inspected and approved, before the juice was put in the market," She says proudly.

She opened a shop where she is selling her juice and milk as well as other items. Immaculee produces 120 litres of juice and 450 litres of milk on monthly basis.

She is making more than 180,000 Rwfr (215 USD) monthly with her current business; she has counted.

"We expected to be given jobs to do when we saw World Vision coming to us, but they said, they were coming to show us how to rely on ourselves. This is now a reality," Immaculee recounts sitting in her shop where people have been interrupting her, coming to buy different items, as she told her story.

"My story is amazing; you might not believe me unless if someone else told you," Immaculee says humbled.



### 3. Redeemed hope

25-year-old Drocella, did not do well in her final exams for her senior six, she consequently could neither go to university nor get employment.

"It has become very hard to get a job when you complete only secondary school here," Drocella says.

She did not even attempt to find one with her education level, she explains. Studying in difficult conditions is the main reason behind her poor performance in school.

"I relied on myself for schooling. School fees, uniform and food," she says.

Drocella came from a poor family that couldn't provide for her needs while schooling and sometimes missed many classes.

She had to work as a labourer for her to get money so as to respond to her urgent needs.

When she finished her secondary school, she went back home to wait for God to help her out of her extremen conditions. She had an idea, she decided to mobilise other youth in and out of school that are in the same situation of unemployment.

They started an association of shoe makers.

“When we started we were not sure of what to do. We had limited knowledge on how to make the shoes, but we continued encouraging one another,” Drocella says.

They did not even have a fixed address, where people could find them. They met in households and products made were not of good quality.

Their cooperative recently had a chance to be supported by WorldVision Rwanda.

Increasing unemployment in Rwanda has meant that the government called upon partners to come in and support. The government aims to create 200,000 jobs by 2020.

World Vision responded to the appeal by training existing youth associations on job creation building on what the associations are already doing.

Drocella’s association was trained in shoe making and supported with an infrastructure facility where they work from.

“With World Vision’s support, we have started to be competitive; our shoes are nicer than the ones we made before,” Drocella says showing a pair of shoes they make in her cooperative.

Outside cooperative activities, the money she is getting from the work in the association, she was able to buy a piglet of her own.

“I hope to go back to school once my business flourishes,” Drocella says joyfully.

In the only area of Nyamagabe District, World Vision Rwanda has supported more than 20 cooperatives for both educated and non-educated youths to strengthen their entrepreneurship skills, depending on their needs.

## 4. Innovate for sustainable response

With the recent social turmoil in Burundi and Congo, thousands of people fled to Rwanda seeking for asylum.

“It was overwhelming in the first stage of intervention,” Angelot Gashumba, a World Vision staff explains.

He was in the field when refugees started fleeing, he saw them in a distressed situation. Women and children were the most affected; he says.

Babies were crying tied on the backs of mums who tried to counsel them, in vain. They were hungry and thirsty. Angelot has witnessed.

World Vision took cognizance of this situation and flew to the rescue of these refugees in the early stage of their coming. They were received into Mahama Camp, South Eastern part of the country, where water is generally scarce.

Water scarcity is a general issue in most parts of Rwanda, Angelot explains.

Water was then, one of the main issues, refugees faced. World Vision started providing much needed water in the camp. In the first time, it was hard, it involved driving for hours, going to find water far away the camp.

A quite expensive undertaking, each day World Vision was spending \$300,000 renting trucks that had to collect water; Angelot says.

In front of that situation, World Vision Rwanda, came up with an innovative way of treating the unclean water from the Akagera, a nearby River, from where the refugee camp was installed. This innovation aimed at providing enough clean water by cutting the costs that were being spent on water collection.

In partnership with other stakeholders, World Vision installed and operated a water treatment plant nearby the Akagera River.

World Vision has also put in place different hygiene promotion measures in the camp in order to ensure the wellbeing of more than 45, 337 children and their families hosted in Mahama camp. The installation of stance toilets and showers,



provision of baby pots, mobilizing and training hygiene promoters in the camp are among the many measures that were put in place by World Vision Rwanda in order to keep the camp in good hygiene state and avoid the outbreak of hygiene related diseases and deaths.

The permanent installation of the water facility cost \$200,262,520 and has been running for the whole time refugees are there.

“If we calculate, we were able to provide a sustainable response to the refugee water need, with less cost,” Angelot appreciates.

The cost of the permanent tank would have been spent in one year if we were to continue collecting water with the rented trucks; he says.

Now Raha Loy no longer needs to go to the river where the beast is, access to water in the camp is granted to all refugees; Raha Loy rejoices.

The installation of stance toilets and showers, provision of baby pots, mobilising and training hygiene promoters in the

camp are among the many measures that were put in place by World Vision Rwanda in order to keep the camp in good hygiene state and avoid the outbreak of hygiene related diseases and deaths.

### KEY ACHIEVEMENTS



The treatment plant has the capacity to treat up to **900,000** litres of water per day.



Now, more than **45,337** refugees in the camp are served.



Measures in Mahama camp aim to ensure the wellbeing of more than **45,337** children and their families.



15 million meals to 83,000 students  
in 104 primary schools

## EDUCATION

WV Rwanda is committed to implementation of a strategy that promotes sustainability, puts ownership of beneficiaries at the centre of all activities and empowers the stakeholders to serve children and address their needs with an effort to build strong assets that can be used to succeed in life.

To ensure the most vulnerable child receives quality education; for an orphan to feel cared for; a child with a disability to access appropriate facilities to study; for the child who dropped-out of school to have a second chance to learn and acquire a technical skill; and for all girls to enjoy their right to education.

World Vision Rwanda is striving to ensure access to quality education by children in targeted communities. To help increase quality education in schools, a number of projects are being implemented from training through feeding children in schools.

In partnership with WFP, World Vision Rwanda is implementing its Food for Education (School Feeding Programme) project. It's a five year project which is annually providing 15 million meals to 83,000 students in 104 primary schools in the four priority districts of Nyaruguru, Nyamagabe, Rutsiro and Karongi South West of the country.



This project aims at improving the quality of education by keeping children at school and increasing school time. WV Rwanda also recently started implementing an innovative programme aimed at improving literacy in the local language, Kinyarwanda, for grades 1-3 boys and girls in the Central Zone of Rwanda to help them improve their reading skills and hence succeed in school. This literacy programme also, equips and prepares out of school youth to become economic ally viable citizens, Rwandans that have skills and abilities to become active participants in the country's economy.

### KEY ACHIEVEMENTS

-  **596** teachers trained
-  **53** school classrooms constructed
-  **78** school latrines constructed
-  **3** Water tanks provided to schools
-  **8** School playgrounds constructed
-  **153** Computers distributed to public schools
-  **308** solar energy pannels provided to public schools
-  **1,730** desks distributed
-  **21** youth and vocational centers constructed



## CHILD PROTECTION AND ADVOCACY

The recent Demographic and Health Survey (DHS 2014-2015) shows that 91% of children in Rwanda are born at health facilities which makes approximately 300,000 children (National Census, Medium, 2015) as reported by the Health Management Information System (HMIS).

Out of these children, only 56% are registered into Civil Registration and Vital Statistics (CRVS) System (152,163) and only 50% of them are registered into the sector Civil Registry and are eligible for birth certificates. Only 25% of children born at health facilities are registered in Rwanda. This situation hinders the realisation of children's rights and needs to be addressed.

World Vision Rwanda, as a child focused international NGO, is working to protect children from abuse, neglect, exploitation and other forms of violence. It is in this regard that World Vision Rwanda has been engaging

with different stakeholders to address the issue of birth registration. WV Rwanda is engaging with the services of Institute of Policy Analysis and Research of Rwanda (IPAR) to conduct an extensive child birth registration technical study analysis to investigate the underlying causes of low birth registration in Rwanda. The study was conducted based on the evidence of poor birth registration rates in Rwanda.

In partnership with the Ministry of Gender and Family Promotion, WV Rwanda conducted Special Umuganda (community work) in the campaign against malnutrition in Nyamasheke District, South West of Rwanda. The event experienced a high level of support by the Government of Rwanda, including the Minister of Gender and Family Promotion, with various other government dignitaries.

We also worked closely with The Ministry of Gender and Family Promotion alongside the National Police to launch our child help line to make sure issues and abuse children face are known and addressed. WV Rwanda is also involved in different child rights centered forums to make sure organisational expertise is brought on the table.

## KEY ACHIEVEMENTS

-  **275** couples were trained on child protection, and are now participating in child protection activities
-  **6** children forums supported with office facilities
-  **10** child rights issues addressed in court
-  **6, 642** children registered and supported with birth certificates
-  **47** rejected children supported to be recognised and supported by their fathers through mediation
-  **36** Child protection school clubs set in place
-  **8226** people trained on child protection
-  **44** Children forum Committees set in place and operational
-  **44** Child Protection Committees set in place and trained



A police officer demonstrates to children the functionality of the Child helpline 116 during the launch.



The National Director, George Gitau making his remarks at the launch.



The Minister of Gender and Family Promotion, Dr. Diane Gashumba addressing the audience during the Child Helpline launching campaign in Eastern region.



## HUMANITARIAN EMERGENCY AFFAIRS

Due to the security that has prevailed in Rwanda after the 1994 Genocide, populations affected by social turmoil in neighbouring countries, especially in the democratic republic of Congo (DRC) and Burundi, come to seek for asylum in this country. According to the UNHCR, Rwanda is currently hosting 165,000 refugees from DRC and Burundi. International partners, including World Vision Rwanda have come together and launched various projects to improve living conditions in the camps. Water being one of the most fundamental basic needs for life, World Vision Rwanda ensured access to clean water for refugees.

World Vision Rwanda, in partnership with the United Nations High Commission for Refugees (UNHCR) intervened in the Camps to offer Water, Sanitation and Hygiene (WASH) services to the refugees striving for

the well-being of the children. World Vision intervened by providing different hygiene related equipment and facilities including latrine and shower stances, hand washing facilities, baby pots, mobile toilets installations and construction. World Vision also intervened by disinfecting and providing water suitable for use by the refugees in the camp. It was not easy to access clean and safe water in the camps of Mahama and Mugombwa during the first days of the establishment of the camps.

Women and children from the camp collected muddy and dirty water from nearby rivers. Refugees faced many challenges including, queuing for scarce clean water in the camp for many hours. Those who decided to go to fetch dirty water from rivers risked death through waterborne diseases caused by drinking of unclean water or attacks by animals, especially crocodiles.



Rwanda is currently hosting 165,000 refugees from DRC and Burundi.

#### KEY ACHIEVEMENTS



**51,371** refugees from DRC and Burundi hosted in Mugombwa and Mahama camps with **2,924** host community members accessing clean water



**14,319** DRC refugees hosted in Gihembe camp and **13,912** refugees in Nyabiheke camp supported through Cash Transfer project.



**75** vulnerable families affected by heavy rain and wind in Bugesera District supported with **1095** Iron sheets.

# Accountability,

At World Vision Rwanda we endeavour to create a culture of accountability in all our interventions. In the last fiscal year, we demonstrated our accountability while piloting our cash transfer project implemented in response to the refugee influx from the Democratic Republic of Congo (DRC) and Burundi.

In efforts to innovate, increase cost efficiency and improve food delivery, we are piloting a cash transfer project together with WFP, UNHCR, MIDIMAR (Ministry of Disaster Management and Refugee affairs) and other partners. Cash transfer replaces the monthly general in-kind food distribution for about 14,500 refugees hosted in Gihembe refugee camp located in Gicumbi District, Northern Rwanda.

In this joint intervention, World Vision Rwanda's responsibilities consist of verification of beneficiaries and distribution of phones and SIM cards for use by beneficiaries; handling user complaints, and providing solutions to challenges faced by users. We are also monitoring market situations to ensure proper integration with other humanitarian services. World Vision Rwanda worked with beneficiaries to put in place mechanisms to ensure accountability.

Three methods of accountability measures were put in place, these are: complaints desk, toll free number and suggestion box. These complaint and response mechanisms run by World Vision Rwanda in refugee camps have proved to be an effective way of serving refugees better. The mechanisms became a platform for the beneficiaries to raise their complaints affecting them under cash transfer project and giving them timely feedbacks.

The daily complaints are collected, registered and a receipt is given to the complainants as proof of having a complaint and it offers them the right to come for feedback at the fixed date. Complaints are analysed before sending them to stakeholders for solutions. For input and analysis reasons, complaints are coded and recorded into the computer data base/excel sheet.

A post distribution monitoring survey conducted in September 2016, on beneficiary feedback mechanisms shows that 6.2 % of respondents report to have made a complaint. On average, it took 3.2 days to solve the problem, when the standard is seven days; and more than 90 % were satisfied with how their complaints were managed. The majority of complaints received were related to SIM swap, code pin and insufficient amount issues.

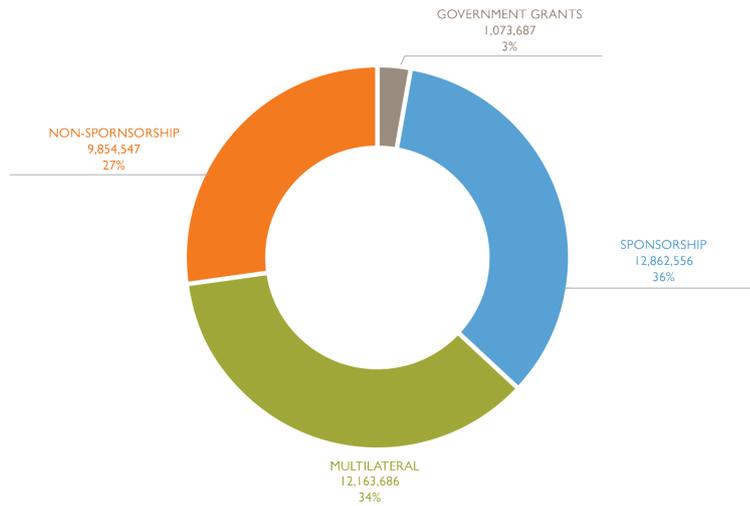
The cash transfer project proves to have many advantages compared to food distribution. It allows food diversification, restores dignity, improves social cohesion, boosts economy among refugees and saves time.

BY SECTOR	BUDGET IN USD	PERCENTAGE
Natural Environment & Climate	417,695	1%
Child Protection	1,244,106	3%
Community Engagement for Child	1,466,030	4%
Organisational Capacity Building	106,631	0%
Education and Life Skills	3,871,800	11%
Health	3,871,667	11%
Nutrition	4,979,727	14%
HIV/AIDS	(4,036)	0%
Water and Sanitation	1,717,330	5%
Agriculture and Food Security	1,083,080	3%
Economic Development	5,607,280	16%
Emergency Response	6,449,676	18%
Food Assistance	5,340	0%
Humanitarian Protection	3,800	0%
Peace building	127,424	0%
Disaster Mitigation	48,477	0%
Christian Commitments	85,318	0%
Program and Project Management	3,715,864	10%
Sponsorship Services	1,157,268	3%
	35,954,477	100%

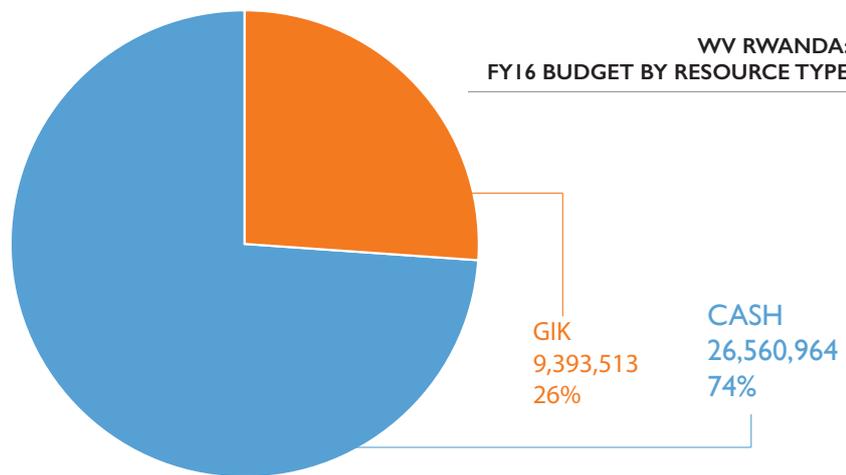




### FY 2016 BUDGET BY FUNDING TYPE



### WV RWANDA: FY16 BUDGET BY RESOURCE TYPE





**World Vision**

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