



INTERNAL AUDIT DIVISION

REPORT 2024/025

Audit of mandate refugee status determination processes, gender-based violence, and livelihoods and economic inclusion at the Office of the United Nations High Commissioner for Refugees in Rwanda

Frameworks for refugee status determination, gender-based violence and livelihoods and economic inclusion were adequate; however, some related processes and capacity needed to be strengthened for enhanced effectiveness

21 June 2024

Assignment No. AR2024-112-04

Audit of mandate refugee status determination processes, gender-based violence, and livelihoods and economic inclusion at the Office of the United Nations High Commissioner for Refugees in Rwanda

EXECUTIVE SUMMARY

The Office of Internal Oversight Services (OIOS) conducted programme/thematic audits of mandate refugee status determination (RSD), gender-based violence (GBV) and livelihoods and economic inclusion which included a review of related activities in Rwanda for the Office of the United Nations High Commissioner for Refugees (UNHCR).

Thematic audit reports on RSD (AR/2023/092), GBV (AR/2023/076) and livelihoods and economic inclusion (AR/2023/085) contained overarching observations and relevant recommendations addressed to the relevant Bureaus and Departments. For the Representation in Rwanda, the audit noted the following:

- The mandate refugee status determination processes generally conformed to the UNHCR quality standards. However, the effectiveness of mandate RSD in the Representation was impacted by inadequate utilization of the available staff capacity, which resulted in significant backlogs that could affect the protection of asylum seekers.
- The Representation did not have a GBV strategy and updated standard operating procedures and referral pathways to direct and guide the delivery of its prevention, mitigation and response programme in a resource constrained environment. This impacted its delivery of services and assistance to survivors and affected their recovery from the long-term effects of GBV.
- The Representation had strengthened its engagement with governments, local authorities, development actors and the private sector to enhance economic inclusion for refugees in Rwanda. However, refugees were yet to be included in the national strategy and some livelihood interventions as planned were ineffective in creating self-reliance among refugees.

OIOS made four recommendations. To address issues identified in the audit, the UNHCR Representation in Rwanda needed to:

- Strengthen the monitoring of individual staff performance in the processing refugees' status in a timely manner;
- Develop a GBV strategy and update related standard operating procedures and referral pathways to ensure an effective response and optimal use of available resources;
- Advocate for the inclusion of vulnerable refugees in the national livelihoods and economic inclusion strategy for sustainable graduation; and
- Review livelihood interventions for effectiveness in building self-reliance among beneficiaries.

UNHCR accepted all the recommendations and has initiated action to implement them. Actions to close the outstanding recommendations are indicated in Annex 1.

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Audit of mandate refugee status determination processes, gender-based violence, and livelihoods and economic inclusion at the Office of the United Nations High Commissioner for Refugees in Rwanda

I. BACKGROUND

1. The Office of Internal Oversight Services (OIOS) conducted an audit of programme/thematic audits of mandate refugee status determination, gender-based violence and livelihoods and economic inclusion at the Office of the United Nations High Commissioner for Refugees (UNHCR).
2. The thematic audits covered:
 - (i) Mandate refugee status determination (RSD)¹ which is the process through which UNHCR determines if a person seeking international protection is a refugee under international law. It determines who falls within UNHCR mandate, enabling protection from refoulement as well as realization of rights for refugees.
 - (ii) Gender-based violence (GBV)² which is one of UNHCR's eight strategic areas selected for accelerated and targeted action and involves preventing, mitigating and responding to GBV as a core component of UNHCR's protection mandate.
 - (iii) Livelihoods and economic inclusion³ which provides self-reliance to forcibly displaced persons with the long-term goal of building resilience, avoiding aid-dependency and negative coping mechanisms, thereby enabling them to contribute to their host economies and prepare for their future, either at their country of origin or third country upon resettlement.
3. Thematic audit reports were issued in 2023 with overarching observations and relevant recommendations addressed to the relevant Bureaus and Departments.
4. The thematic audits included a review of the Representation in Rwanda, and the current report addresses observations unique to the Representation in Rwanda.
5. Rwanda was hosting 126,126 refugees and asylum seekers as of 31st of December 2022. They mainly comprised of people from the Democratic Republic of the Congo (60 percent) and Burundi (40 percent), with 49 percent of refugees in Rwanda being school-aged children. A total of 1,453 forcibly displaced persons had been evacuated from Libya to Rwanda under the Emergency Transit Mechanism (ETM). Since its inception in September 2019, 885 of the refugees from the ETM have been resettled to third countries.
6. The Representation in Rwanda was headed by a Representative at the D-1 level and it had as of 31 December 2022, 396 regular staff posts (91 professionals, 205 nationals and 100 affiliates). The Representative reported to the Director, Regional Bureau for East and Horn of Africa and Great Lakes (the Bureau). The Representation had a Branch Office in Kigali, one sub office in Kihere and three field offices. The Representation recorded a total expenditure of \$37.3 million in 2022.
7. Comments provided by UNHCR are incorporated in italics.

¹ AR/2023/092 issued on 26 December 2023

² AR/2023/076 issued on 20 December 2023

³ AR/2023/085 issued on 22 December 2023

II. AUDIT OBJECTIVE, SCOPE AND METHODOLOGY

8. The objectives of the thematic audits were to assess the adequacy and effectiveness of:
- (i) Mandate RSD activities in ensuring that they were conducted strategically, and asylum seekers benefited from accurate, fair, timely and consistent decision-making;
 - (ii) UNHCR governance, risk management and control processes in effectively preventing and managing GBV; and
 - (iii) UNHCR processes for managing livelihoods and economic inclusion programmes to create self-reliance among forcibly displaced persons in accordance with its policy requirements.
9. OIOS conducted these audits from March to October 2023 covering the period from January 2020 to December 2022. The audit methodology included: (a) interviews with key personnel; (b) review of documentation; (c) analytical review of data; (d) sample reviews of RSD, GBV cases, and livelihoods projects; and (e) observation of the relevant processes, RSD interviews, and projects.
10. The audit was conducted in accordance with the International Standards for the Professional Practice of Internal Auditing.

III. AUDIT RESULTS

A. Mandate refugee status determination

Need to strengthen the refugee status determination processes

11. UNHCR in collaboration with the Government of Rwanda (GoR) and the African Union (AU) established an Emergency Transit Mechanism (ETM) to temporarily host refugees and asylum seekers who have been voluntarily evacuated from Libya to Rwanda. The ETM provided a pathway for the most vulnerable individuals and for those facing serious protection risks identified by UNHCR Libya. Per the signed memorandum of understanding, the AU provided political and strategic support; the GoR approved transit requests and granted applicants access to its territory; and UNHCR conducted registration, mandate RSD and other relevant case processes to determine if the evacuees met requirements for refugee recognition and resettlement or other durable solutions. Merged RSD-resettlement (MRR) procedures were introduced by the Rwanda operation to fast-track cases that met specific criteria in order to provide durable solutions, especially resettlement, in a timely manner and meet evacuation targets.

Backlogs in processing RSD and MRR

12. Since its inception up to 30 April 2023, 1,603 persons had been evacuated to Rwanda, 990 people of whom were resettled with another 643 people awaiting the completion of their MRR determination and resettlement processes. Also, the instability in Eastern Democratic Republic of Congo resulted in an influx of displaced persons of over 8,147 individuals between mid-November 2022 and 15 June 2023. At the time of the audit, the host government was screening and capturing biometrics for displaced persons in Nkamira and Mahama before proceeding to initiate registration processes.

13. The audit reviewed a sample of 14 case files and noted that there were delays in completing assessments including conducting interviews. For instance, on average there was an 87-day delay in the processing of the applications with an extreme case noted of 372 days between the date of registration and the date of RSD/resettlement (RST) decision. The RSD Unit attributed the backlogs to understaffing as well as inadequate interpretation services for interviews in Amharic, Tigrinya and Arabic. However, the audit

analyzed staff performance and noted that eligibility staff only processed 1.2 cases on average against a target of 3 per week in preparation for the RSD and/or MRR assessments. An extended review of performance at the time of the audit indicated that in April 2023 alone, the 11 eligibility officers only processed 42 applications against a monthly target of 132 cases.

14. The unit heads monitored the performance of the eligibility workers but no documentation was in place to evidence steps taken to address identified performance gaps. The branch office also did not hold the units accountable for their failure to meet set targets nor provide support to ensure that it was addressed. The low performance was also not identified for rectification by the Regional Bureau for East, Horn of Africa and Great Lakes.

Gaps in controls over the mandate RSD

15. The signed MOU did not anticipate the event that applications of evacuated asylum seekers would be rejected. This also reflected gaps in the screening of asylum seekers prior to their evacuation from Libya. Since inception, three such cases had been identified, with two resettled after eligibility links were established. However, the operation was grappling with one applicant that had failed the eligibility assessments and did not qualify to be granted refugee status and get a durable solution. Such asylum seekers could not be repatriated to Libya and thus the operation continued meeting their basic needs pending decisions on what to do with them. There was therefore need to provide a pathway for the unsuccessful applicants when the MOU comes up for review and renewal.

16. The audit reviewed the interview environment and identified the following shortfalls:

- There were no child-friendly nor breastfeeding facilities within the premises where the RSD activities were conducted;
- The location of the ETM interviews had high temperatures and drinking water was not provided as required;
- Biometric identification was not conducted before asylum seekers were admitted into the interview rooms;
- Movement outside interview rooms was not restricted and this resulted in disruptions to interviews;
- Interview rooms did not have the required minimum-security features such as emergency doors and unobstructive exit for the case workers and translators in case of aggressive behavior.

17. The RSD case files were chronologically filed in a registry shared with RST but under the control of the registration team in Nyamata Field Office. However, the case files were stored in ordinary office cabinets and without necessary access controls. OIOS also assessed that fire safety measures were not in place thereby exposing the physical files to the risk of loss in the event of a fire. Subsequent to the audit fieldwork, the Representation indicated that security and welfare measures for asylum seekers and staff had been addressed, and that it continues to advocate with the Government of Rwanda to implement one of the solutions providing for longer-term stay in Rwanda for applicants who may not be able to voluntarily repatriate to their countries of origin in accordance with article of the Memorandum of Understanding.

(1) The UNHCR Representation in Rwanda should strengthen its monitoring of the performance of staff and units in the processing refugees' status in a timely manner.

UNHCR accepted recommendation 1 and stated that monitoring efforts are ongoing throughout the Operation.

B. Gender-based violence

Need for strategic planning for, and implementation monitoring of, the GBV programme.

18. The Representation in Rwanda reported a seven percent increase in GBV incidences from 888 in 2021 to 948 in 2022, with rape and sexual assault representing one third of these cases. Forty-three per cent of the GBV incidences happened in Mahama refugee camp. The operation expenditure on GBV activities was US\$ 2,738,298 in 2021 and 2022.

19. The Representation did not have a strategy to direct the GBV programme in a resource constrained environment. Its standard operating procedures and corresponding referral pathways were not updated to provide implementers with guidance to service delivery to survivors. Furthermore, the Representation's delivery of services to survivors in accordance with UNHCR policies was impacted by underreporting of cases due to cultural barriers, fear of stigmatization and retaliation, constant movement of survivors, and the government requirement for mandatory reporting. The Representation updated its risk register after the audit field work to incorporate risks related to the achievement of the GBV strategic objectives..

GBV response and case management

20. GBV response and case management was handled by implementing partners in collaboration with relevant focal points in UNHCR. The audit requested but was not granted access to the sample of pseudonymized/ anonymized GBV case files selected. This prevented a comprehensive review of the timeliness, appropriateness, and quality of the GBV response provided by the Representation.

21. The Representation did not conduct GBV situation assessments at any of the locations. Further, there was no evidence of how GBV related challenges identified during participatory needs assessments were addressed through activities in the operations plans.

22. The Representation did not have a case management information system. Instead, manual records of GBV incidences assessments and intervention measures were maintained by implementing partners. Case statistics were collated monthly and reported using excel sheets which was inefficient and raised the risk of compromised data integrity. For instance, the audit identified differences between GBV incidences recorded in the periodic reports and what was reported in the excel worksheets.

23. There was reduced capacity in the camps owing to budget reduction resulting in insufficient number of legal and government investigation officers responsible for handling cases. The caseworker-to-survivor ratio of 1:38 in 2021 and 1:45 in 2022 against the recommended ratio of 1:20 adversely affected the quality of the GBV response owing to the excessive workload.

24. Regular monitoring by GBV focal points of related activities implemented by partner activities were not conducted systematically, i.e., regarding structure and frequency. Further, the annual assessments of GBV activities by the multi-functional team were not comprehensive as they only listed activities carried out against targets and did not assess whether they met objectives of supporting survivors recover from GBV. They also did not identify challenges experienced nor provide recommendations for improvement.

Coordination, partnerships and mainstreaming

25. The Government of Rwanda had comprehensive legislation and a well-established decentralized structure that supports prevention and response to GBV. The Representation was required to report to the Government all GBV cases involving sexual violence, exploitation and abuse for investigation and

prosecution. However, this requirement violated survivors' right to confidentiality and was a key deterrent to GBV reporting by survivors. The audit was not provided with documentation evidencing the Representation's advocacy with government for a waiver to this requirement. Further, the services delivered at the four camps visited during the audit were impacted by: (i) limited staff capacity since one government investigation officer was responsible for the camps and host community; and (ii) district hospitals inability to conduct medical examinations for GBV survivors on weekends.

26. The Representation held refugee coordination meetings both at the national level and at five of the locations which represented all 11 camps. However, the national level meetings were not held regularly and those held primarily focused on presentation of case statistics and did not discuss the effectiveness of the programme. Further, while there were lists of entities offering GBV interventions, they were not mapped across locations to mitigate the risk of gaps and duplication of services to survivors. The audit identified duplications in GBV prevention activities conducted by two international non-government organization and a UNHCR implementing partner in the same locations.

27. GBV had also not been effectively mainstreamed into the activities of other related sectors such as livelihood, energy, shelter as well as Water, Sanitation and Hygiene (WASH). For example, there was no information on the number of survivors that benefited from livelihood activities. Further, except for one location, all the other camps visited lacked appropriate lighting. This was noted especially in the latrine areas where the lights were either vandalized or missing altogether. An assessment done earlier by WASH also indicated that the number of latrines in the camps was not sufficient. Furthermore, the camps lacked sufficient shelter to accommodate families of larger sizes leading to overcrowding. These were identified as contributing factors to the rise in GBV incidences.

28. The above issues occurred due to the lack of a strategy to direct and gaps in the SoPs to guide implementing partners in the provision of services to GBV survivors. The decline in the budget from US\$ 2,041,544 in 2021 to US\$ 708,871 in 2022 resulted in reduced resources for prevention, response and case management. The Representation's GBV function was also not adequately staffed, with two positions remaining vacant and another two staff posts frozen due to inadequate funding.

(2) To ensure the delivery of quality gender-based violence prevention, mitigation and response programme interventions, the UNHCR Representation in Rwanda should: (i) develop a strategy to direct gender-based violence programming, and update standard operating procedures and referral pathways to guide related programmes; and (ii) strengthen its coordination at the national level to ensure optimal utilization of available resources.

UNHCR accepted recommendation 2 and stated that the gender-based violence standard operating procedure for referral pathway was reviewed, inputs provided by the child protection and gender-based violence partners, and the final version endorsed by the Representative on the 31 January 2024. Furthermore, the child protection and gender-based violence Sub-Sector Working Group and Child Protection Technical Working Group meetings are held on a quarterly basis. Key issues that require UNHCR's intervention are communicated to UNHCR. Both coordination platforms have been vital in ensuring child protection and gender-based violence issues are timely raised, advocacy on yet arising needs made to inform redress.

C. Livelihoods and economic inclusion

Need for inclusion of refugees in the national graduation strategy and improvement in livelihoods interventions.

29. Rwanda had adopted progressive policies and created a favorable protection environment to support refugee self-reliance which included the refugee law providing refugees with freedom of movement, the right to work, and access to legal documentation. Refugees are allowed to own property including land and enter into legal contracts on businesses and land leases. Livelihoods was an important programme in the operation especially where the refugees depended on them for their subsistence given the food ration cuts. However, funding constraints for the DRC and Burundian caseloads led to reduced livelihoods budgets which translated to interventions targeting fewer beneficiaries and in the refugee camps only.

30. Despite having excellent legal framework to ensure that refugees were included in national education and health systems, had access to financial services and freedom of movement, the Government of Rwanda had not included refugees in the national livelihoods strategy for sustainable graduation. UNHCR and all operational partners in the camps ensured that all livelihood programmes included both refugees and at least 30 per cent of host community in line with the spirit of leaving no one behind. Advocacy was therefore needed for inclusion of refugees in the national strategy for sustainable graduation by the ministry of local government which focused on the extremely poor population.

31. The UNHCR graduation programme did not cover urban refugees in Kigali in 2022 and 2023 due to funding constraints. Four hundred urban households had benefited from UNHCR's 2020/2021 graduation programme but their businesses were impacted by the COVID-19 shutdowns.

Need for a review of the effectiveness of the interventions

32. The audit reviewed implemented livelihood programmes which had benefitted the refugees in providing for their day-to-day basic needs. However, the audit noted the following areas of improvement which could further assist beneficiaries in their journey towards self-reliance:

- The Representation and other operational partners had trained many tailors in the camps over the years. However, contracts for supply of school uniforms in camp-based schools were awarded to suppliers based outside the camps as the refugee tailors had not yet formed business units which were mandatory in tendering and awarding of contracts by the Representation. Refugee tailors were last contracted to supply school uniforms in Gihembe camp in 2018.
- The Nyabiheke marshland farming project had 29 hectares allocated by the government but only 15 hectares were under irrigation. There was need for extension of the irrigation infrastructure to cover the remaining 14 hectares so the rest of the land could be fully utilized throughout the year. The audit also noted that no consideration was given to processing the maize produced by the projects to increase its value. Additionally, projects that could be incorporated such as fish farming within the marshland and livestock rearing to provide organic manure for use by the farmers as part of an agricultural ecosystem had not been considered.
- The Representation provided ETM evacuees at Gashora with livelihood skills to assist them once they were resettled in a third country. The training provided covered domestic electricity, driving, hair dressing, tailoring, financial literacy, entrepreneurship, and information technology. However, the skills provided were tailored to the local context and further consideration could have been

given to other areas that would be more specific to the context of third countries, e.g., housekeeping for homes and hotels, childcare and caregiving. Also the evacuees needed training in English in order to work in many of the countries they would be resettled to. The Representation noted that funding constraints resulted in limited the courses offered at the ETM.

33. While the Representation indicated that inadequate funding for the projects adversely impacted the effectiveness of its programmes, the results of the audit review indicated inadequate advocacy with the host government for inclusion of refugees in national programs as well as inadequate design of the livelihood projects by the Representation.

(3) The UNHCR Representation in Rwanda should advocate with the Government of Rwanda counterparts for the inclusion of vulnerable refugees in the national livelihoods and economic inclusion strategy for sustainable graduation.

UNHCR accepted recommendation 3 and stated that the National Economic Inclusion Strategy was launched in November 2023 and based on discussions between MINALOC and MINEMA, it was decided that MINEMA will have a separate strategy for refugees that aligns with the national one. UNHCR Rwanda will advocate for MINEMA to develop the proposed strategy. UNHCR continues to work on the inclusion of refugees in the development plan regardless of having two separate strategies.

(4) The UNHCR Representation in Rwanda should review livelihood interventions, i.e., the marshland farming project, tailoring programmes and vocational training to ensure their effectiveness in building self-reliance among beneficiaries.

UNHCR accepted recommendation 4 and stated that UNHCR Rwanda takes note and will implement this review before the end of the year.

IV. ACKNOWLEDGEMENT

34. OIOS wishes to express its appreciation to the management and staff of UNHCR for the assistance and cooperation extended to the auditors during this assignment.

Internal Audit Division
Office of Internal Oversight Services

STATUS OF AUDIT RECOMMENDATIONS

Audits of mandate refugee status determination processes, gender-based violence, and livelihoods and economic inclusion at the Office of the United Nations High Commissioner for Refugees in Rwanda

| Rec. no. | Recommendation | Critical ⁴ / Important ⁵ | C/ O ⁶ | Actions needed to close recommendation | Implementation date ⁷ |
|----------|---|---|----------------------|---|----------------------------------|
| 1 | The UNHCR Representation in Rwanda should strengthen its monitoring of the performance of staff and units in the processing refugees' status in a timely manner. | Important | O | <ul style="list-style-type: none"> Monitoring of individual staff performance against the set targets. Implementation for performance accountabilities within the Representation. | 31 December 2024 |
| 2 | To ensure the delivery of quality gender-based violence prevention, mitigation and response programme interventions, the UNHCR Representation in Rwanda should: (i) develop a strategy to direct and update standard operating procedures and referral pathways to guide related programmes; and (ii) strengthen its coordination at the national level to ensure optimal utilization of available resources. | Important | O | <ul style="list-style-type: none"> Development and implementation of the gender-based violence strategy. Updated standard operating procedures and referral pathways to guide related programmes. Evidence of coordination meetings conducted on a quarterly basis for the gender-based violence Sub-Sector Working Group. | 31 December 2024 |
| 3 | The UNHCR Representation in Rwanda should advocate with the Government of Rwanda counterparts for the inclusion of vulnerable refugees in the national livelihoods and economic inclusion strategy for sustainable graduation. | Important | O | <ul style="list-style-type: none"> Implementation of a time-bound advocacy plan for economic inclusion of the forcibly displaced persons. Evidence of the inclusion of refugees in national sustainable graduation programs. | 31 December 2024 |
| 4 | The UNHCR Representation in Rwanda should review livelihood interventions, i.e., the marshland farming project, tailoring programmes and vocational training to ensure their effectiveness in building self-reliance among beneficiaries. | Important | O | <ul style="list-style-type: none"> Improved livelihood programming including value addition of farm produce. Introduction of market-driven courses for the forcibly displaced persons. | 31 December 2024 |

⁴ Critical recommendations address those risk issues that require immediate management attention. Failure to take action could have a critical or significant adverse impact on the Organization.

⁵ Important recommendations address those risk issues that require timely management attention. Failure to take action could have a high or moderate adverse impact on the Organization.

⁶ Please note the value C denotes closed recommendations whereas O refers to open recommendations.

⁷ Date provided by UNHCR in response to recommendations.

APPENDIX I

Management Response

Management Response

Audits of mandate refugee status determination processes, gender-based violence, and livelihoods and economic inclusion at the Office of the United Nations High Commissioner for Refugees in Rwanda

| Rec. no. | Recommendation | Critical ⁸ / Important ⁹ | Accepted? (Yes/No) | Title of responsible individual | Implementation date | Client comments |
|----------|---|---|-----------------------|---------------------------------------|---|---|
| 1 | The UNHCR Representation in Rwanda should strengthen its monitoring of the performance of staff and units in the processing refugees' status in a timely manner. | Important | Yes | Assistant Rep (Protection) | 31 December 2024 | Monitoring Efforts are ongoing throughout the Operation. |
| 2 | To ensure the delivery of quality gender-based violence prevention, mitigation and response programme interventions, the UNHCR Representation in Rwanda should: (i) develop a strategy to direct and update standard operating procedures and referral pathways to guide related activities; and (ii) strengthen its coordination at the national level to ensure optimal utilization of available resources. | Important | Yes | Protection Officer | 31 December 2024 (only strategy remains pending) | <p>The GBV SOP, referral pathway was reviewed, inputs provided by the CP/GBV partners, the final version endorsed by the Representative on the 31st January 2024. The same has been shared with all UNHCR field colleagues, implementing and operational partners.</p> <p>CP/ GBV SSWG is held once on a quarterly basis, the last was held on the 19th October 2023. The next meeting was to take place on the 24th February 2024, but due to the unavailability of one of the co-chairs i.e. Ministry of Gender and Family Promotion (MIGEPROF), it was rescheduled, new dates to be communicated.</p> <p>It is worth noting that CP Technical working group meeting, chaired by UNICEF and SCI under the umbrella</p> |

⁸ Critical recommendations address those risk issues that require immediate management attention. Failure to take action could have a critical or significant adverse impact on the Organization.

⁹ Important recommendations address those risk issues that require timely management attention. Failure to take action could have a high or moderate adverse impact on the Organization.

Management Response

Audits of mandate refugee status determination processes, gender-based violence, and livelihoods and economic inclusion at the Office of the United Nations High Commissioner for Refugees in Rwanda

| Rec. no. | Recommendation | Critical ⁸ / Important ⁹ | Accepted? (Yes/No) | Title of responsible individual | Implementation date | Client comments |
|----------|--|---|-----------------------|--|------------------------|--|
| | | | | | | <p>of the National Child Development Agency (NCDA) takes place, and UNHCR is a member. The frequency of the meeting is once quarterly. Again, key issues that require UNHCR's intervention are communicated to UNHCR.</p> <p>Both coordination platforms have been vital in ensuring CP/ GBV issues are timely raised, advocacy on yet arising needs made to inform redress.</p> |
| 3 | The UNHCR Representation in Rwanda should advocate with the Government of Rwanda counterparts for the inclusion of vulnerable refugees in the national livelihoods and economic inclusion strategy for sustainable graduation. | Important | Yes | Livelihoods and Economic Inclusion Officer | 31 December 2024 | The National Strategy was launched in November and based on discussions between MINALOC and MINEMA, it was decided that MINEMA will have a separate strategy for refugees that aligns with the national one. UNHCR Rwanda will endeavor to advocate with MINEMA to come up with the proposed strategy although UNHCR noted lack of interest to have a separate strategy. However, UNHCR continues to work on the inclusion of refugees in the development plan regardless of having two separate strategies. |
| 4 | The UNHCR Representation in Rwanda should review livelihood interventions including the marshland farming project, tailoring programmes and vocational training to ensure their effectiveness in building self-reliance among beneficiaries. | Important | Yes | Livelihoods and Economic Inclusion Officer | 31 December 2024 | UNHCR Rwanda takes note and will implement this review before the end of the year. |