



2019 | ANNUAL REPORT

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Annual Report 2019

Foreword



The Legal Aid Forum (LAF) is one of the most active civil society organizations in Rwanda. Since 2006, LAF has been providing direct legal aid services, providing capacity building education, raising awareness on laws and conducting research and advocacy to ensure that indigent and vulnerable Rwandans and individuals in Rwanda are able to access justice.

Deepening and broadening access to quality justice, especially for the most indigent and vulnerable persons, and strengthening respect for human rights is a constant quest for The Legal Aid Forum, as it is for other justice sector stakeholders in Rwanda.

2019 was marked by tremendous high-quality achievements toward its vision of *'A Rwanda with equal access to Justice'* and its mission *to promote and support the provision of accessible and quality legal aid services*. LAF lawyers provided legal aid services and representation in courts of law to individuals throughout Rwanda, including refugees and asylum seekers. This report covers activities and results of activities that were implemented by LAF network i.e. at both member organizations' and LAF secretariat levels. That is why the report is divided into those two respective parts.

Just to mention key figures, LAF continued to sensitize citizens and residents of Rwanda about their rights and raise awareness and **1,561,387** people were reached through **awareness raising** activities. This includes beneficiaries reached by LAF members (218,901) and those reached by LAF secretariat (1,342,486).

Up to **95,073** people were provided with various **individual legal aid services** under all matters, including legal advice and orientation, mediation and conciliation,

facilitation of civil registration. This includes 18,536 people served by LAF member organizations and 76,537 assisted by LAF secretariat.

Again, **5,949** people benefited **legal representation** services before all levels of courts i.e. from Primary Courts to Supreme Court. The majority of these cases were assisted by LAF members (4,924 cases representing 82.8%) and LAF secretariat which assisted 1,025 cases (17.2%).

LAF also continued to build capacities of legal services providers and access to justice actors. In this regard, LAF reached a total number of **17,668 people** including paralegals, lawyers and legal officers, local leaders, refugee leaders, ordinary citizens, etc. Among them 16,379 were trained by LAF members and 1,289 by LAF secretariat.

Our research and advocacy efforts registered a number of achievements including research works and advocacy events. We are happy that our continued advocacy efforts have reached some changes in legislation and policies.

The Legal Aid Forum had a successful 2019 and has built a foundation to continue this success in 2020. LAF is thankful to all partners who are supporting its mission. Our appreciation goes to The Kingdom of the Netherlands in Rwanda, USAID, UNHCR, Mott Steward Mott Foundation, UN Women, UNESCO and The German Cooperation; -GIZ. We are also thankful to partners who supported activities of our members in 2019. We look forward to your continued support and collaboration.

Sincerely,

Me Andrews Kananga
Executive Director

LIST OF ABBREVIATIONS AND ACRONYMS

LAF	Legal Aid Forum
NGO	Non-governmental organization
FGD	Focus Group Discussion
ICT	Information and communications technology
CRVS	Civil Registration and Vital Statistics
ID	National identity card
MINALOC	Ministry of Local Government
DNA	Deoxyribonucleic acid
ICT4J	Information and communications technology for Justice
IECMS	Integrated Electronic Case Management System
IPs	Implementing Partners (LAF members) under LACSF
ISMC	Independent Selection and Monitoring Committee
LAPS	Legal Aid Performance Standards
RIB	Rwanda Investigation Bureau
COPORWA	Communauté des Potiers du Rwanda
IVR	Interactive voice response
USSD	Unstructured Supplementary Service Data
GSM	Global System for Mobile
MAJ	Maisons d'Accès à la Justice=Access to Justice Bureau
GBV	Gender-based violence
MINIJUST	Ministry of Justice
NURC	National Unity and Reconciliation Commission
UNHCR	United Nations High Commissioner for Refugees
MINEMA	Ministry in Charge of Emergency Management
LAW	Legal Aid Week
LACSF	Legal Aid Civil Society Fund
POC	Persons of concern
BR	Birth registration
CA	Cooperation Agreements
CSO	Civil society organization
JRLOS	Justice, Reconciliation, Law and Order Sector
UPR	Universal Periodic Review
FFRP	Forum des Femmes Rwandaises Parlementaires
ISMC	Independent Selection and Monitoring Committee

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PART I

Presentation of activities per strategic objectives

INTRODUCTION

This report is composed of two main parts. This report is divided into two parts. Part I is about the achievements of LAF in light of the four strategic areas and emphasizes on activities of the Secretariat. As LAF is made up by membership-based organization, Part two of the report focuses on 2019 accomplishments of member organizations of the forum. This (conducted by LAF members themselves) part puts light on a global picture of our members' work and gives room to each member's key activities.

The Strategic areas of LAF are 1) Knowledge building, 2) Legal empowerment, 3) Human rights promotion and protection and 4) Institutional development.

CHAPTER 1: KNOWLEDGE BUILDING

This strategic area concerns research and capacity building activities and they are presented under this chapter.

1.1. Research

During the year 2019, the Legal Aid Forum produced important research works that constitutes a basis for evidence-based advocacy. This is a significant contribution to policy improvement in the area of access to justice and legal aid. LAF recommendations have always lead to concrete actions aimed at addressing human rights issues, reduce capacity gaps and introduce innovate solutions for access to justice, Human Rights and Rule of Law.

LAF used a specific methodology and approach for its research activities that proved to be effective in both qualitative and quantitative studies. Documentation on subject-matters is used for secondary data collection through desk review and first-hand data collections through interviews, FGDs and survey using ICT facilities constitute the main methodological approach. In addition, researches were conducted by a team of qualified and experienced personnel, in some cases with the support from ad hoc steering committees, external reviewers and stakeholders' validation workshops. Finally, recommendations are shared with relevant institutions for further action.

This section summarizes the research works that were conducted this year. Key elements are highlighted focusing on the purpose or reasons behind a particular work and recommendations per each research work.

1.1.1. Assessment of Birth Registration status in Bugesera, Gatsibo and Nyaruguru Districts

Why was this research conducted?

Birth registration is a fundamental right of a child. It is a foundation of other rights and that of child protection as well as a socio-economic development of a child within a state. Basing on this importance and adopted laws and regulation that guide civil status registration and child registration in Rwanda. However, despite those efforts that Rwanda has put in civil registration, the rate of registered children was still relatively low.

With the aim to contribute to resolving this concern, LAF in collaboration with Plan International-Rwanda participated in the implementation of a project (2017-218) titled "*Right to Protection and Participation*" in the districts of Bugesera, Gatsibo and Nyaruguru with the aim of strengthening civil registration and vital statistics system including birth registration. This assessment was one of the activities of this project and preparatory activities and a significant part of the research was done in 2018. This research intended to examine the status of birth registration and to assess its process.

The assessment aimed at identifying the progress attained vis-à-vis registration of new born children by analysing data related to birth registration for a period of 4 years (2015-2018) and assessing the role of different stakeholders in the process of birth registration.

Recommendations

In light of identified challenges, recommendations were made to relevant stakeholders.

To all stakeholders:

- Conduct continuous sensitization campaigns on the importance of birth registration aimed at both the population and civil registrars.
- Involve community health workers in activities around registration. As they follow up pregnancies, they can also sensitize parents on the importance of birth registration and the procedures involved.

To the MINALOC:

- Decentralize birth registration to cell (or village) level and establish birth registration services at hospitals and health centers to facilitate access to registration services by citizens, especially in more rural areas.
- Reduce or remove the cost of birth certificates for people falling under 1st and 2nd category of Ubudehe.
- Remove or reduce the cost of birth registration certificates from 1000 FRW to 500 FRW

To the districts and partners

- Raise awareness of both the population and civil registrars on the importance of child registration and on other related rights with a particular emphasis on birth registration of children of teen mothers and children with disabilities.
- Ensure effective use of ICT tools and availability of internet connectivity in all sectors especially in remote areas.

- Empower civil registrars through training, working infrastructures and equipment
- Increase the number of staff with responsibility for civil registration.

To LAF and partners:

The birth registration project had a significant impact on the increase of birth registration and as a result contributed to the promotion of the child's fundamental rights as well as key obligations of the parents and state officials. In order to build on this work, LAF is recommended to continue and strengthen the project within the three initial districts and expand it to additional districts according to available resources. In particular, continue the awareness campaign and trainings activities on birth registration.

1.1.2. Comprehensive Legal Analysis of Gender Compliance under Rwandan Laws

Why was this analysis needed?

Over the last 25 years, Rwanda has made remarkable progress in terms of legal and policy framework that embodies the principle of gender equality. Despite the impressive progress, there could be some areas that need improvement in terms of legal framework in order for Rwanda to attain full gender equality compliance which would then be in line with the recent multi-stakeholder action to achieve the equality in law of women and girls by 2030. LAF in collaboration with, and with the support of UNWOMEN-Rwanda conducted this research to provide a comprehensive and up-to date status of gender compliance in Rwanda by reviewing laws in force to identify those which discriminate explicitly or implicitly on the grounds of gender.

Key recommendations

a. Recommendations for law Amendment

- Article 56 of the Law N° 66/2018 of 30/08/2018 regulating labour in Rwanda and article 22 of the Law n° 86/2013 of 11/09/2013 to consider increasing days of leave for male employees whose wives have given birth and to harmonize the terminology and use parental leave instead of “circumstantial leave”.
- Article 125 (2) of the Law n° 68/2018 of 30/08/2018 determining offences and penalties in general to allow medical abortions to be conducted by trained midwives and nurses during the first trimester of pregnancy where the relevant conditions are met.
- Article 9 of the labour code so that provisions on equal opportunities and non-discrimination apply to all stages of employment, including during recruitment processes.
- Law n° 66/2018 of 30/08/2018 regulating labour in Rwanda to explicitly prohibit termination of a women’s employment contracts based on pregnancy or maternity and provide sanctions for employers who do so.
- Article 8 of the labour code to take into account sexual harassment done by any other person at the workplace not necessarily a supervisor towards the subordinate.
- Law n° 71/2018 of 31/08/2018 relating to the protection of the child to restore the provision where during the sentencing of pregnant women and breast-feeding mothers, discretion is left to the judge, taking into account the best interests of the child.

- Article 6 of the law n°27/2016 of 08/07/2016 governing matrimonial regimes, donations and succession to enforce consent of both spouses as a requirement for disposal of all property (moveable and immovable).
- Fully restore the law on GBV by including definitions of gender concepts and bringing back relevant provisions that were moved to the penal code.
- Law n°34/2010 of 12/11/2010 on the establishment, functioning and organisation of Rwanda Correctional Service (RCS) to accommodate alternative punishment to imprisonment for pregnant and nursing women. In case of imprisonment they should be given special treatment for the best interest of the children.

b. Recommendations for awareness and capacity building

- Gender Machinery institutions to conduct capacity building for RIB, RNP, RCS officers to ensure the better understanding of gender and implementation of relevant legal provisions.
- MIFOTRA and GMO to monitor and evaluate gender discriminatory practices by private sector employers and to ensure that those which do discriminate face the appropriate sanctions.
- The Government through RCS should take measures to ensure that pregnant women and breast-feeding mothers in prison are provided with adequate food and hygiene facilities.
- The Government and key gender players should continue and sustain sensitisation of the general population and train state officials for better understanding of gender and for the

elimination of non-sensitive mind set and socio-cultural barriers to gender equality.

- Undertake a specific study to assess key cultural and practical barriers that hinder effective implementation of gender equality.

c. Recommendations on International Conventions to be ratified by Rwanda

- Ratify ILO Convention 156 on workers with family responsibilities; 183 on Maternity Protection, 189 on Domestic Workers, 190 on Violence and Harassment, 131 on Minimum Wage Fixing, C156 on Workers with Family Responsibilities, and P089-Protocol of 1990 to the Convention concerning Night Work of Women Employed in Industry.

1.1.3. An Assessment of the Implementation of the Legal Aid policy: Benchmarking Progress and Challenges

The overall objective of the assessment is to assess the status of the implementation for the legal aid policy and its overall design in order to inform policy and advocacy interventions.

The specific objectives of the assessment were to assess the level of Coordination for the delivery of legal aid services and referral mechanisms; to examine the delivery of different legal aid services; to value the mechanisms for quality control, Monitoring & Evaluation of legal aid services; to study the legal and institutional framework relating to the delivery of legal aid; to evaluate the capacity of legal aid providers to provide quality legal aid services; to analyze the coherence of the overall design of the legal aid policy.

The study is undergoing; findings will be available in March 2020. Advocacy strategies will include final validation workshop and sharing recommendations for actions.

1.1.4. Situational Analysis of Teenage Pregnancy & Teen Mothers

Purpose of the research

This research was conducted in the framework of strengthening capacity of its member organization, LAF provided fund to AJPRODHO to conduct this research. The research was conducted in 5 districts namely Gatsibo, Rulindo, Musanze, Muhanga and Rubavu and built on a number of objectives namely to investigate, document and highlight the challenges faced by teenage mothers; identify and analyses causes and effects of teenage pregnancy; depict the attitude and behaviour of different categories of influential people in the community towards teenage pregnancies as well as their level of engagement in addressing it; identify gaps and challenges teen mothers face, analyze existing interventions preventing Sexual Gender Based Violence (SGBV); identify gaps in the implementation of the existing interventions in preventing SGBV for teen mothers; assess the role of parents and community members in reintegrating teenage mothers into the community; assess the real needs of teen mothers to improve their access to justice for the reestablishment into their rights.

Recommendation

The study recommended that, as much they can, parents should provide their children with all the basic/essential needs. Education should be promoted with emphasis on sexual and reproductive health education and entrepreneurship especially for the youth to avoid dependency. As well, parents must change their mindset about reproduction and sexuality for better fulfilment of their children.

1.2. Evidence-based advocacy

Since its establishment, LAF has used various ways including research, conferences/meetings, position papers, etc. to advocate for policy, regulatory, and administrative change, and this advocacy has paid off.

1.2.1. Position papers and advocacy

In the year 2019, LAF continued its advocacy efforts, and position papers have been prepared and shared with the Parliament and other concerned institutions. The following are key advocacy efforts made this year:

» **Draft law on tax procedures**

In June 2019, LAF submitted to the Parliament a position paper indicating recommendations on provisions to be included in the law or provisions to be removed or clarified within the law in order to help the Parliament to enact a law promoting and respecting human rights. LAF has participated in Parliamentary Standing Committee debates on the law. We are happy to report that LAF's recommendations were considered in the final law.

» *Draft law relating to financial services consumer protection*

In December 2019, LAF has prepared and submitted to the Parliament a position paper detailing the provisions identified from the draft law that LAF recommended to remove from the draft law, other that need to be added in the draft law.

» **Draft law determining the organization of insurance business**

In October 2019, LAF has prepared and submitted to the Parliament a position paper detailing the provisions identified from the draft law that LAF recommended to remove from the draft law, other that need to be added in the draft law.

1.2.2. Results and impact of advocacy efforts

The *Comprehensive Legal Analysis of Gender Compliance under Rwandan law* recommended a number of changes. Gender gaps were identified in two provisions of the Law on Family and Persons which necessitate amendments. It was the cases of Art.215 and art. 243. Nevertheless, these gender gaps had been already identified and addressed under the amendment to the Law on Family and Persons recently adopted by Parliament. Furthermore, this research proposes some laws to be amended or repealed as well as international conventions that Rwanda needs to ratify in order to advance gender equality and such changes are expected in near future and LAF is confident that submitted views will be considered.

With regard to birth registration: following LAF's *Assessment of Birth Registration status in Bugesera, Gatsibo and Nyaruguru Districts* conducted, LAF was invited in different workshops organised by MIGEPROF and other stakeholders to discuss the implementation of birth registration procedures as provided by law. LAF shared the challenges as identified by the assessment and some of them were considered in the new Family law.

With regard to Family council: LAF has been consulted and was part of the team that developed a draft of the Ministerial Order on the functioning of the Family Council which is expected to be adopted shortly. Basing on information related to this process, LAF is convinced that its contribution has been useful.

With regard to the draft law on tax procedures: the law no 026/2019 of 18/09/2019 on tax procedures was published in the official gazette no special of 10/10/2019. Some of the comments provided have been taken into account including LAF comments related to the protection of tax payers' rights.

1.3. Capacity building

Capacity development is another component of this strategic area. LAF has been involved in capacity building since many years ago and registered tremendous achievements. Through several trainings session organized, LAF has trained different justice sector actors including police officers, judges, lawyers, local leaders and paralegals on different themes and this has been improving quality of legal services provided to Rwandan citizens.

In year 2019, LAF improved the quality and accessibility of legal aid services by reinforcing the capacity of interveners in the area of legal aid. LAF has been engaged not only in direct delivery of legal aid services across the Country but has also been trying to set standards for quality legal aid services in the justice sector through capacity building of justice sector actors.

1.3.1. Development of Legal Aid Performance Standards (LAPS)

LAF in collaboration with its partners, identified inconsistency in the provision of legal aid services, poor data management, lack of knowledge on new applicable laws, lack of required ICT knowledge to use IECMS. This has inspired our capacity development planning and

consequently the Legal Aid Performance Standards (LAPS) have been developed to enable Legal Aid Providers offer better legal aid services in a similar manner.



The development of the LAPS has resulted from combined efforts of a good number of actors namely USAID/DIU, RBA, HAGURUKA NGO and LAF. This manual is an important legal aid tool as it provides guidance, performance assessment tools (indicators) for LAPS on a wide range of matters that constitute the daily interest of legal aid seekers.

Civil matters contain guidance on and performance indicators for succession, alimony/pension, search for paternity, land and expropriation. The content development for the LAPS started in 2018 and the manual was published this year (2019) and training session on this subjects have dominated our training agenda this year.

According to participants who attended trainings organized by LAF, these trainings have been for them an opportunity to gain more knowledge that is useful to their daily work. Such trainings offered them a space to learn from others' experience.

1.3.2. Other training modules developed

Other training manuals/modules produced include:

- **Training Module on the law governing persons and family:** Basing on the law N°32/2016 of 28/08/2016 governing persons and family, a training module has been developed to be used while conducting training sessions on this law.
- **Training module on the law governing matrimonial regimes, donations and successions:** Basing on the law N° 27/2016 du 08/07/2016 governing matrimonial regimes, donations and successions, a training module has been developed to be used while conducting training sessions on this law.
- **Training module on the law relating to civil, commercial and administrative procedure:** Basing on the law No 22/2018 of 29/04/2018 relating to civil, commercial and administrative procedure a training module has been developed to be used while conducting training sessions on this law.

- **Training module on data management and reporting through Survey CTO:**

To address the issue related to weak reporting, LAF has established an online reporting mechanism through SurveyCTO platform. SurveyCTO is a powerful, field-tested platform that allows you to collect high-quality data using mobile phones, tablets, or computers; it is a mobile data collection platform. A training module has been developed to train paralegals who have to use the system

- **Training module on organization, functioning of the judiciary and jurisdiction of courts and civil procedure:** Basing on the law N°012/2018 of 04/04/2018 determining the organization and functioning of the Judiciary and on the law N°30/2018 of 02/06/2018 Law determining the jurisdiction of courts a training module has been developed to be used while conducting training sessions on these laws.

1.3.3. Capacity development sessions delivered

In total **1,289** justice actors have been trained including lawyers, legal officers, paralegals, local leaders at the district, sector and cell level, Refugee leaders benefited the training sessions organized by LAF.



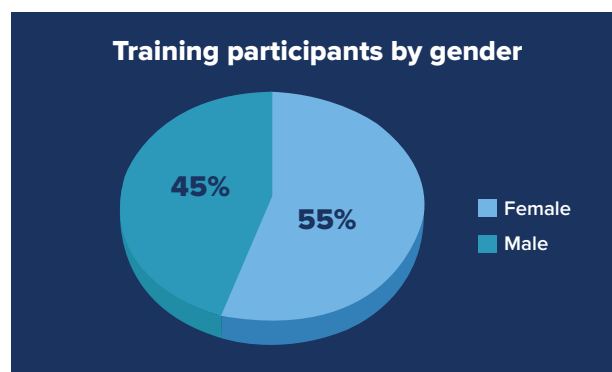
Lawyers and legal officers in a training on the use IECMS

The target beneficiaries of trainings can be ranged into three main categories. Paralegal constitute the majority of trainees followed by the category regrouping local leaders, refugee leaders and other public actors, and another category being lawyers and legal officers.

The following charts illustrate more.



Training participants (as per figure below) were dominated by female (708) representing 55% and male participants were 581 (45%).



Topics covered by capacity building sessions

As mentioned above, the training sessions were delivered on specific theme this year. The following are topics covered accompanied by illustration as follows:

As mentioned above, the training sessions were delivered on specific theme this year. The following are topics covered accompanied by illustration as follows:

i. Training on the use of Integrated Electronic Case Management System (IECMS)

IECMS is system launched in 2015 by the Rwanda Judiciary to be used by all justice institutions in their communications and also in their interactions with the Citizens. Since it is operational, it has been noticed that a large number of citizens/court users still struggle to use this system due to the lack of required ICT knowledge. Thus, LAF trained its members on 13-15 May 2019 as legal aid providers on how to use IECMS

in their daily activities so they can assist their beneficiaries in accessing justice. At the evaluation conducted after training sessions participants thanked the work done and expressed the confidence in the knowledge acquired that they would be in better position to effectively help litigants to register accounts in IECMS, file cases in both civil and criminal matters , and help they file for appeals of their cases.



Training of lawyers and legal officers on IECMS

ii. Training on Legal Aid Performance Standards (LAPS)

To ensure high quality of legal aid services, LAF in collaboration with its partners developed Legal Aid Performance Standards. Legal Aid Providers and Paralegals have been trained on them to ensure great consistency in delivery of legal aid services across legal aid providers operating in different parts of the country. 7 training sessions have been organized between June and December 2019 for lawyers, legal officers and paralegals.



Lawyers and legal officers during the training session on Legal Aid Performance Standards

Before each training, pre-evaluation tests were conducted to know the level of knowledge of participants in the training before covering the training topics. At the end of the training post-evaluation tests were conducted to notice the changes within the knowledge of these trained. The post-evaluation of the participants' knowledge have shown that there was a dramatic transformation of the participants' knowledge related to the provision of quality legal aid services; on average, 90% of participants had a high understanding on how to provide quality legal aid services after the training. At the end of the training, participants indicated that the training sessions on LAPS were very useful to their daily activities as through them they learnt principles/guidelines that will help them to improve the quality of the services they provide to the citizens.

iii. Training on data management and electronic reporting

Data management and electronic reporting have been taught to Paralegals specifically to enable them effectively report on their work. Those topics were proposed with the aim of equipping them with the knowledge to improve the quality of legal aid services they offer to the Rwandan Population. On 28-29 October 2019 paralegals representatives have been trained. At the end of the trained, Participants were happy for the knowledge gained and promised to used it to improve their reporting.



Participants listening to the explanations of the trainers during a training session



Paralegals learning how to use tablets for reporting

iv. Training on conflict resolution and mediation

Trainings on conflict resolutions were conducted to help Rwandan community and refugees community enhancing their ability to ability to address various conflict issues that hinder the peacefully coexistence in a constructive and non-violent way. Between April and October 2019, 10 training sessions were organized for leaders from host community and leaders from refugee community in Mahama camp.

Participants acknowledged that the training allowed them to be able to handle conflicts arising between both community peacefully and they contributed to a peaceful coexistence between Rwandans and Refugees.



Participants attending a training on conflicts resolutions

v. Training on different laws

LAF conducted trainings on the most useful laws to enable Legal Aid Providers and Paralegals to use updated/currents laws, trainings on the most useful laws were organized to provide them useful knowledge needed in their daily work. Such laws include law related to civil procedures, law related persons and family, law related to GBV prevention and punishment, law related to criminal procedures, law related to the functioning of courts, etc. In April 2019, we conducted 12 sessions on different laws for lawyers, legal officers, local authorities and refugee leaders.

2019 has been a successful year for the activities related to the capacity building of different actors within the justice sector. Participants in the trainings have been satisfied and ensured to use the knowledge gained to improve their daily work and recommended to LAF to continue the activities aiming to build the capacity of those intervening in the provision of justice/ legal aid services. This shows how LAF is working on a real need for those relevant actors of the justice system in Rwanda and how LAF's work has to continue for the future.



Lawyers and legal officers following a presentation during the training on organization and competence organization, functioning of the judiciary and jurisdiction of courts and civil procedure

CHAPTER 2: LEGAL EMPOWERMENT

2.1. Access to legal aid services

During the year 2019, LAF provided legal assistance to vulnerable groups referred by various sources mainly humanitarian actors, LAF members, National and international organizations and Government Institutions. With the financial support from its donors, LAF received limited funds which help to support legal aid seekers with forensic services such as DNA and signature verification for civil matters.

As usual, a wide range of legal aid services were provided this year including legal education, legal advice and orientation of cases to competent institutions, facilitation for payment of medical expertise and DNA tests and other document needed for legal proceeding, facilitation to civil registration, mediation/conciliation, legal representation before RIB, Prosecution, courts and insurance companies. The table below shows categories of legal aid services and number of beneficiaries served.

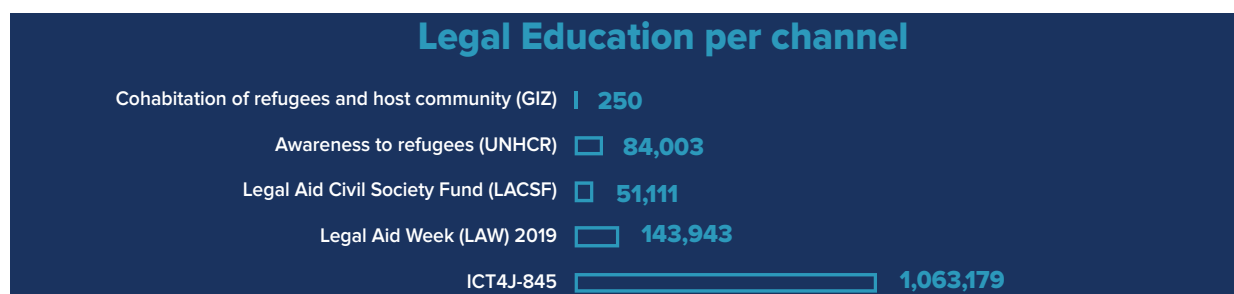
Services provided in 2019 per category

Category of service	Total
Legal Education/awareness	1,342,486
Legal Advice/orientation	65,566
Mediation/conciliation	1,186
Facilitation of civil registration	6,785
Legal Representation	1,050
DNA	16
Total	1,417,089

Source: Primary source

2.1.1. Legal education

As indicated in Table above, legal education activities reached a very big number of people (1,342,486). This was made possible by our outreach interventions mainly the ICT Platform, the Legal Aid Week (LAW), Legal Aid civil Society Fund (LACSF), awareness to refugees as illustrated by the following chart.



The ICT4J-845 falls under one of LAF interventions titled 'Using ICT to Provide Legal Aid to the Rwandan Population. Through this channel, up to 1,063,179 people have listened/reach legal messages using their cell phones. The 2019 edition of Legal Aid Week (143,943), awareness activities conducted in refugee camps in collaboration with UNHCR Rwanda (84,003) and LAF member organization that are implementing projects under the Legal Aid Civil Society Fund (LACSF) program have also boosted the number of awareness beneficiaries this year.

State Minister in MINIJUST talking to the population in Gakenke District during Legal Aid Week (LAW). Starting from 2009, LAF in collaboration with the MINIJUST has been organizing this event every year where legal officers reach out to remote areas of the country to deliver awareness and other legal services to citizens in need.



Awareness campaign on crime prevention targeting primary school pupils in Gihembe camp



Citizens ask their questions to the officials in Nyaruguru district

One of the results of legal education is legal marriage of couples after a couple of awareness events. The following picture shows some couples during a legal marriage ceremony.

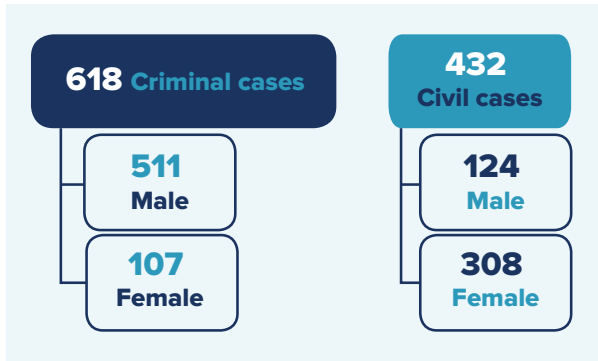


Legal marriage celebration in Kiziba camp. Up to 363 couples got married after being sensitized on the importance of legal marriage whereby LAF facilitated the whole process and paid copies of marriage certificates.



2.1.2. Legal representation

Legal representation in our context means legal assistance by a lawyer before courts of law, Rwanda Investigation bureau and the Prosecution and insurance company. In 2019 LAF provided legal representation to a total of 1,050 cases under civil and criminal as indicated below.



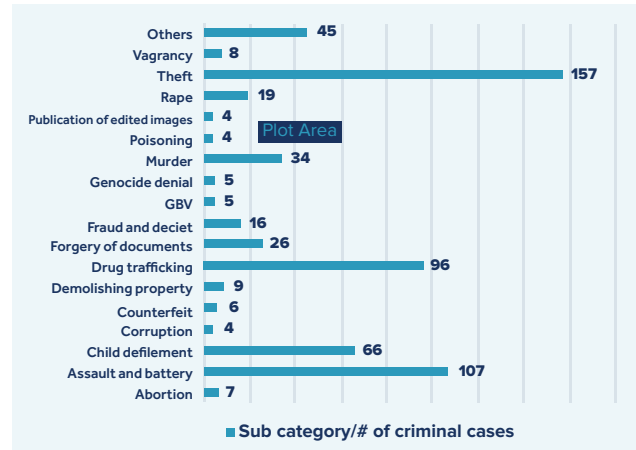
LAF assisted more people/cases in criminal matters i.e. 618 cases representing 58.9%. this is explained by our intervention in refugee settings which is one of the main sources of cases and refugees have been prosecuted for petty offenses such as theft, assault, drug abuse and others.

The photo shows, Refugees assisted by LAF lawyers before the court



The following two charts indicate both civil and criminal matters under their sub-categories and this allows better analysis. They respectively shows 618 criminal cases and 432 civil cases received and represented.

Sub-categories of criminal cases assisted by lawyers



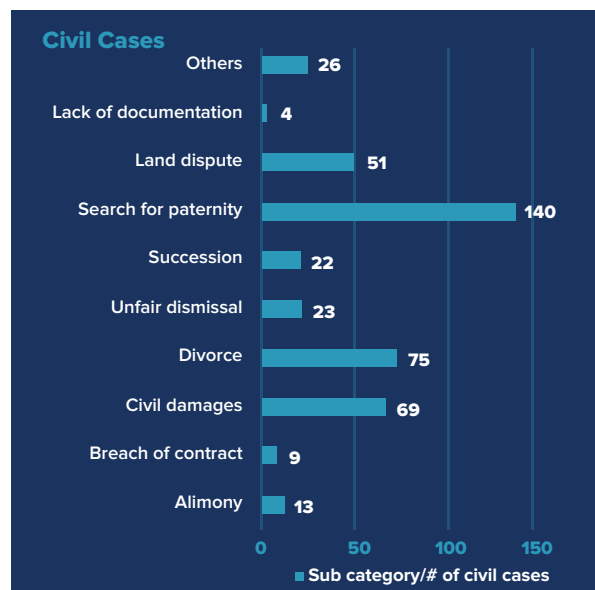
Source: Primary source

Considering the total cases represented before courts of law as per the chart above, theft was the most recurrent crime with 157 cases representing 25.4% followed by assault and battery (17.3%), drug trafficking (15.5%) and child defilement (10.7%). A number of categories with very few cases were regrouped under 'Others' and include those related to, cohabitation with the minor occurring mostly in refugee settings, CRNS, defamation, insults against head of state, illegal crossing of the border, offensive abuses, spreading false information against the state, threats and bigamy.

There are a number of reasons behind the figures. A big number of legal representation beneficiaries were refugees and were prosecuted for crimes such as theft, child defilement and drug trafficking. Refugees have been in conflict with such laws due to their conditions of limited activity, poverty and vulnerability. With regard to murder (5%), there is an activity of ARDHO (LAF member) supported by LAF under the LACSF 2019 that focused on legal representation for prisoners and detainees and a good number of beneficiaries were accused of murder.

LAF lawyers assisted 432 cases under civil matters and were composed of various sub-categories as per the following chart.

Sub-categories of cases assisted under civil matters



Source: Primary source

Beneficiaries assisted under civil matters mostly searching paternity (140 cases representing 32.4%). This is due to our ICT platform were most of callers in our Call Center and short code 1022 request this service. Furthermore, LAF supported two projects (AJPRODHO and KANYARWANDA) under LACSF 2019 that focused on legal assistance for teen mothers. Also, several legal aid seekers referred to LAF by government institutions and LAF members were searching for paternity.

Divorce occupies the second rank with 17.4% of the total civil cases assisted. This can be justified by domestic violence and SGBV incidents that have been on the rise in our country and the Judiciary has been reporting a big increase in divorce cases during the last three years.

Civil damages and land disputes also scored high rates 16% and 11.8% respectively. A good number of cases of civil damages were assisted to seek reparation from convicts of criminal matters. They also resulted from road accidents that involved our beneficiaries against insurance companies.

'Others' regroup cases related to various sub-categories including adoption, declaration of absence, deprivation of parental authority, Judgment suppletif, child guardianship, non-enforcement of court decisions, etc.

Best practice

Apart from legal representation, LAF also supports payment of other services that might occur during representation such as payment of court fees, payment for scientific evidence that might be needed in courts such as DNA and Signature verifications, it was discovered that many vulnerable people cannot afford these services that are key to access to justice. LAF entered into collaboration with the Rwanda Forensic Laboratory in order to bridge this gap.

Rwanda Forensic Laboratory through its mobile clinics provides such services in different regions in Rwanda, thus our clients that have requested DNA testing and are unable to travel to Kigali are oriented to their clinics thus considerably reducing transport costs for beneficiaries.

In total, **16 cases** benefited DNA testing services this year. Sometimes, beneficiaries are unwilling to collect DNA test results. This resistance has been especially observed to men. To bridge this gap, LAF tries to collect the results on behalf of the client and takes them to respective courts that ordered the tests so that Justice is not delayed.

Success stories

LAF received a road accident case referred by COPORWA, a non-profit-making organization that works for the promotion and defence of the potters' rights in Rwanda. This organization is also member of LAF and works on rights of Historically Marginalized people and improvement of their living conditions in Rwanda.

The case involved a local leader, an Executive Secretary of a sector who had killed in a car accident a 65 year old man, head of the family of 9 people. He was their only caretaker as he provided everything for the family.

Given that these people are indigents and did not know how to go about the case, they went to COPORWA to seek assistance. The case was referred to LAF as they had limited resources and LAF assigned them a lawyer who followed up the case. This case was resolved through mediation and negotiations where Radiant Insurance Company paid damages equivalent to ten (10) million Rwandan francs. They were very happy to receive their checks and thanked LAF for its consistent support to them (see picture below).



Beneficiaries with LAF lawyer (middle) and Executive Secretary of COPORWA (extreme right side) after they received their cheques from the Insurance Company.

2.1.3. Legal advice and others services

LAF has received a very big number of individual persons seeking legal advice, orientation, legal documents, etc. Through various sources or channels, 65,566 people benefited legal advice services this year. The following table shows more.

Individual legal advice/orientation provided in 2019 per source of case

Legal Advice and orientation	Frequency	Percent
Legal Aid to Refugees	2,027	3.1
ICT4J-845	50,986	77.8
MAJ	13	0.02
Referrals from LAF members	10	0.02
Toll free - 1022	1,896	2.9
Walk-in	167	0.3
Legal Aid Week 2019	5,850	8.9
Legal Aid Civil Society Fund (LACSF)	4,617	7.0
Total	65,566	100.0

Source: Primary source

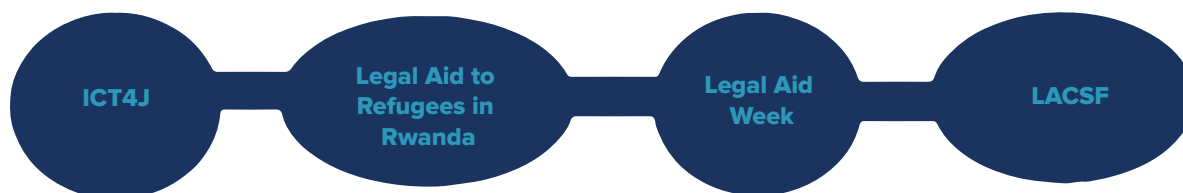
The ICT Platform played a bigger role in providing direct legal advice/orientation (50,986 representing 77.8%) than other source or channels used. The reason behind this is the nature of access itself as every person with any cell phone can access LAF lawyers in the Call Center from wherever she/he is in the country using 845. The Legal Aid Week (LAW) helped to serve 5,850 (8.9%) in one week because a big number of legal officers and lawyers from many Justice Sector actors reached remote areas in communities and went to prisons for support. In the same context of proximity, the Legal Aid Civil Society Fund (LACSF) supported five projects from LAF members

and Implementing organization were able to reach out to 4,617 (7%) for legal assistance. The 1022 number that is accessed by legal aid seekers free of charges was used by 1,896 this year. Referrals from LAF members and MAJ were not many because cases referred by them are most of the time requiring in-court assistance than advice.

A part from legal advice, LAF was able to **mediate 1,186 disputes** mostly referred to us by humanitarian partners (or by individuals themselves) in refugee settings. Another service was facilitation and issuance of birth registration that benefited 6,785 children born from the six refugee camps of Rwanda.

2.2. Innovations in Legal Aid

LAF Interventions in humanitarian sector, use of ICT-based tools, grant-making constitute notable innovations in legal aid. That is the reason why this section briefly discusses them to clarify approaches used and respective key achievements in 2019.



2.2.1. Using ICT to Provide Legal Services to the Rwandan Population

“Using ICT to Provide Legal Services to the Rwandan Population - 845 project” is usually referred to as “ICT4J” i.e. ICT for justice. It is a joint partnership between the Legal Aid Forum (LAF) and Viamo, an international expert company in mobile engagement based in Rwanda. The project is funded by the Embassy of the Kingdom of the Netherlands.

The project came up following a study conducted by LAF in 2017 on citizen perception of justice and legal services in Rwanda. As per the findings, the distance Rwandans have to travel to reach legal aid providers represent an access problem. This is because in Rwanda, most state and non-state legal aid services rely primarily on vis-à-vis consultations between service seeker and provider. In most cases, legal assistance and advice-seekers must travel to offices and wait for a moment to meet an advocate or a paralegal in person, regardless of the nature of the case or the services they are seeking.

Out of the 5,503 respondents interviewed, 34% had to walk between 30 minutes and one hour to reach the nearest legal aid provider; 20% had to walk between one and three hours; approximately 7% had to travel more than 5 hours whereas only 4% of respondents rated their knowledge of the law as “high”.

❖ Project aim

The wide use of mobile technology in Rwanda allows LAF to provide legal information and advice to vulnerable populations in Rwanda, free of charge. While the project aims at increasing access to legal aid through mobile phone engagement, the project has two phases. Phase one focused on developing the content for and promoting the use of existing 845 services within MTN and phase two consisted of establishing the supplemental legal helpline at the LAF premises, the Call Centre that provides legal advice and referrals to some cases.

The project assists state and non-state legal service providers to raise citizen awareness of their rights and the laws that affect large portions of the population. This service is important to both state and non-state legal service providers, such as MAJ, Abunzi, courts and non-state legal aid providers like NGOs, and legal aid clinics of both public and private Universities. Legal aid information on 845 service is designed to provide various types of information including general procedural information about how to access courts, how to have judgments enforced, or how to file documents with the courts and aid on particular issues that service seekers may express. The content can also be upgraded through content review exercises.

❖ About 845 service and how it works

The 845 service was launched in Rwanda in January 2018 to allow people to access legal information through their mobile phones. To date, the service has seen a call volume of over 6.5 million subscribers in all hosted messages. In a series of “listen, then choose” steps, callers use their affordable mobile phones to select from among hundreds of recorded voice messages. In Rwanda, MTN users dial a toll free short-code 845 and listen to a welcome message and choose their topic of interest including health, news, weather, and legal aid. The Content about legal aid information was added to the menu of options on the 845 service

allowing citizens to access the information on demand.

The project services started to operate in August 2018 and since then, LAF is providing legal information and advice to the Rwandan population, especially indigent and vulnerable people, free of charge.

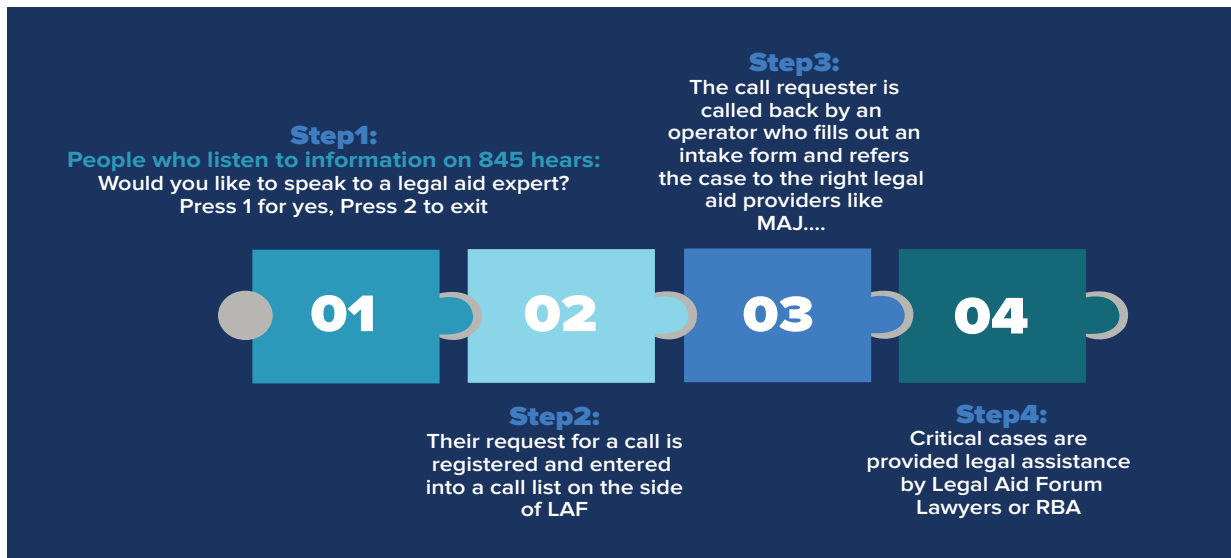
MTN subscribers call 8-4-5 and listen to public service information in Kinyarwanda. The first eight (8) calls are free every month on IVR. The USSD is completely free to all MTN users.



Interactive voice response (IVR) is a technology that allows a computer to interact with humans through the use of voice and DTMF tones input via a keypad.

USSD (Unstructured Supplementary Service Data) is a Global System for Mobile (GSM)

communication technology that is used to send text between a mobile phone and an application program in the network. Applications may include prepaid roaming or mobile chatting.



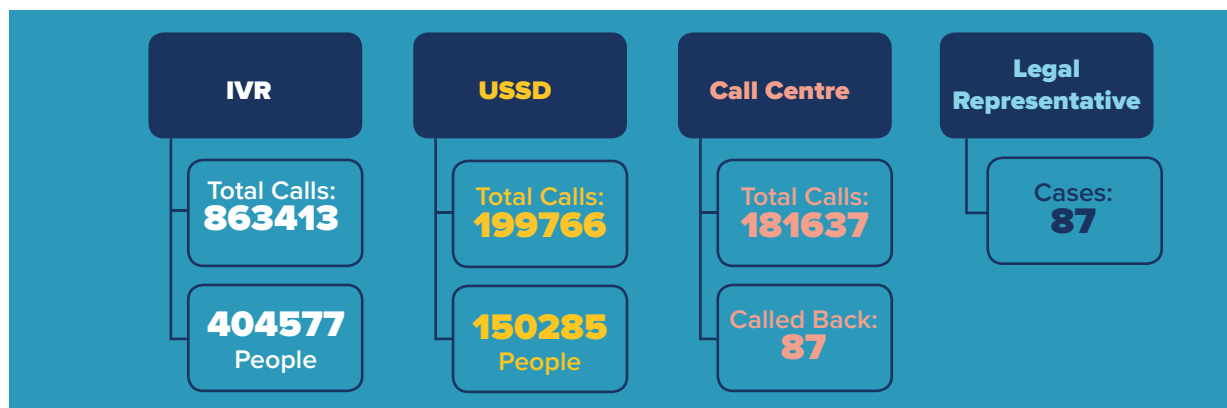
❖ Receiving citizens' legal requests through call centre



LAF call centre legal officers on duty

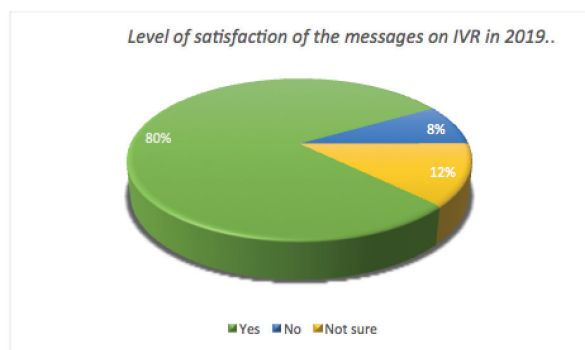
❖ How the Legal information was accessed in 2019

Since 22nd August 2018, the services of 845 legal messages are up and running for the USSD and the helpline with IVR messages started being operational on 17th September 2018. The following are the statistics from the IVR messages and call centre as well as the USSD messages between January and December 2019 in summary:



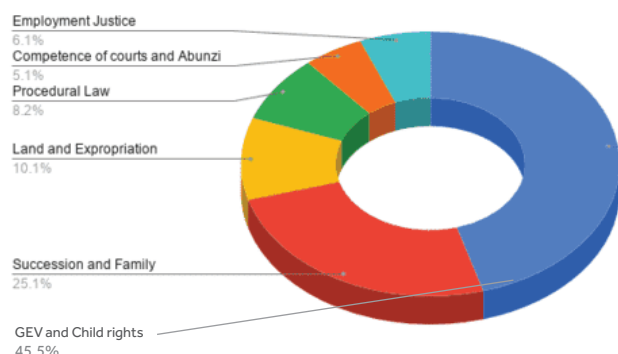
❖ Legal education and its effects

Between January and December 2019, on IVR, legal messages were accessed 863,413 times by 404,577 People (Unique callers). On USSD, laws were accessed 199,766 times by 97,864 people (unique numbers without repetition). Expounding this, in terms of legal education, in one year through this platform, LAF has reached 604,343 people in 1,063,179 times, this number could be reached in more than five years if LAF had used classic means of reaching the beneficiaries like meetings, trainings and awareness to provide legal education. The rate of satisfaction of the message on the platform is 80%.

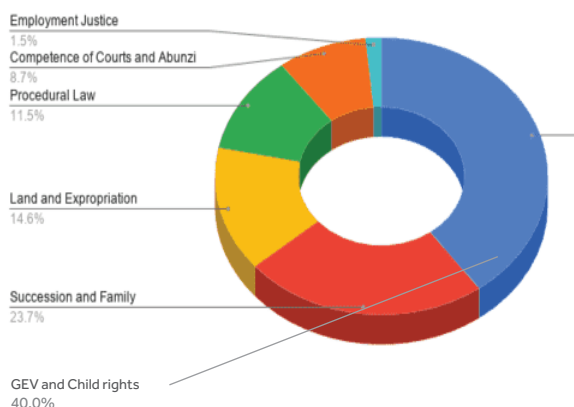


❖ Most accessed content via IVR

On IVR, Gender Based Violence and Child Rights are most accessed content with 49.9% of all five (6) group messages followed by Succession and Family Law. Employment Justice (labour Laws) come least being uploaded on the system some months after other content.



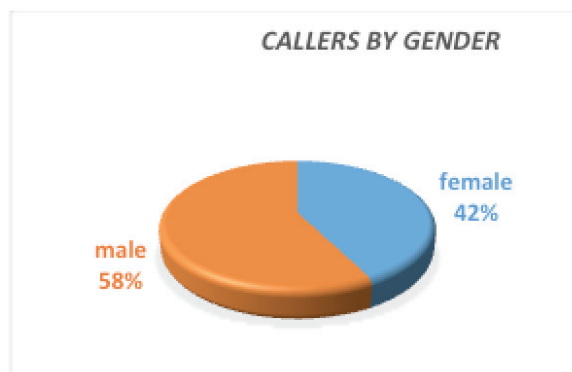
❖ Most accessed content via USSD



The same trend is observed on USSD system (text messages)

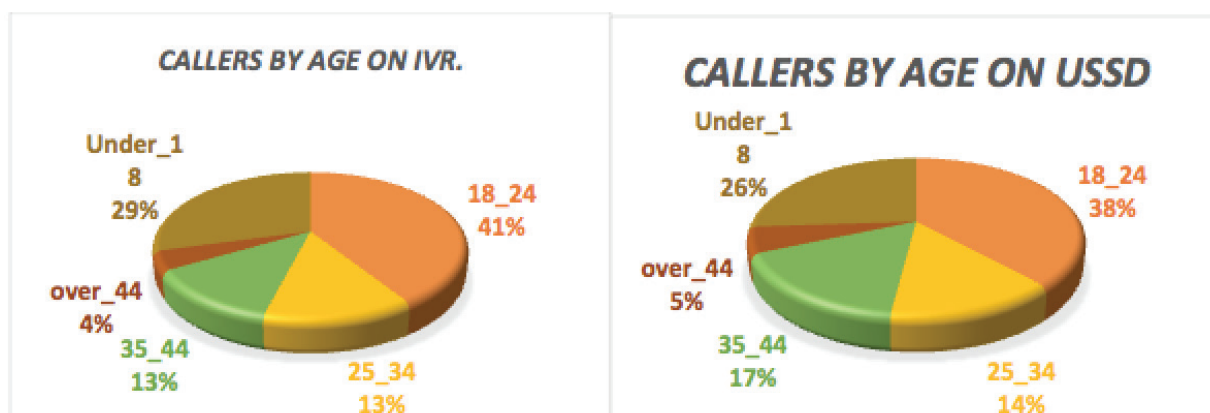
❖ Project Beneficiaries by gender

As illustrated below, a bigger percentage of men (58%) use 845 legal messages than women (42%) on both IVR and USSD. This situation can be explained by the fact, in our society, men are economically more empowered than women. Furthermore, women are cited to be busy in domestic activities while men seem to be free and available for making calls.

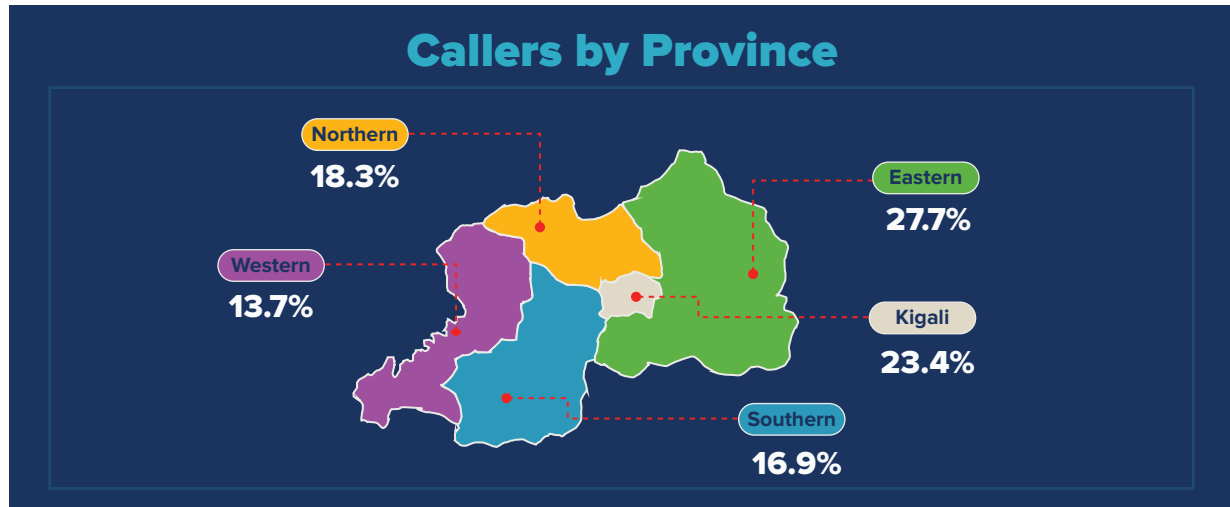


❖ Beneficiaries by age group

Data at our disposal show that young people constitute a greater number of users of 845 legal messages. This corresponds with the trend on usage of 845 messages whereby GBV, Child Rights, Family and Succession laws are the most accessed laws.

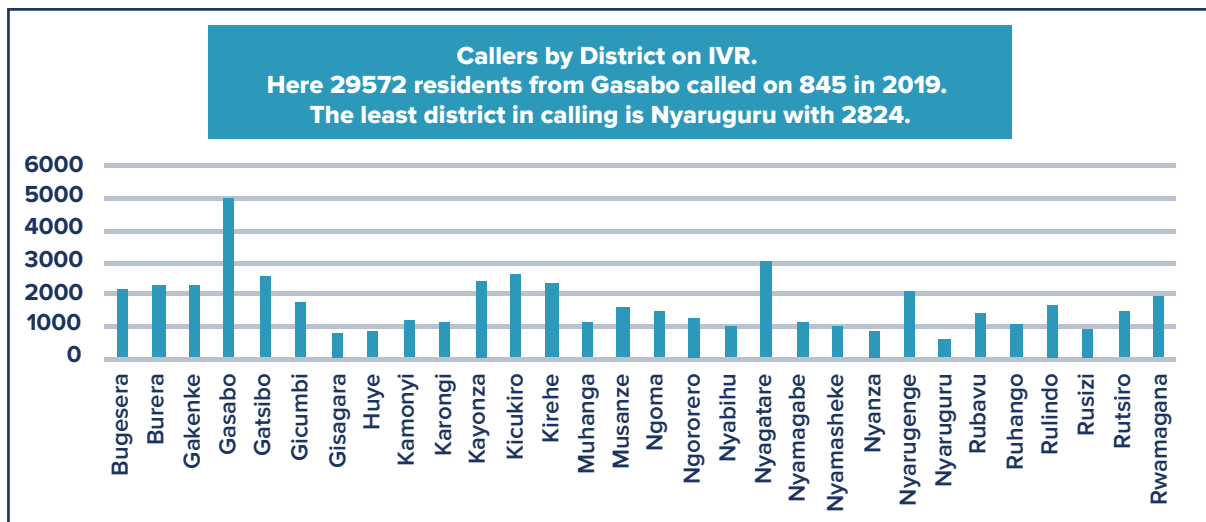


❖ Tackling issues of long distances



The Eastern Province has more beneficiaries

The 845 project is serving people from all the 30 districts of Rwanda. Taking an example of people who have accessed the platform from Rusizi district, 222,6KM from Kigali, it would require each person to pay 10,400 Rwandan Francs for a return ticket to come to LAF offices without calculating for food, drink and accommodation as it is quietly impossible to travel from there to Kigali and return back the same day. In 2019, at least 4795 calls were made and accessed 845 from Rusizi District.



❖ Legal assistance to critical cases

The project is designed in a way that once deemed necessary, some beneficiaries are provided legal assistance by Legal Aid Forum Lawyers or by Lawyers assigned by the Rwanda Bar Association through cases referral protocol between the Rwanda Bar Association and The Legal Aid Forum.

As per the project documents, a memorandum of understanding on referrals and legal support to critical cases emerging from Legal Aid Forum call centre was signed between the Legal Aid Forum and the Rwanda Bar Association. To have this implemented, the Rwanda Bar Association had to recruit a referral legal officer and lawyers attached to the project.

In 2019, 87 Cases were identified and handed over to lawyers for legal representation, 14 Cases are already completed from either the Court or even by mediation just after lawyer's interventions. The 87 cases deliver from 50,986 people called back and advised by the call centre lawyers in 2019. The remaining number of callers were either satisfied and their cases were completed after being advised by the call Centre lawyers others were referred other legal aid providers like: MAJ and other institutions, Courts, Abunzi etc. The Project has a target of assisting before courts of law at least 100 beneficiaries in three years. Below is situational analysis of 87 cases generated by the project in 2019 (more civil cases (75.9%) than criminal cases (24.3%).

❖ Success story (ICT-4 J)

One of the callers to the Service was 23-year old Nayituriki Francoise. When she was just 14, she was sexually assaulted by a neighbor, who later got a life sentence in prison. Several years later, the father of the offender physically assaulted her, stabbing her several times. She reported this to the court, and he too received a life sentence in prison.

Later, within the same year, the mother and the brother-in-law of the offender attacked her again, stabbing her several times as well. They too received life sentences.

Subsequently, Francoise's family wanted to claim for victim compensation, however, they were unable to do so, as they had spent all their money on filing the previous cases. Then Francoise received a message from the 8-4-5 Service encouraging her to "call 845 to receive legal aid assistance". After dialling the short code, she received free legal aid information and requested to be called back by a lawyer. A few days later, she received a call from a lawyer and was able to explain her case and everything that she had been through. Through the Legal Aid Forum, she was provided with a lawyer to pursue her victim compensation claim to which she won 6 million Rwandan francs.

Challenges

The fact the project was new of its kind, has paused a number of challenges in its implementation but they have been either dealt with or are being handled accordingly.

One of experienced challenges is related to call Centre technical issues that occur sometimes and affect the work of the call centre operators like when the accounts on the platform went down or are unable to make calls etc.

Regarding people who are to benefit from legal representation and assistance, always collection of their documents and proofs so lawyers can file their complaints is an issue because most of the time, they fail to come to LAF offices because they don't have means for transportation. To deal with this, LAF has contact its members and paralegals on grassroots level to help but in some areas it is still a challenge. A project car should be thought about to help in the exercise and may contribute to the project awareness and monitoring activities.

2.2.2. Legal Aid to Refugees in Rwanda

LAF started to provide these services to refugees and asylum seekers in January 2016 for Mahama camp and in April 2016 spread activities to other 5 Congolese camps and in urban areas. The same activities were carried out throughout the year 2017, 2018 and 2019.

During the year of 2019, the Legal Aid forum in partnership with UNHCR and MINEMA and other stakeholders has been providing legal services to the refugees and asylum seekers in all locations including camps (Mahama, Nyabiheke, Kiziba, Kigeme and Mugombwa camp) and urban (Kigali and Huye).

The main services provided to refugees are regrouped into three components as indicated by the chart above: facilitation to birth registration, legal assistance and detention monitoring. Major legal issues faced by refugees as experienced by LAF include illegal detention, sexual and gender violence (SGBV) (child defilement, rape, etc), and other human rights violence. To insure access to justice and respect of human rights, LAF has been providing legal assistance and legal representation to the refugees, monitoring detentions throughout the country to ensure that any detained refugees receive justice, carrying out advocacy for refugees to access services and have their rights respected.

❖ Birth registration

Birth registration is one of the key importance need to ensure the respects of the rights of the child. It is in this regards in collaboration with local authorities especially civil status officers at sector and district levels.

In 2019 LAF registered **6,422** and issued child birth certificates to parents.



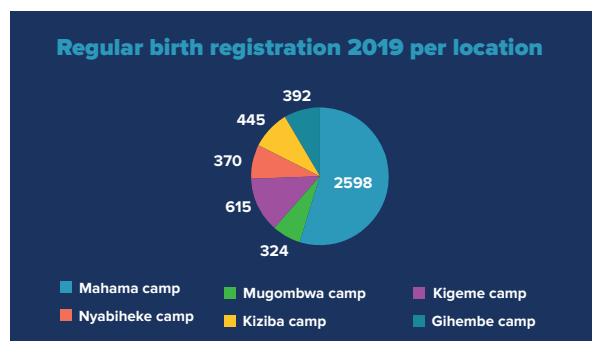
LAF staff receiving parents in need of birth registration service at camp field office

- **4,748** new born children (2,412 boys and 2,336 girls) have been registered under regular birth registration procedure (registering a child within the legal time limit of 30 days following date of birth), all children born in all camps from refugees were registered and birth certificates were distributed to the beneficiaries and 29,467 refugees sensitized on the importance of birth registration.

The majority of children registered in Mahama camp (2,598 children) because it accommodates a very big population than others and consequently registers more birth. The five (5) Congolese camps also recorded number of births according to their relatively small populations

after birth opposed to registering a child beyond that legal time limit i.e. late birth registration procedure.

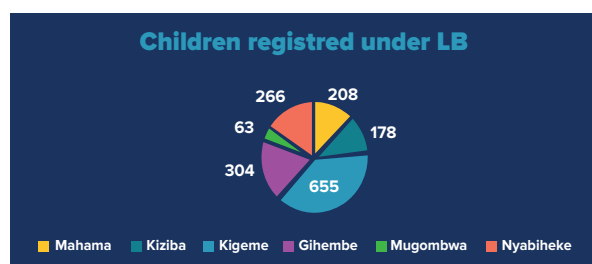
Children registered under regular birth registration procedure



- Up to **1,674** children composed of 846 boys and 828 girls have been registered under late birth registration (registered after 30 days following date of birth).

More children were registered in Kigeme camp (655) compared to others. The reason for this is related to the verification exercise conducted last year in Kigeme where the majority of children were born outside the camp including significant number coming from Rubavu, Nyabiheke and Musanze districts.

Children registered under late birth registration procedure



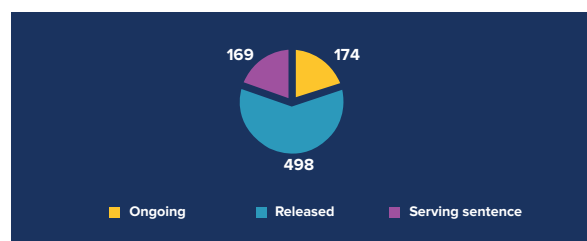
❖ Legal assistance

A total of **2,027** cases received legal assistance including **491** in-court cases (123 civil and 368 criminal) and out-of-court based cases.

Detention Monitoring

841 refugees were identified in different detention facilities and assisted including 79 women and 762 men. The chart below illustrates more.

Status of detention in 2019



As per the chart above, a good number of detained refugees (59.2%) were released following interventions of LAF lawyers. This high rate is justified by timely interventions of lawyers which gave refugees right to legal assistance and benefit to effective representation that resulted in their release. With the presence of a lawyer, the majority of cases are likely to be resolved by various alternative venues including acquittals. Up to 174 refugees were still in detention by the end of the year and their cases were still ongoing. And 169 people were serving sentences as a result of cases.

Prevalence of crimes in camps

Statistics of convicted and suspected refugees indicate that the prevalence of crimes vary from a refugee location to another.

Mahama camp recorded more crimes related to drug traffickin/abuse and it is higher than any other location. The reasons behind this include availability of drugs in the camp or geographic location of the camp.

This camp is located near the Rwanda-Tanzania boarder which makes it easier for drug smugglers to reach the place. Another reason is the plantations of opium in Kimisi Park in Tanzania and refugees themselves can cross the border in seach of drugs.

Assault and batterly are prevalent in Mugombwa , Gihembe and Nyabiheke than other crimes due to drunkenness of forbidden types of alcohol, adding to the fact of shifting from food to cash assistance. Particularly there is a lot of money in the Mugombwa camp that come with donation from the project called “give directly”. In addition, culture or habits of countries of origin where drug abuse/smuggling/ consumption is not seriously punished. Keeping with culture and ignorance, some refugees believe that some drugs can heal their deseases and keep using it out of ignorance.

Again, some refugees think that some beneficiaries use the money given to them for buying alcohol and end in drunkenness. Theft is more prevalent in Kiziba and Kigali and the mojorty of received cases of theft are committed by young boys due to unemployment and need of money as life is expensive in Kigali city. Widespread unemployment, stress caused by poverty can harshly impact on both theft and the use/trafficking of drug upon refugee youth and can predispose them to addiction.

Considering prevalence of crimes in refugee settings regardless of location, the same crimes can be ranked as follows:

According to the chart above, the most dominant crimes committed by refugees are theft (152 equivalents to 28.6%) followed by drug abuse (150 equivalents to 28.2%), assault and battery (141 equivalent to 26.6%) and child defilement (88 equivalent to 16.6%) totalling 531 detention cases. Given the nature of crime of child defilement, this constitutes a serious concern in refugee even if it is the least committed.

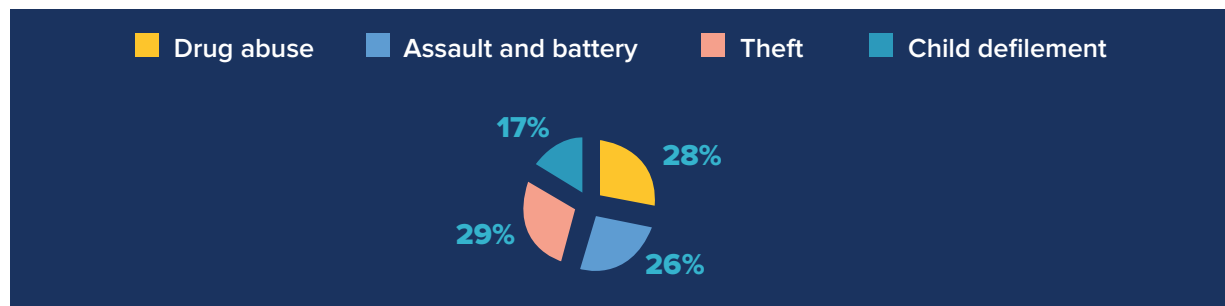
2.2.3. Legal Aid Week 2019

The Legal Aid Week (LAW) was carried out during the week from January 21st – 25th, 2019. The Justice Sector Institutions and stakeholders led by the Ministry of Justice (MINIJUST) and LAF organized the LAW activities including providing legal aid services to detainees and to community members, legal education, and the execution of Gacaca judgments. The theme of this year’s legal aid was “*Rangiza inshingano zawu ushyira mu bikorwa ibyemezo by’inkiko*”.

This year’s Legal Aid Week was officially launched by Hon. Johnstone Busigye, the Minister of Justice and Attorney General, in Nyakagezi cell, Huye sector, Huye district.

In his speech of Minister of Justice to the population who attended the ceremony, he sensitized the population about voluntary enforcement of courts judgments focusing on Gacaca rulings. He promised that the Ministry of justice, the government of Rwanda and civil society legal aid providers will continue to assist to local communities to access the justice.

Prevalence of crimes among refugees





The photo below shows Minister of Justice Hon. BUSINGJE Johnston officially launch the Legal Aid Week 2019

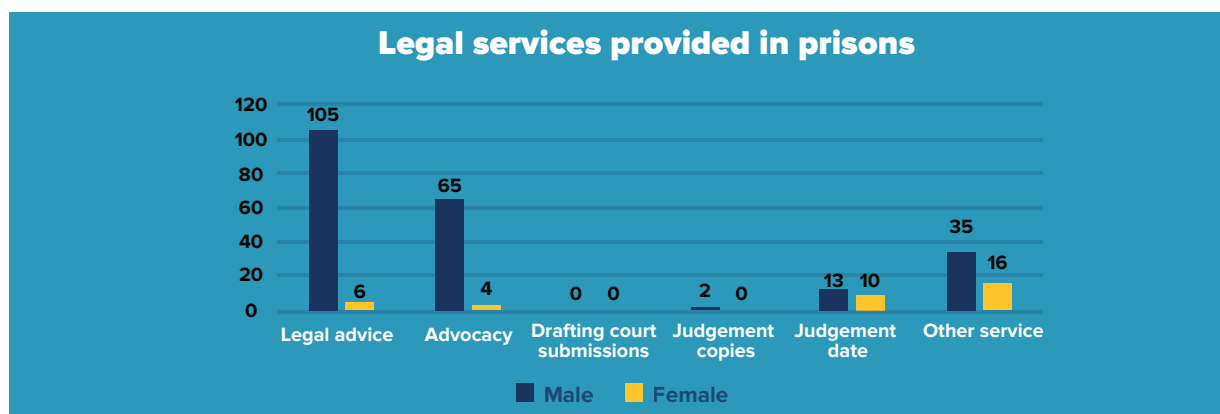
❖ Legal services provided to detainees

Legal assistance to detained vulnerable people was among the services provided during the legal aid week. 219 detainees benefited from our legal services among others include legal representation and legal advices.

The figures of detainees who received legal aid services in prisons:

	Nyarugenge	Huye	Musanze	Bugesera	Rusizi	Total
Male	28	54	10	73	24	189
Female	1	0	29	0	0	30
Total	29	54	39	73	24	219

The chart below shows detainees benefited from LAF legal representation, 145 were represented by LAF lawyers before courts of law (42 are children and 103 are adult)



❖ Awareness raising in communities

The awareness activities were carried out in 30 districts of the country. The awareness themes had been identified and were mainly voluntary enforcement of courts judgment focusing on Gacaca, child's rights, birth registration of children, law governing land, institutions involved in delivering justice services. **143,943** participants attended the awareness sessions in all target sectors across the country.

Below photos show, participants of awareness campaign



❖ Legal services provided in communities

Legal services were provided to the community's members, 5850 cases were received and legal services provided: Legal advice, Advocacy, Court submissions and letters, Mediation, Execution of court judgment and other service.

The photos below show Citizens ask their questions to the officials in Nyaruguru District



2.2.4. Legal Aid Civil Society Fund (LACSF) Program

The Legal Aid Civil Society Fund (LACSF) is a grant making initiative under the Legal Aid Forum that started in 2008 and it is still running until today. Projects are implemented by member organizations to provide legal aid services to indigent/poor and vulnerable Rwandans including legal representation in courts, legal assistance, legal advice, mediation and legal information / education.

From 2008 to 2013, twenty-seven (27) separate projects implemented by member organizations have been funded under this fund and over 60,132 indigent/poor and vulnerable Rwandans have directly benefited from services.

Supported by the Embassy of the Dutch in Rwanda, this initiative will continue from 2018 to 2021. It is important to note that there is sufficient funding for a limited number of projects only. This does not mean that other members of the Legal Aid Forum will not benefit from other initiatives such as capacity building, joint research projects, referrals, coaching on strategic NGO management, etc. The fund promotes the principle of a diversified access to it by encouraging small, medium and big organizations within LAF network to apply.

The LACSF 2018 – 2021 program consists of three rounds and each of them constitutes a whole project cycle. The steps in the cycle include the launching a call for application, selection of projects by an Independent Selection and Monitoring Committee (ISMC), implementation and project closure. This section describes key activities of this program for the 2019.

i. Application and selection process

Eighteen (18) project proposals (Step 1-Concept Note) from 19 members were submitted to LAF for assessment. 17 projects were submitted singularly and 1 proposal jointly (by 2 organizations). The ISMC assessed applications and short-listed 14 to proceed with full applications.

The process of preparing full applications coincided with capacity assessment of pre-selected applicants as the auditor's report is used for final selection for funding. A financial assessment was organized and UT CPA Ltd was selected to carry out the assignment. LAF facilitated the firm by making arrangements and scheduling visits to applicants' offices starting from February 12th, 2019. The same audit firm was also mandated to carry out financial monitoring and coaching during the implementation phase.

The audit firm conducted the financial assessment and submitted a report on March 4th, 2019 that inspired the ISMC for final selection. Five (5) legal aid projects were selected to be implemented in 2019 by AJPRODHO – JIJUKIRWA, SURF – Rwanda AVEGA – AGAHOZO KANYARWANDA& LIPRODHOR ARDHO.

The projects' implementation period was 11 months maximum i.e. from March 2019 to February 2020. The funding provided to sub granted projects varies between thirty-eight and forty million Frw and a total of Frw 197,757,588 was allocated to LACSF 2019.

ii. Implementation and results achieved

Cooperation Agreements (CA) were signed on 22/3/ 2019 and Implementing Partners (LAF member organizations) were present to the event.



Participants at the signing event



Me Andrews Kananaga, Executive Director of LAF; Mrs Iris De Groot from Dutch Embassy and Mr. Louis Busingye, Chairperson of LAF addressing the audience



Me Andrews Kananaga, Executive Director of LAF co-signing the Cooperation Agreements with Implementing Partners' Legal Representatives

❖ Performance of project activities

In the process of implementation of the projects, a number of activities were done and IPs submitted their quarterly progress and financial reports to LAF as stipulated in the CA.

Report verification were conducted to Implementing Partners' (IPs) offices by LAF to verify the reports (19th to 24th of July 2019) and the Audit Firm (UT CPA Ltd) conducted an auditing/coaching exercise and reported to LAF in mid-September 2019. Basing on recommendations of LAF verification team and auditor's report, IPs were requested to execute recommendations including paying back misused funds.

The LACSF 2019 set milestones per each project and this section discusses performance in that regard. With end of December 2019, a total of **55,101 People** had benefited from projects activities including in court services (173), legal assistance out of court (4,211), capacity building (358) and legal awareness/education (50,359).



The photo below shows, The participation of the population in awareness activity in KINIGI sector in MUSANZE District by ARDHO



LACSF 2019: One of the beneficiaries of AVEGA AGAHOZO, an elderly childless widows (left) and a public notary (right) in the process of notarising the will of the same widow

❖ Success stories

There are several success stories that testify results of LACSF 2019 projects and the following stories were taken from performance reports of AVEGA-AGAHOZO about their assistance to childless women and ARDHO with regard to their assistance to detainees and prisoners.

AVEGA:

A beneficiary from Impinganzima Huye district, Ruhashya sector, Huye district born 1952, in Ruhashya through (mediation) with the support of Tubasindagize project officer got her land title. This is what she said upon her victory: “ I am happy to acquire my land title, thanks to the support of AVEGA Tubasindagize project. The land title delayed in land centre for a long time and my brothers in law have been abusing my property for many years because I was handicapped and could not fight for my rights. I was afraid that it would never come to an end before I won the case. I thank LAF and AVEGA for the advocacy they did and assistance from the concerned government institution for handing over to me this important document”.

STORY #1:

More than 127 childless widows were assisted and had their land issues resolved by the end of 2019.

STORY 2

A beneficiary from Kabarondo Sector Kayonza district also appreciated the support given by the project to make her a will/testament and have it authenticated by the notary as an achievement of her dreams for a long time. This is what she said: *"I was very afraid to die without designating who will inherit my property. I am happy and thank LAF and AVEGA for thinking about our rights even beyond our lifetime!"*

This project was able to facilitate this service of will drafting and notarizing for **615** widows and they are all happy and thankful to project supporters.

ARDHO

Six (6) of our beneficiaries were accused of murder and the Prosecutor requested a life imprisonment (RPA00480/2018/HC/RWG and RPA00455/2018/HC/MUS). After listening to them and analysing their cases, ARDHO decided to assist them as they all pleaded not guilty. Our lawyers prepared to defend beneficiaries and during the court hearing the prosecutor's evidences were found to be not consistent. As a result, all the presumed perpetrators were acquitted.

ARDHO was able to assist 105 detainees'/prisoners' cases in total in ten months. Among them, 64 cases were won which is a success rate of 61%. Following pronouncement of judgments by courts **20** inmates were **acquitted and released** from prisons, 38 others cases their got their **sentences reduced** and 6 beneficiated alternative punishments with suspension of imprisonment.

❖ Challenges, lesson learned and way forward

The LACSF 2019 was generally implemented without major difficulties. However, there is room for improvement with regard to some issues in order to inspire forthcoming phases and strengthen the grant-making program in general. The following are issues or lesson learned together with suggestions for way forward:

- **Management of cases pending completion:** A number of cases that were scheduled beyond the project end-line especially for those in civil matters. One of the suggestions would be for lawyers in charge to work on their respective case until completion and where need be, refer some cases to LAF secretariat. In the future, IPs will be assisted to plan accordingly and set more reasonable targets and file cases to courts early enough to allow their hearing dates to fit within the projects timelines.
- **Visibility needs to be streamlined:** There are activities visibility was not ensured (like awareness session). In other cases, visibility was done differently from one IP to another and there is room for harmonization.
- **Improving Results Based Management:** Emphasis should be on measurement of change especially for awareness raising activities. It has been noticed that some IPs were reporting more on what was done and less on results.
- **Strengthening Grant-Making systems:** A quick assessment should be done to examine introduce or update tools including the idea to develop a Grant – Making Procedures' Manuel.

CHAPTER 3: HUMAN RIGHTS PROMOTION

3.1. Engagement with international Human Treaty Bodies



The Government of Rwanda has committed to address gaps in gender equality and has recently joined the initiative “*Equality in law for women and girls by 2030: A multi-stakeholder strategy for accelerated action*”. According to this initiative, it is important to continually examine and reflect on relevant laws and policies and to some extent practices to ensure that national legal framework is fully gender responsive.

With the above in mind, LAF in partnership with FFRP and UN WOMEN conducted a *Comprehensive Legal Analysis of Gender Compliance under Rwandan Law* in order to assess and identify if there are any remaining gender gaps to be addressed by relevant institutions so that Rwanda becomes fully free from gender discrimination within the legal framework. The results and findings from the analysis have been summarized in the section of researches conducted in 2019.

3.1.1. Regional conference on Universal Periodic Review (UPR)

As the convener for the Rwanda Coalition of Civil Society Organizations on Universal, the Legal Aid Forum in collaboration with One UN Rwanda and the Office of the High Commissioner for Human Rights of Rwanda (OHCHR), organized a Regional Conference on the Universal Periodic Review (UPR). The conference took place at Kigali Serena Hotel from 11-13th June 2019. The overall objective of this regional conference was to strengthen Human Rights Promotion and Protection in the region through Universal Periodic Review mechanism. The conference brought together around 100 CSO members from Rwanda, Uganda, Kenya, Tanzania, Burundi, South Sudan, Democratic Rep of Congo and Somalia. The Regional Conference was also attended by Government representatives and UN agencies.

3.1.2. General Assembly of members of Civil Society Coalition on UPR

The UPR General Assembly Meeting was held in Kigali Marriot Hotel on 24th December 2019. Convened by the Legal Aid Forum, the meeting gathered around 38 representatives of institutions members of UPR Civil Society Coalition (The Coalition) for the preparation of the upcoming UPR report due by March 2020.

The meeting discussed and approved notably: Reading and Approval of previous General Assembly meeting minutes, Presentation of UPR Overview, Presentation and signature of the revised MoU for the Coalition, Putting in place Heads of Thematic Working Groups and Way forward.



3.1.3. Engagement with UPR

The UPR General Assembly Meeting was held in Kigali Marriot Hotel on 24th December 2019 from 9:00 am to 1: am. Convened by the Legal Aid Forum, the General Assembly meeting gathered around 30 representatives of institutions members of UPR Civil Society Coalition (The Coalition) for the preparation of the upcoming UPR report due by March 2020. The list of represented institutions is annexed to this report.

Key highlighted of Rwanda Civil Society Coalition on UPR. The coalition composed of CSOs, academia, media, national and international organizations which constitutes a diversity that bring credibility to the

Coalition. The Coalition member interventions extend to domains of the life of the country including Human Rights, freedoms, social, justice, economy, governance, education, gender and development.

Signing of a revised MoU:

The MoU that guided UPR in 2015 was revised to be generic and guide the coalition for its further activities for all UPR exercises. Participants to the meeting exchanged ideas on the draft MoU. This new one is broad and is open to all the UPR exercises now and in the future. It is based on objectivity and independency principles.

Preparation for data collection was characterized by putting in place 4 thematic working groups and their Team Leaders from UPR Coalition members:

- Freedoms: IMPAMO newsletter , TL: Mwitende Jean Claude
- Access to Justice: Kananga Richard from AJPRODHO
- Gender: Kayitesi Brenda from Human Rights frost Rwanda
- Socio-economic rights: Gakire Fidele, LIPRODHOR

UPR Coalition members also elected members of the Steering as follows: **IMPAMO newsletter, Human Rights first Rwanda, LIPRODHOR, AJPRODHO and LAF**. A technical workshop to elaborate tools for data collection was organized early January to define key indicators, information sources and reporting template and roadmap for evaluation



CHAPTER 4: STRENGTHENING SUSTAINABILITY OF LAF NETWORK



Me Andrews Kananga (left hand side) and paralegals testing the bicycles given to facilitate their work in the community

LAF is happy of the work accomplished in perspective of developing and sustaining our network. This was made possible by collaboration with our partners. This section summarizes activities carried out to strengthen organs of the forum as well as support to member organizations.

4.1. Capacity building for members

LAF organized capacity building activities for LAF members to enable them to offer quality legal aid services. Comparing the target set in the Strategic Plan, great achievements have been reached. Capacity building activities include training sessions for LAF members/staff,

4.1.1. Strengthening the work of LAF members' paralegals and staff

LAF has trained paralegals and supported their work at grassroots level. In total, **187** paralegals have been trained on different themes all related to the most useful legal instruments, use of Integrated Electronic Case Management System (IECMS) and using technology like tablets for reporting purpose.

In addition to training, paralegals were equipped with bicycles. Provision of bicycles allowed paralegals to move easily within their community and served more beneficiaries, tables(phone) and monthly internet needed by paralegals to collect data and send their report.

LAF members' staff/actors were also trained on IECMS. The IECMS system was launched in 2015 by the Rwanda Judiciary and is used by all justice institutions for their communication with the Judiciary and for their interactions with the clients. Since it is operational, LAF noticed that a large number of citizen's/court users still struggle to use this system due to the lack of required ICT knowledge. Thus, LAF trained its members as legal aid providers on how to use IECMS in their daily activities so they can better assist beneficiaries.

To ensure high quality of legal aid services, LAF in collaboration with its partners developed Legal Aid Performance Standards and as mentioned earlier in this report legal Aid Providers including paralegals and lawyers (229) have been trained on the standards to ensure great consistency in delivery of legal aid services across the country.

4.1.2. Strengthening Capacities of LAF organs

In May 2019, LAF organized an information session that brought together JRLOS actors. The purpose of this session was to share information about the LACSF and what Implementing Partners are working on. In total, 18 people attended the session including a representative of MINIJUST (JRLOS Coordinator), LACSF 2019 IPs, and other CSOs operating in justice sector.

In addition to experience sharing, Implementing Partners of LACSF 2019 had a refresher training session. Basing on partnership guidelines, the Finance Manager of LAF delivered a presentation of financial reporting mechanism under the LACSF. Another session was delivered by the Grants Manager in relation to performance reporting. This session was helpful as technical staff of IPs got clarification details on the implementation process.

4.2. Organizational and financial sustainability

4.2.1. Institutional management and development

With regards to organization, LAF maintains its structure of organization and leadership which headed by **general assembly, administrative counsel, internal audit committee and conflict resolution committee.**

In 2019 LAF secretariat employed a total of 69 employees. Various internal working tools were developed and used which has helped to monitor performance of individual staff. They include monthly reporting templates and others.

Collective sport activities have been bringing staff together for a number of times and this helped to strengthen team spirit and physical fitness of staff.



Executive Director addressing participants



LAF secretariat staffs – The photograph of employees at head office not including field staff

This year, the use of automated fingerprint machine was adopted to replace the use of registers as per the picture below.



LAF staff at the Secretariat started using a finger print machine

4.2.2. Statutory and management meetings

In 2019, three (3) Administrative Council meetings were held respectively on 15 March 2019 and 12 September 2019 and 6 December 2019. The resolutions taken are detailed in the specific minutes. One General Assembly meeting of LAF Members was held on 30 December 2019.

In addition to statutory meetings, regular management meetings were convened and presided by the Executive Director of LAF. At least 12 meetings i.e. once per month were organized to support smooth running of activities. Again, staff meetings were organized for all the staff members.

4.3. Financial management

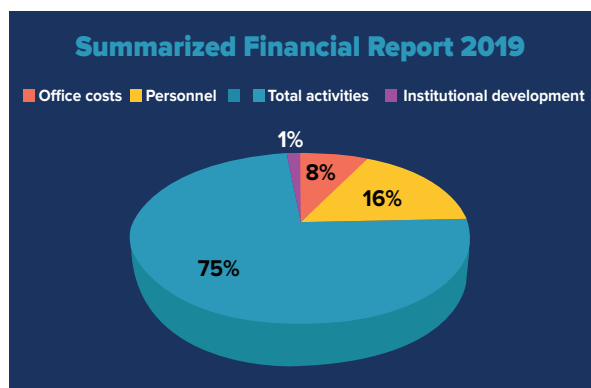
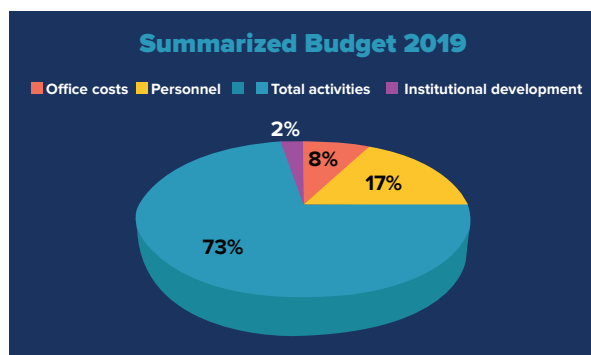
With regard to the financial sustainability management, since many years ago LAF has adopted the use of the accounting software “Quick Books” to use in our daily transactions. It helps us to adapt our financial system to the new technologies and increase effectiveness of our services.

The Quick Books software we are using has been changed and improved this year. As we are using funds from different partners, in 2019, we changed our financial system in order to create separate account for each Partner. A separate account for each partner allowed us to manage easily all records from all our interventions.

43.1. Consolidated financial report 2019

LAF implemented a wide range of activities as indicated earlier in this report and the following table indicates a consolidated financial report for this year.

Our financials this year 2019 can be summarized under key categories of costs that constituted our budget and expenses.



The LAF total 2019 budget was 1,772,192,645 and the budget consumption rate was 95%. Up to 73% of our budget was planned to be spent on activities and around 28% on institutional development, office costs and personnel costs combined. And according to the chart of consolidated financial report above, activities occupied 75%, the running costs took only 25% and we are happy to see that the budget was effectively implemented even much better than planned.

4.3.2. Fundraising and sustainability

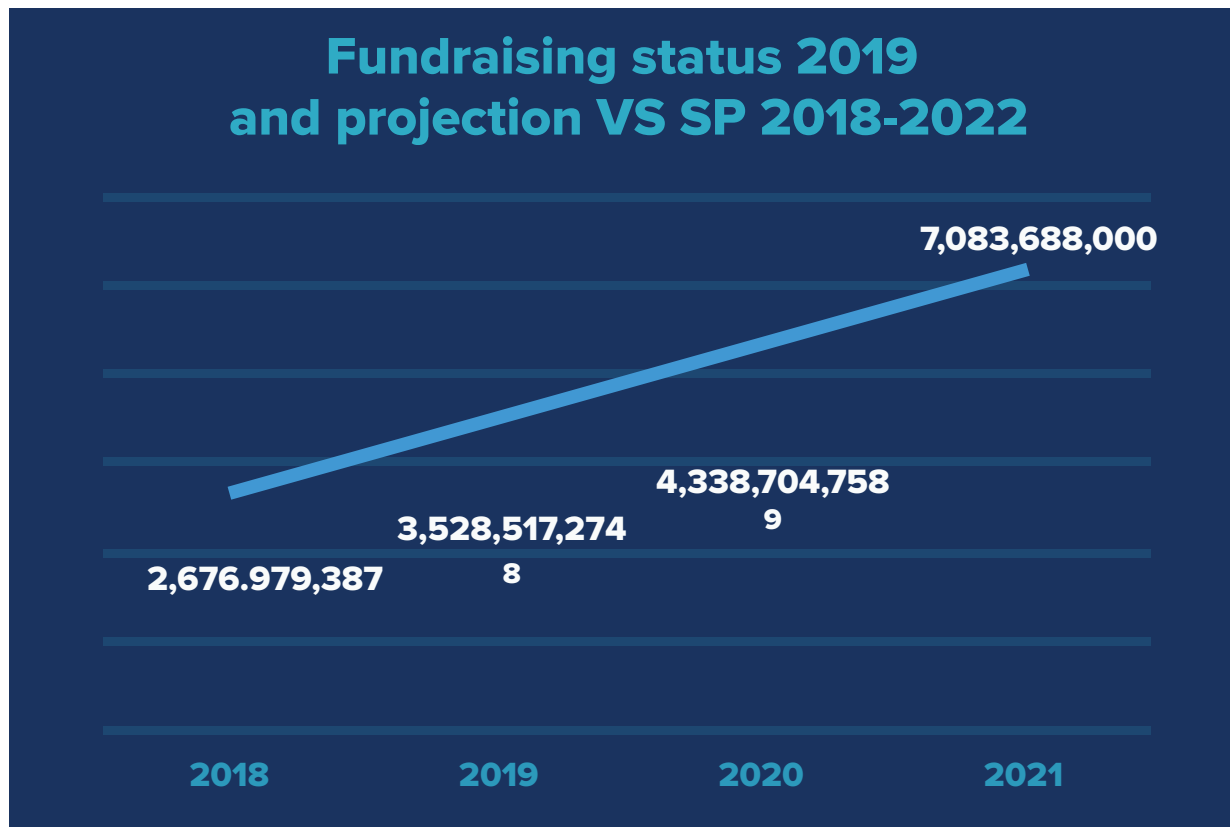
During 2019, LAF renewed existing agreements with partners/donors and submitted seven (7) project proposals for new funding. The following table indicates details relating individual proposals submitted this year.

LAF fundraised a total grant amount of Frw 851,537,887,8 (68.9%) out of a total of Frw 1,158,559, 884 sought from donors with one unsuccessful grant application (CFLI) and one pending decision (UNDEF). Grant agreements with donors cover different implementation periods ranging from 24 to 36 months with the budgets covering the whole grant period.

The table above indicated available funding and covered years. A total of Frw 3,515,723,737 is available to cover three years i.e. 2019 (Frw 1, 291,439,204), 2020 (Frw 1,353,561,030), 2021(Frw 870,723,502) and no funding for year 2022 yet. This table does not contain information on the income of previous years which explains the difference in its figures and those of the actual 2019 budget in the previous section (see section 4.2.4, financial report).

LAF fundraised 2,676,979,387 and 851,537,887.8 in 2018 and 2019 respectively. According to the Strategic Plan 2018 – 2022, a total of 7,083,688,000 is needed for its implementation up to end of year 2022. The following figure illustrates our fundraising targets in the next two years.

Fundraising status 2019 and projection VS SP 2018-2022



According to figure above, Frw 2,744,983,242.00 must be secured in two years (2020 and 2021) to hit the target of the funds needed for implementation of our Strategic Plan (2018 – 2022). When adding up the income of the previous years, an amount of Frw 3,528,517,274.8 (68.5 %) was raised by end of 2019 and the gap is Frw -2,744,983,242.00. This means that around Frw **1,372,491,621** should be fundraised per each of the two remaining years in order to reach our fundraising goal (Frw 7,083,688,000) by end of 2021.

Under these circumstances, it is possible to conclude that LAF has performed very well in fundraising this year and we are still confident that our Strategic Plan will be fully implemented. Adjustments might be expected during the mid-term evaluation of the same Strategic Plan hopefully before the end of 2020. This will allow LAF to reassess priorities and adapt accordingly.

The year 2019 has seen remarkable achievements by member organizations of the Legal Aid Forum. In total, 24 out of

PART II

Report on activities and achievements

38 organizations have submitted their 2019 annual reports to the Secretariat for analysis and consolidation. Fourteen of them were not able to submit their annual reports due to different reasons: some were not able to operate this year due to various reasons (including lack of funding) and others did not submit their reports on time.

LAF members have provided legal aid to many people this year. Legal services that were provided are legal education/awareness, trainings, out-of-court legal assistance (legal advise/orientation, mediation, etc), legal representation before courts of law and research. The 24 organizations served **258,740 people** all services combined.

Part II is divided into two section. The first section presents consolidated information

on services provided and examines data with some analysis. The second section focuses on individual LAF member organizations with a presentation of the summarized achievements for each of them.

1. Summary consolidation of LAF members' achievements 2019

LAF members were able to serve a big number of legal aid seekers this year. The following table indicates figures on each services provided while considering gender dimension.

LAF members' legal aid by service and gender

Legal aid service	Female	Male	Total	Percentage
Legal education/awareness raising	111,491	107,410	218, 901	84.6%
Legal assistance (out-of-court)	10,751	7,785	18,536	7.2%
Legal representation before courts	1,289	3,635	4,924	1.9%
Capacity building	8,994	7,385	16,379	6.3%
Total	128,655	119,860	248,515	100%

Source: Primary source

A total of 258,740 people were assisted including female (51.2%) and male (48.8%). Legal education and awareness raising was the service that reached more people (84.6%) as it doesn't need a lot of efforts like the rest of the services. It is possible for one or two persons to schedule an appointment with around 500 people in an hour for a legal topic which highly attracts the attention of many people. Another reason could be the organizations' annual plans that may have focused much on this particular service.

The performance in the remaining services can be attributed to obvious explanations. The more expensive a service is the lesser the beneficiaries serviced. Generally, legal representation (1.9%) is more expensive than capacity building (6.3%) and out-of-courts legal services (7.2%). Another reason is that there are limited in-house human resources like permanent lawyers and legal officers at these legal aid providers' respective offices.

This section also examines performance of LAF members per each service.

1.1. Legal assistance out-of-court

The 24 organizations served a total number of 18,536 people who were provided with out-of-court legal aid services, verbal or written. They include legal advice, orientation, mediation, drafting of court submissions and other documents, and others.



Legal aid to teen mothers (CLADHO)

1.2. Legal representation

LAF members were able to assist **4,948** cases before courts of law this year. The service provision required a presence of lawyers. Thirteen (13/24) NGOs were able to represent vulnerable persons before courts but eleven (11/24) NGOs did not provide any legal representation. (INALAS, RCN, ADL, HRFR, COPORWA, TiR, MPEDH, ULK Legal Aid Clinic, SJI, ADEPE, NPA, UR-CLAM).

This is linked with limited human resource capacity for some organizations which did not work with any lawyer this year (7 of them). However, four organizations did not assist any person before courts but had at least one lawyer (HRFR, ULK Legal Aid Clinic, ADEPE, TiR) and this might have been caused by other reasons.

The 14 organizations provided legal representation services.

The performance of RBA was higher than the rest of the organization (88.6% of all cases) and this resulted from lawyers mandated with pro-bono services as RBA worked with 72 lawyers this year. Unaffordable cost of lawyers constitutes the main reason for most organizations not service big numbers of person.

1.3. Legal Education/awareness

Almost all the LAF member organizations were involved in legal education and awareness activities that targeted local community members this year. As indicated in the table below, a total number of **218,901** people were reached by 23 NGOs.

Legal education is the component of legal aid in which almost all organizations were involved. Only one of them did not conduct any awareness activity. The performance was generally high as awareness reached 218, 901 with 51% of them being women. Among the best in this area of service, some organizations deserve consideration including HAGURUKA, ARPCDH, AJPRODHO, TiR, LIPRODHOR, CESTRAR and KANYARWANDA that reached more people (between 16,000 and 38,000).

Legal education is critical as it is the basis for preventing citizens' potential conflicts and permits resolution of arising issues at the local level. This is one of the reasons why most of NGOs invested in legal education. Another reason is that awareness raising activities required relatively fewer resources than legal assistance, capacity building, etc. when compared to number of people served.



SURF Rwanda during the launch of their Legal and counseling help line project



Awareness-raising activities on child rights in schools conducted by CLADHO



Legal education on prevention of child labour and teen pregnancy for workers on Bugesera – Nyanza road construction works by CESTRAR

1.4. Capacity building

Capacity building sessions were conducted by LAF members to improve capacities and service delivery of they staff, valunteers and partners. A good number of NGOs (18/24) carried out trainings and 6 did not conduct any (UR-CLAM, MPEDH, COPORWA, RBA, INALAS, KANYARWANDA). The following bar chart shows more on training participants per organization and gender.

In total 16,361 people benefited from training sessions this year. More women were reached (54.9%) than men (45.1%) according to the chart above. The network of Lawyers of Hope trained more people (6,518) representing 39.7% as their participants included detainees/prisoners easily gathered in detention facilities. The

HRFR, ADEPE, HAGURUKA and CLADHO also trained a significant number of people in 2019.

Training sessions focused on legal related topics/themes such as rights of people with disability (ADEPE); accounting and project management (ARPCDH); prisoners' rights (LoH); GBV legal framework, a training on GBV service delivery, referral mechanisms and procedures delivered to district authorities and local representatives (by HAGURUKA), Law No 22/2018 of 29/04/2018 relating to the civil, commercial, labor and administrative (TiR); Law on the mining and quarry (by MPEDH), Technique and method of Legal Aid provision (by HRFR).



Capacity building of member organizations of CLADHO on child rights (by CLADHO)



Meeting of lawyers and social workers (CLADHO)

2. LAF members' Human resource capacity to provide legal aid

In order to assess capacities of Legal Aid Providers within our network to provide legal aid, this report suggests itself to examine/look at the number of lawyers (in-house, retainer or pro-bono) and other human resources that are key to successfully perform in this field.

Some NGOs are visibly well settled and consequently able to hire relevant staff and others are relatively weak as indicated in the table below:

Available Legal Aid human resources working with LAF members

Organization	In house lawyer	Retainer lawyers	Pro bono lawyers	Legal officers (with a degree in law)	Paralegals
KANYARWANDA	0	2	0	1	0
LIPRODHOR	0	0	0	4	42
INALAS	0	0	0	0	1
RCN	0	0	0	6	54
ADL	0	0	0	0	4
RBA	0	0	72	2	1
HRFR	1	1	2	0	400
COPORWA	0	0	0	1	0
AVEGA AGAHOZO	0	0	0	1	150
TiR	1	1	0	9	472
MPEDH	0	0	0	0	7
HAGURUKA	4	4	0	10	416
LoH	0	0	6	2	168
ULK LEGAL CLINIC	1	1	1	0	0
SJI	0	0	0	2	0
ARPCDH	0	0	0	7	3
ADEPE	0	0	3	2	40
NPA	0	0	0	0	0
UR(CLAM)	0	0	0	0	0
CESTRAR	4	4	0	1	0
GLIHD	0	0	0	4	0
CLADHO	2	2	0	3	4
SURF	1	1	0	1	2
AJPRODHO	2	2	0	2	10
Total	16	18	84	58	1,774

Source: Primary source

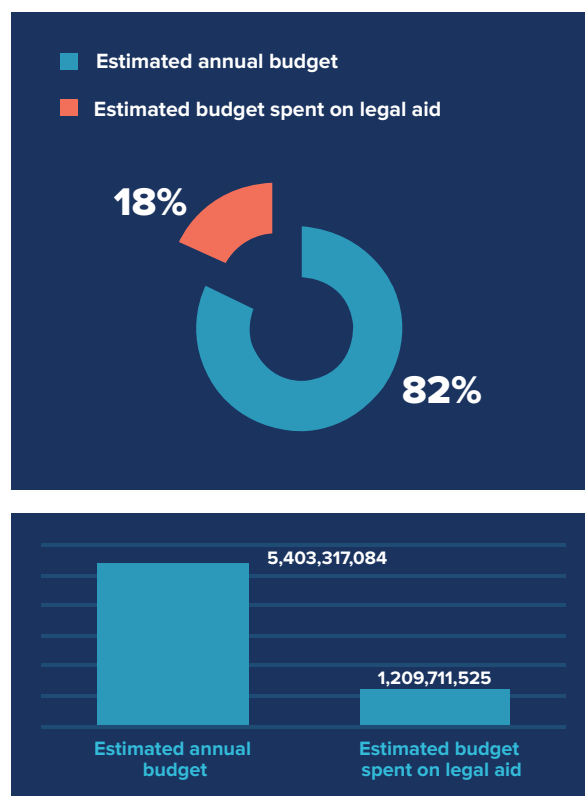
According to Table above, only 8 NGOs have in-house lawyers, 9 NGOs have retainer lawyers, and the average number of lawyers per Legal Aid Providers is less than one. This is due to the high cost of having an in-house lawyer and to the priorities or mandates of respective organizations. Pro-bono lawyers are 84 and they mostly request by the RBA (72) and three other organizations. Also, 58 legal officers spread in 17 organizations while 7 have none. And a total of 1,774 paralegals working under 16 organizations with the majority of them working with TiR, HAGURUKA, LoH, AVEGA (with at least 150 each). And 8 NGOs did not report any paralegal.

The capacity to provide legal aid is still relatively low as several Legal Aid Providers do not work with any lawyer (12/24) and others have no personnel with a law degree/legal officer (7/24). However, the capacity to provide legal aid for 9/24 NGOs can be judged as medium or high as there is at least a lawyer and a legal officer; there are namely AJPRODHO, SURF, CESTRAR, LoH, HAGURUKA, TiR, RBA, HRFR and KANYARWANDA.

3. Legal aid funding within LAF members

LAF requested information from its members with regard to estimation of expenditures on legal aid for the year 2019. The purpose was to assess the legal aid funding as compared to other activities of those Legal Aid Providers. Some of them hesitated to disclose information on their estimated annual budget and only shared the estimation of expenditures on legal aid. Others seemed not to understand the use of this information [though indicated] and did not share anything at all. Only 14 of them share required information and the rest was ignored. The following figures indicate the average budget and expenditures.

Estimated annual budget vs. expenditures on Legal Aid by LAF members - 2019



Considering the information from the 14 NGOs that shared information for analysis, a total budget of 5,403,317,084 was used as annual budget for the year 2019 and 1,209,711,525 representing 18% of it was used for legal aid. Although this are just estimates and some members might have underestimated their contribution, these figures indicate a trend of legal aid funding among LAF members. The funding of more than 1 billion gives hope that legal aid is being funded to this extent even if the rate is still low. This indicates however that some Legal Aid Providers invest more in other activities under their mandate than that of legal aid provision or the funding environment does not favour this field.

As a conclusion, this report put light on LAF members work portrayed under key components of Legal Aid. Basing on annual achievements of 63% of organizations that are members of the forum (24/38), LAF can be proud of the impact the network is making in local communities. The network has reached a very big number of people especially with regard to awareness raising and provision of relatively simple legal aid services. However, some Legal Aid Providers within the network have made a very limited contribution limiting themselves to one or two legal services and leaving out others. This is partially due to limited financial and human resources capacity to provide legal aid that needs to gradually be improved in the future as we move toward *A Rwanda with equal justice for all*.

4. Summary of achievements of individual LAF members

The purpose of this section is to indicate the work of each member of LAF with regard to legal aid and access to justice. It is also important for the audience to learn about the mandate of our members as well as their physical and electronic addresses. Achievements with regard to legal education, legal assistance, capacity building and others relevant services of each members are also shown one after the other.

Kanyarwanda organization

Address:
Gasabo, Kigali
www.kanyarwanda.org.rw

Kanyarwanda was established in 1991 with a mandate to “To promote and defend human rights.

As one of the Legal Aid Providers in Rwanda and LAF member, this NGO provided legal services to its beneficiaries as summarized below.

Category of legal aid	Number of beneficiaries		
	Female	Male	Total
Legal education/awareness raising	8,094	8,285	16,379
Legal assistance (out-of-court)	107	59	166
Legal representation	30	-	30
Total	8,231	8,344	16,575



Ligue rwandaise pour la promotion et la défense des droits de l'homme (LIPRODHOR)

Address:

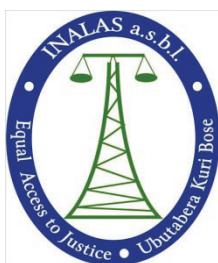
PO Box 1892 Kigali

www.liprodhor.org

LIPRODHOR was established in 1991 and has a mandate “To promote and defend human rights”.

As one of the Legal Aid Providers in Rwanda and LAF member, this NGO provided legal services to its beneficiaries as summarized below.

Category of legal aid	Number of beneficiaries		
	Female	Male	Total
Legal education/awareness raising	9,373	9,144	18,517
Legal assistance (out-of-court)	44	91	135
Legal representation	-	16	16
Capacity building	42	46	88
Total	9,459	9,297	18,756



INARA LEGAL AID SERVICE (INALAS)

INARA Legal Aid Service – INALAS a.s.b.l. was established in 2009 with a mandate “To contribute to the building of a state based on the Rule of Law by promoting equal access to justice”.

As one of the Legal Aid Providers in Rwanda and LAF member, this NGO provided legal services to its beneficiaries as summarized below.

Category of legal aid	Number of beneficiaries		
	Female	Male	Total
Legal education/awareness raising	0	0	0
Legal assistance (out-of-court)	18	3	21
Legal representation	0	0	0
Total	18	3	21



Rcn justice & démocratie

Address:
PO Box 5280 Kigali

RCN Justice & Démocratie was established in 1994.

Actions include the promotion of human values such as justice through support to courts and litigants and training of judicial actors. The association promotes the rights of victims of crimes against humanity, fights against impunity and for the implementation of memory for these crimes.

As one of the Legal Aid Providers in Rwanda and LAF member, this NGO provided legal services to its beneficiaries as summarized below.

Category of legal aid	Number of beneficiaries		
	Female	Male	Total
Legal education/awareness raising	26	20	46
Legal assistance (out-of-court)	212	104	316
Legal representation	-	-	-
Capacity building	240	137	377
Total	478	261	739

Association rwandaise pour la défense des droits de la personne et des libertés publiques (ADL)

Address:
PO Box 1932 Kigali
adlrwanda1991@gmail.com

ADL was established in 1991 with the mandate to “*Contribute to the defence and promotion of human rights*”. As one of the Legal Aid Providers in Rwanda and LAF member, this NGO provided legal services to its beneficiaries as summarized below:

Category of legal aid	Number of beneficiaries		
	Female	Male	Total
Legal education/awareness raising	20	10	30
Legal assistance (out-of-court)	10	6	16
Legal representation	0	0	0
Capacity building	1	3	4
Total	31	19	50



Rwanda bar association (RBA)

Address:
PO Box 3762 Kigali
www.rwandabar.org.rw

Rwanda Bar Association was established in 1996 with the mandate “to promote and protect the interest of legal profession and the public through the proper administration of justice”.

As one of the Legal Aid Providers in Rwanda and LAF member, this NGO provided legal services to its beneficiaries as summarized below.

Category of legal aid	Number of beneficiaries		
	Female	Male	Total
Legal education/awareness raising	8,000	6,000	14,000
Legal assistance (out-of-court)	278	209	487
Legal representation	949	3,434	4,383
Total	9,227	9,643	18,870



Human rights first rwanda association (HRFR)

HRFR Association was established in 2005 with the mandate to “Empower and promote Human Rights in Rwanda for vulnerable members of the community and advocate for good governance and rule of law”.

As one of the Legal Aid Providers in Rwanda and LAF member, this NGO provided legal services to its beneficiaries as summarized below:

Category of legal aid	Number of beneficiaries		
	Female	Male	Total
Legal education/awareness raising	74	63	137
Legal assistance (out-of-court)	85	19	104
Legal representation	4	1	5
Capacity building	1,302	1,304	2,606
Total	1,465	1,387	2,852

Communauté des Potiers du Rwanda(COPORWA).

Address:
PO Box 3809 Kigali
coporwa@yahoo.fr

COPORWA was established in 1995 with the mandate of “promotion and defence of civil, political, cultural, social and economic rights of the potters’ community in Rwanda for their full socio-economic integration”.

As one of the Legal Aid Providers in Rwanda and LAF member, this NGO provided legal services to its beneficiaries as summarized below:

Category of legal aid	Number of beneficiaries		
	Female	Male	Total
Legal education/awareness raising	235	213	448
Legal assistance (out-of-court)	31	21	52
Legal representation	0	0	0
Capacity building	0	0	0
Total	266	234	500



Association of Genocide Widows (AVEGA)

Address:
PO Box 1535 Kigali
www.avegaagahozo.org

AVEGA was established in 1995 with the mandate “To work for progress, empowerment and reintegration of genocide widows into Rwandan society.

As one of the Legal Aid Providers in Rwanda and LAF member, this NGO provided legal services to its beneficiaries as summarized below:

Category of legal aid	Number of beneficiaries		
	Female	Male	Total
Legal education/awareness raising	2,312	2,013	4,325
Legal assistance (out-of-court)	661	19	680
Legal representation	14	2	16
Capacity building	77	73	150
Total	3,064	2,107	5,171



**TRANSPARENCY
INTERNATIONAL
RWANDA**



**Transparency International
Rwanda (TiR)**

Address:

info@tirwanda.org

TiR was established in 2011 and has the mandate “Promoting Access to Justice and Human Rights. As one of the Legal Aid Providers in Rwanda and LAF member, this NGO provided legal services to its beneficiaries as summarized below:

Category of legal aid	Number of beneficiaries		
	Female	Male	Total
Legal education/awareness raising	15,426	9,863	25,289
Legal assistance (out-of-court)	631	3,392	4,023
Legal representation	-	-	-
Capacity building	229	253	482
Total	16,286	13,508	29,794
Number of researches conducted	1		

Mouvement des Peuples pour l’Education aux Droits Humains au Rwanda (MPEDH)

Address:

Musha, Rwamagana
Eastern province)

mpedh.rwanda@gmail.com

MPEDH was established in 2009 with the mandate to “Promote local development and good governance through Human Rights education of the population”. As one of the Legal Aid Providers in Rwanda and LAF member, this NGO provided legal services to its beneficiaries as summarized below:

Category of legal aid	Number of beneficiaries		
	Female	Male	Total
Legal education/awareness raising	150	300	450
Legal assistance (out-of-court)	23	9	31
Legal representation	0	0	0
Capacity building	0	0	0
Total	173	309	481

Université Libre de Kigali (ULK) Legal Clinic

Address:
PO Box 2280 Kigali
www.ulk-kigali.net

ULK Legal Clinic was established in 1996 with the mandate to “provide people with training which may enable them to become actors and organisers of a complete development of our nation”.

As one of the Legal Aid Providers in Rwanda and LAF member, this NGO provided legal services to its beneficiaries as summarized below:

Category of legal aid	Number of beneficiaries		
	Female	Male	Total
Legal education/awareness raising	75	97	172
Legal assistance (out-of-court)	111	25	136
Legal representation	0	0	0
Capacity building	1	2	3
Total	187	124	311



Haguruka NGO

Address:
PO Box 3030 Kigali
www.haguruka.org.rw

HAGURUKA NGO was established in 1991 with the mandate of “The promotion and protection of women and children’s rights using international and national legal frameworks and policies”.

As one of the Legal Aid Providers in Rwanda and LAF member, this NGO provided legal services to its beneficiaries as summarized below:

Category of legal aid	Number of beneficiaries		
	Female	Male	Total
Legal education/awareness raising	1,555	1,362	2,917
Legal assistance (out-of-court)	1,918	631	2,549
Legal representation	192	12	204
Capacity building	914	536	1,450
Total	4,579	2,541	7,120



Haguruka public awareness campaigns on SGBV law



Haguruka's staff providing legal assistance



Network of Lawyers of Hope in Rwanda (L.o.H)

PO Box 6064 Kigali

www.nloh.org

Established in 2006 Motivate law students and lawyers to give their time and skills so that vulnerable people in communities can access justice. Defend the cause of the poor and needy

As one of the Legal Aid Providers in Rwanda and LAF member, this NGO provided legal services to its beneficiaries as summarized below:

Category of legal aid	Number of beneficiaries		
	Female	Male	Total
Legal education/awareness raising	4,567	3,145	7,712
Legal assistance (out-of-court)	32	10	42
Legal representation	41	152	193
Capacity building	3,938	2,580	6,518
Total	8,578	5,887	14,465
Number of researches conducted		1	



Public awareness raising event by LoH

Social Justice Initiative (SJI)

Address:
Socialjustice.sji@gmail.com

SJI was established in 2010 with the mandate to “offer access to justice for the vulnerable of the community”. As one of the Legal Aid Providers in Rwanda and LAF member, this NGO provided legal services to its beneficiaries as summarized below:

Category of legal aid	Number of beneficiaries		
	Female	Male	Total
Legal education/awareness raising	153	110	263
Legal assistance (out-of-court)	101	24	125
Legal representation	0	0	0
Capacity building	1	1	2
Total	255	135	390

Association Rwandaise pour la Promotion et la Connaissance des Droits de l’Homme (ARPCDH)

Address:
 Rubavu district
 Western Province
arpcdh.rubavu@yahoo.fr

Established in 2009 Promote awareness of international Human Rights, treaties and conventions

As one of the Legal Aid Providers in Rwanda and LAF member, this NGO provided legal services to its beneficiaries as summarized below:

Category of legal aid	Number of beneficiaries		
	Female	Male	Total
Legal education/awareness raising	14,210	22,815	37,025
Legal assistance (out-of-court)	161	57	218
Legal representation	5	7	12
Capacity building	478	332	810
Total	14,854	23,211	38,065



Action pour le Développement du Peuple (ADEPE)

Address:
Rubavu district
Western Province

PO Box 164 Gisenye
www.adepe-rw.org

ADEPE was established in 2002 with the mandate to “Contribute to the defence and promotion of human rights”. As one of the Legal Aid Providers in Rwanda and LAF member, this NGO provided legal services to its beneficiaries as summarized below:

Category of legal aid	Number of beneficiaries		
	Female	Male	Total
Legal education/awareness raising	849	458	1,307
Legal assistance (out-of-court)	114	68	182
Legal representation	-	-	-
Capacity building	463	858	1,321
Total	1,426	1,384	2,810

University of Rwanda Center for Legal Aid and Mediation (UR-CLAM)

Address:
Huye district
Southern Province
PO Box 117 Butare

UR-CLAM was established in 2001 with the mandate “ To provide quality legal aid training to legal aid students and provide access to justice to vulnerable people in the neighbourhood”. As one of the Legal Aid Providers in Rwanda and LAF member, this NGO provided legal services to its beneficiaries as summarized below:

Category of legal aid	Number of beneficiaries		
	Female	Male	Total
Legal education/awareness raising	2,122	2,122	4,244
Legal assistance (out-of-court)	15	-	15
Legal representation	-	-	-
Capacity building	-	-	-
Total	2,137	2,122	4,254



Norwegian People's Aid

Norwegian People's Aid (NPA)

Address:
PO Box 2966 Kigali
www.npaid.org

Established in 1996, NPA is guided by the values of national and international solidarity, human dignity, freedom and equality. Human dignity implies equal rights for all – irrespective of gender, race, religion, age or social status.

As one of the supporters of Legal Aid Providers in Rwanda and LAF member, this NGO provided legal services to its beneficiaries as summarized below:

Category of legal aid	Number of beneficiaries		
	Female	Male	Total
Legal education/awareness raising	1,555	1,362	2,917
Legal assistance (out-of-court)	2,512	2,350	4,862
Legal representation	-	-	-
Capacity building	42	90	132
Total	4,109	3,802	7,911



Legal aid mobile clinic in Ngororero district by NPA & Tubibe amahoro



Centrale des Syndicats des Travailleurs du Rwanda (CESTRAR)

Address:
PO Box 1645 Kigali
www.cestrar.net

Established in 1985 with a mandate “To build solid union organisations so they can work on their own and are strongly committed to represent and claim the rights of workers”. As one of the supporters of Legal Aid Providers in Rwanda and LAF member, this NGO provided legal services to its beneficiaries as summarized below:

Category of legal aid	Number of beneficiaries		
	Female	Male	Total
Legal education/awareness raising	6,754	10,117	16,871
Legal assistance (out-of-court)	230	211	441
Legal representation	8	11	19
Capacity building	270	483	753
Total	7,262	10,822	18,084



Great Lakes Initiative for Human Rights and Development (GLIHD)

Address:
Nyarugenge, KN 62 ST,
Circle Sportif-Nyamirambo Road,
www.glihdrwanda.org

Established in 2014, GLIHD is a human rights-based non-governmental organization whose mission is to contribute towards respect, promotion and fulfilment of the rights of individuals and groups through human rights monitoring and advocacy of both national and international human rights normative frameworks in Rwanda and the Great Lakes Region.

As one of the supporters of Legal Aid Providers in Rwanda and LAF member, this NGO provided legal services to its beneficiaries as summarized below:

Category of legal aid	Number of beneficiaries		
	Female	Male	Total
Legal education/awareness raising	110	90	200
Legal assistance (out-of-court)	52	5	57
Legal representation	2	3	5
Capacity building	19	21	40
Total	183	119	302



Collectif des Ligues et Associations des Droits de l'Homme (CLADHO)

Address:
PO Box 3060 Kigali
cladho@rwanda1.com

CLADHO was established in 1994 with the mandate of protection, defence and promotion of Human Rights. As one of the supporters of Legal Aid Providers in Rwanda and LAF member, this NGO provided legal services to its beneficiaries as summarized below:

Category of legal aid	Number of beneficiaries		
	Female	Male	Total
Legal education/awareness raising	800	980	1,780
Legal assistance (out-of-court)	18	52	70
Legal representation	-	-	-
Capacity building	841	444	1,285
Total	1,659	1,476	3,135



Survivors Fund

Address:
PO Box 1942 Kigali
www.survivors-fund.org.uk

Established in 1997, SURF is an international organisation that supports survivors of genocide to build their life in socio-economic and justice area.

As one of the supporters of Legal Aid Providers in Rwanda and LAF member, this NGO provided legal services to its beneficiaries as summarized below:

Category of legal aid	Number of beneficiaries		
	Female	Male	Total
Legal education/awareness raising	1,180	915	2,095
Legal assistance (out-of-court)	499	232	731
Legal representation	10	13	23
Capacity building	7	46	53
Total	1,696	1,206	2,902



Youth Association for Human Rights Promotion and Development (AJPRODHO-JIJUKIRWA)

Address:
PO Box 6811 Kigali
www.ajprodhojijukirwa.org

AJPRODHO was established in 1996 with the mandate to “empower the youth for respect of Human Rights and advocate for socio-economic betterment”. As one of the supporters of Legal Aid Providers in Rwanda and LAF member, this NGO provided legal services to its beneficiaries as summarized below:

Category of legal aid	Number of beneficiaries		
	Female	Male	Total
Legal education/awareness raising	13,579	123,085	136,664
Legal assistance (out-of-court)	648	197	845
Legal representation	18	-	18
Capacity building	119	150	269
Total	14,364	123,432	137,796



Mobile clinic in Gatsibo district by AJPRODHO 2019

AJPRODHO Paralegals operating in Gatsibo, Kabarore and Nyagihanga sectors during legal awareness on laws.

PARTNERS OF LAF

The implementation of the above activities called a number of government institutions and national & international non-governmental institutions: **MINIJUST, One UN, PLAN International, Netherlands Embassy – Rwanda, Embassy of Belgium – Rwanda, European Union, UNHCR, Swiss Cooperation and GIZ.** The contribution of these agencies in the implementation deserve to be credited and had there been no support and coordination with the above mention our success would be impossible.



THE BELGIAN
DEVELOPMENT COOPERATION

