



TRANSPARENCY
INTERNATIONAL
RWANDA



ALAC/AJIC IMPACT

ASSESSMENT REPORT
2018



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Norwegian People's Aid

ALAC/AJIC IMPACT
ASSESSMENT REPORT
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1. Background

ALAC is a project that has been initiated by Transparency International in 2003 with the aim of informing citizens about their legal rights and enabling citizens to take action in cases where they are victims or witnesses of corruption. ALAC project in Rwanda started in 2009 by TI-Rw and currently 6 centers are operational in Gasabo, Huye, Kayanza, Musanze, Rubavu and Rusizi districts.

Through PPIMA¹ project, TI-RW established partnership with other local organizations² that are running four centers providing similar services as ALACs', the Anticorruption, Justice and Information Centers (AJICs). These centers also receive victims of corruption and injustice and provide legal aid or advocate for them towards concerned public institutions. These include AJICs GATSIBO, GAKENKE, NGORORERO and NYARUGURU.

Since 2009 victims of corruption and related offenses have been seeking for advocacy or legal assistance via available centers, volunteers, outreach and legal mobile clinics activities. Most of those requests were successfully closed and complainants were satisfied accordingly. Engagement with local governments to mitigate and solve issues from citizens and scaling up successful concepts to the national level has been success factors and lead to a wide acceptance of ALACs and AJICs. Most important, a step towards better well-being of citizens has been made through ALACs and AJICs, in a small but tangible way.

Among the mechanisms that are in place to access to legal aid services, TI-RW has set up a toll free telephone line and text message/internet based application where citizens can call or send messages for free. This approach helps citizens who live in remote areas and thus cannot easily access ALACs and AJICs to get the services needed.

As corruption often happens away from the public eye and behind closed doors, it is difficult to find evidence of corrupt behavior. TI-Rw has developed this project with the aim to engage the general public in fighting corruption. Consulting an ALAC or AJIC is a step prior to the submission of a complaint to the government authorities, only the latter one has the mandate to investigate and prosecute. Therefore, an ALAC or AJIC helps clients to develop and articulate their complaints, and on their request, the ALAC or AJIC submits their complaints with relevant institutions. ALACs/AJICs help to ensure that government institutions receive more detailed and elaborated complaints, making their investigation work easier. In this respect, TI-RW approached relevant government institutions such as the Office of the Ombudsman, the Office of the Prosecutor General and the National Police, to develop working relationships to jointly fight against corruption. These institutions appreciate TI-RW initiative and expressed their readiness to work hand in hand with him through ALACs in the fight against corruption. Through PPIMA project, with the support of an external consultant, TI-RW undertakes every year ALACs/AJICs impact assessment to monitor the achievements or challenges encountered while providing legal aid and, from the feedback of the project beneficiaries, review the way used to provide legal aid and advocacy for the victims or witnesses of corruption or related bad service delivery to citizens.

2. Objectives

The ALAC/AJIC 2017 impact assessment strived to explore:

1. Clients satisfaction with the customer care rendered by ALACs/AJICs staff,
2. Clients Satisfaction with legal aid provided in ALACs/AJICs,
3. Clients satisfaction with ALACs/AJICs advocacy activities,
4. Reactions of clients following the service rendered,
5. Clients recommendations on how to improve the legal aid provided by ALACs/AJICs.

3. Methodology

3.1. Method and Approach

As in the previous year, a qualitative approach was used in the ALAC/AJIC impact assessment. TI-RW chose to use qualitative approach in carrying out this impact evaluation to assess ALAC/AJICs contribution in the fight against corruption in Rwanda. This approach has an advantage of providing substantial evidence or testimonies from clients and partners that would allow decisions to be made about how to work for better quality service delivery and how the ALAC/AJICs effort in preventing and fighting corruption contribute to the desired outcomes of the PPIMA program.

3.2. Scope of the study

The study was conducted in 5 ALACs (Musanze, Rubavu, Kayonza, Huye, Rusizi) and 4 AJICs (Gatsibo, Ngororero, Gakenke and Nyaruguru). The qualitative method was conducted through Focus Group Discussions (FGD) and in-depth interviews to assess the impact of ALACs and AJICs. This allows capturing personal feelings and success stories from the beneficiaries toward the service rendered to them.

The target respondents include the citizens who visited the centers in the last 12 months to seek for legal advice or advocacy. Moreover, key informant interviews were conducted with local leaders, “Maison d’Access à la Justice” (MAJ), judges, executive secretaries of sectors to assess the extent of partnership between TI-Rw (through ALACs/AJICs) and partners in the fight against corruption.

3.2. Data Collection

Only clients who visited ALACs/AJICs were eligible for responding to the questions elaborated for this assessment. The selection of respondent was purposive using the list made available by ALACs/AJICs and according to the complaints lodged to ALAC/AJIC offices. The instruments used included interviews with key informants, FGD which were recorded as to keep the entirety of information collected and to use them for the documentary film production. The key informants

were also purposively selected based on their knowledge and position held in their respective working areas to gather their views in the area of service delivery in terms of advocacy or legal aid for injustice faced by citizens in their respective districts.

In each FGD, 8 participants were present, both male and female. FGDs and interviews were facilitated by the researchers (consultant and note taker) who have outstanding experience in conducting qualitative studies. Overall, the information collected was connected to know how customers value the services provided by ALACs and AJICs, to explore how the advice and legal aid rendered by the ALAC/ AJIC projects to clients are satisfactory as far as the categories of complaints are concerned including corruption, jurisdictional issues, land disputes, family conflicts, problems related to execution of judgment, etc.

3.3. Sampling

While the number of FGDs was based on the number of ALACs and AJICs (10 in total), the saturation principle was applied to determine the number of interviews. In this regard, 25 key informant interviews were conducted with anti-corruption stakeholders in the concerned districts as shown in the table below.

Table 1 Distribution of Respondents by District, Sex and Category in ALAC/AJIC Center

No	Centre	FGDs		Number of Partners	Interviews with Partners Category of Partners	Dat
		Male	Female			
1	AJIC/Gatsibo	3	4	3	Good governance , MAJ, Para-Legal, RIB	31-10-2018
2	ALAC/Musanze	4	3	5	Executive secretary of sector, MAJ, Good governance, RIB and CCC	01-11-2018
3	ALAC/Rubavu	4	3	3	RIB, MAJ and Executive secretary of sector	02-11-2018
4	ALAC/Huye	3	5	3	MAJ, RIB and Good governance.	13-11-2018
5	AJIC/Nyaruguru	3	5	2	MAJ and Good governance	14-11-2018
6	ALAC/Rusizi	4	1	3	Good governance, MAJ and Executive secretary of sector.	15-11-2018
7	AJIC/Gakenke	1	4	2	2 MAJ	20-11-2018
8	AJIC/Ngororero	3	5	2	MAJ, Civil Status representing Good governance.	12-11-2018
9	ALAC/Kayanza	3	3	2	RIB and Good governance.	30-10-2018
	Total	28	33	25		

3.4. Data analysis

The qualitative data were analyzed by grouping the content of information collected from FGD and interviews. These data were analyzed in accordance with key themes of the study as indicated above. The content analysis methods helped to complement, understand and triangulate information collected from the interviews and focus group discussions. This was essential to ensure that all areas of interest were covered.

4. Presentation of findings

4.1. Awareness of ALACs and AJICs

In the framework of preventing and combating corruption, Transparency International Rwanda in collaboration with AJICs, organize regular anti-corruption education campaigns of the public. This is an integral part of raising awareness of the public to promote and facilitate the culture of reporting corrupt practices and related offenses. This is often done through Radio and TV programs as well as other outreach activities.

Moreover, various channels to get information on ALACs/AJICs are used by clients, including their counterpart or relatives whose cases were brought to these offices in the past. Additionally, Citizens Concerned Committees (CCCs) and paralegals respectively from ALACs and AJICs play an important role in sending complainants to these offices to handle their grievances. A good reputation of TI-Rw also helps to spread the information of ALACS via word-to-mouth. The following testimonies about the medium of contact with ALAC/AJICs were given by clients during the FGDs.

During our Focus Group Discussions, one of the participants from HUYE District said: *“One Friday, when I was listening to KT radio, I intercepted an emission by Mme INGABIRE Marie Immaculee the Chairperson of TI Rw, and after listening to that emission, I wrote her a SMS and she called me. I explained her my problem and she directed me at TI Rw Huye branch.”*

Another client from Kayonza district said: *“I was really confused with the closure of the doors of my work place up to the time I meet someone who told me that there is an organization called **Transparency International Rwanda** where I could address my injustice and get help. It was that way how I came to Transparency and the staff I found there helped me so much.”*

Another one from Kayonza added again: *“Luckily, someone who was working at World Vision and who was informed about my situation, went to expose my case at TI-RW, who pleaded for me at the Police station and they then handle my case.”*

Another client from NYARUGURU district said: *“When I was seeking advice from a lawyer, he directed me to AJIC and he ensured me that my problem will be solved. I came here and I explained my situation and they guided me through the procedure to follow and I did it. Up to now things are processing well and I hope that the outcome will be positive.”*

Similarly, another participant from NYARUGURU district said: *“I have known AJIC when they come in a meeting at the District. I had a problem of inheritance when in our family my brothers denied me the right to inherit from the properties owned by the family. I came here at AJIC and I got informed about the law regarding to inheritance and they advised me how to complain.”*

The above testimonies are also supported by another client from Nyaruguru District who said: *“I was just passing here and reading AJIC sign post but I was not aware of what they do. I was living in conflict with my husband and people advised me to come here at AJIC to get helped how to proceed for divorce. I came here in that way”*

Again from Nyaruguru District a Client said: *“After being assisted by AJIC, it’s like I became their ambassador. Many people who are coming here are directed by me. I explain them the service that AJIC is offering and the exceptional way they are receiving people.”*

A client in MUSANZE District declared: *“By chance, I met the coordinator of TI Rw here at Musanze and I explained her my situation. She told me to come here at TI Rw for assistance. When I came she called my creditor and when he noticed that it was a call from TI Rw he feared and promised to refund me my money in one week. He really did it and in one week I received my money.”*

Another client from RUBAVU District said: *“I continued to follow the case to the prosecutor's office but one morning I received a phone call from **Transparency International Rwanda**. I did not know them before. It was the cell’s authority who gave this information to Transparency International Rwanda. I came to TI Rw's office to explain the situation to them by showing them the possibility of corruption in this case.”*

In NGORORERO District where AJIC TUBIBE AMAHORO operates, we collected the following testimonies:

“After, I met someone who have been assisted by TUBIBE AMAHORO/AJIC Ngororero and he directed me at a Para-Legal named Dancile who works in MATYAZO Sector, and she told me that, as I went to see the officer in charge of education in the Sector and didn’t assist me, let’s go to see the Sector’s Executive Secretary, he will advise you the way of handling your case”

Another client from NGORORERO District said:

“I knew this place as TUBIBAMAHOHO but I was not informed about what they really do. I have been directed by someone who has been assisted here, when I had a problem with my husband.”

4. 2. Clients appreciation on services delivery (customer care) provided by ALAC/AJIC staff

Customer care is a responsibility for every organization to sustain the relationship between customers and the organization. In line with the argument above, this evaluation seeks to find out whether ALACs/AJICs clients are satisfied with the customer care upon the first contact with their staff. The extent of client’s appreciation was echoed by a number of participants in FGDs in the 10 districts. Some of the testimonies around this satisfaction are outlined below.

“I have been very welcomed. If the big heart that I saw for TI-Rw could extent to other authorities of the country, Rwanda would become a paradise.” Said a client from Kayonza District.

Similarly, a client from Musanze District argued: *“I thank very much TI Rw who gave me the strength to be confident and to act against injustice and now I’m residing in a descent house like others.”*

Another participant in the FGD in Rubavu expressed his satisfaction as follows:

“So far, my case is in the hands of the mediators but I thank very much Transparency International Rwanda who helped me and prevented me from paying bribe because it could be a source of a lot of problems by buying even my rights. Now I hope that my problem will be solved without the risk of losing my documents, without corruption and I am happy with this action because corruption in Nyamyumba cell is raging. Now I became a gateway for TI RW so that every time I notice a problem of injustice, I always refer the concerned to TI RW.”

As regard to customer care in AJICs, a participant in a FGD in Nyaruguru District said:

“I thank very much AJIC and now I have become the ambassador for them. Many people who are coming here are directed by me. I explain them the service that AJIC is offering and the special way they are received.”

Another client from Nyaruguru District said:

“I don’t know how I can thank AJIC because in addition with the assistance they give to us they even spend their money because they even print or photocopy our files for free.”

A client from Huye said:

“I thank very much TI Rw who assisted me and made my voice valuable. When I was doing it alone, it was without any effect which was reflecting a kind of disregard, injustice and lack of consideration, but with intervention of TI Rw they have valued my claim. We wish TI Rw to continue assisting people because there is a lot of injustice that people cannot take out alone.”

A client from Musanze said:

“The coordinator of TI Rw in Musanze called the bailiff and he responded. As I was intending to add him more money to see my case settled they called him to come and pick that additional money but he refused. TI Rw insisted in contacting that bailiff and finally not long ago they have auctioned the plot and the money was paid to me. I thank TI Rw who assisted me and now I’m very satisfied.”

A client from Nyaruguru said:

"I came here at AJIC and I got informed about the law regarding to inheritance and they advised me how to complain. I complained at the cell mediators' level. I won the trial by mediators didn't want to execute the case. I then came back here at AJIC called the leaders of the cell who immediately executed the decision of mediators. AJIC is very helpful. The way they are assisting us is very special."

4.3. Client's satisfaction on legal advice and advocacy provided by ALAC/AJIC staff

Civil matters and land disputes remain the most frequent issues received in ALACs and AJICs (see figure below). This section describe the magnitude of complaints through testimonies from clients who visited ALAC/AJIC to seek advice or legal aid in the last 12 months. Moreover, this section analyses the extent of satisfaction on legal advice provided by ALAC/AJIC.

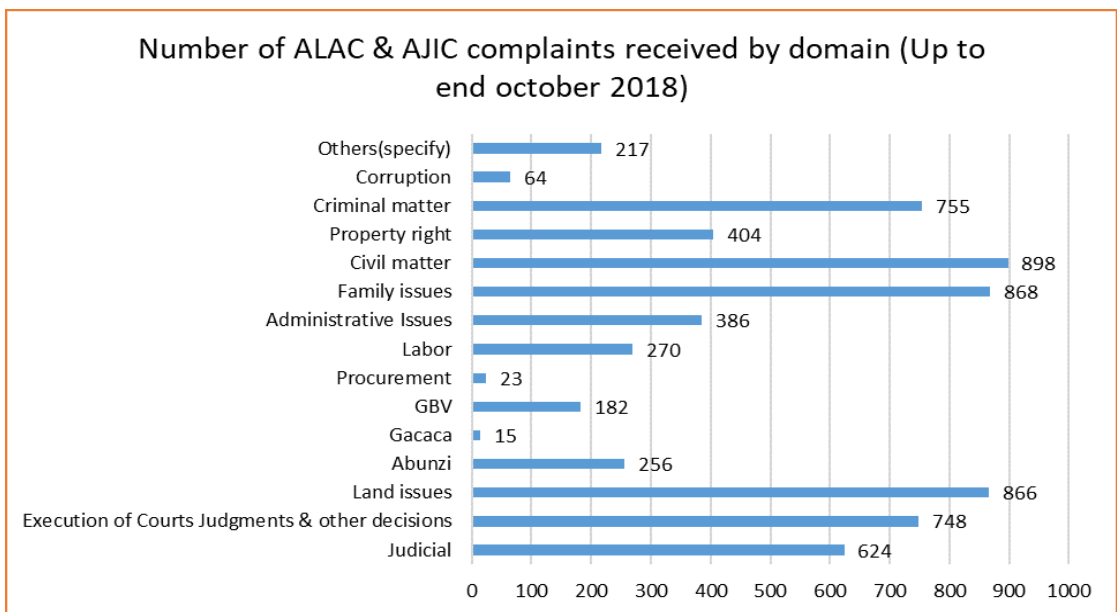


Figure 1 Number of complaints addressed to ALACs/AJICs by type of complaints

Case of family issue (Testimony from a client of Gatsibo District).

"I had a problem of cohabitation with my husband because we were living in endless conflict since 2003. In 2006, he brought another woman and they lived together. In 2007, he took another woman with whom he had a child and he sent her away in 2009. Up to now, I have together 4 children with my husband and he has other 4 children from different women. He told me he did not love me anymore and he started to beat me. He decided to live in a separate room and he shifted in another room with his concubine. He told me that he will never become my husband. I spent fifteen years in that situation but realized that I have to leave away from my husband residence. I have submitted my case to the local administration, but my husband defended himself saying that he never sent me away and that I should come back. The local leaders told me to come back to my husband home and I did it. But unfortunately the

situation didn't change because we continued to live in separate rooms and when I cooked, he refused to eat the meal I prepared.

On 31/12/2016 I decided to leave the house of my husband and I left with 4 children (one of 13 years, another of 11 years, another one of 4 years and the last of 3 years old. I lived with them but they spent a whole year without studying. I had a hard time renting a house. After, I went to the cell to complain against my husband and he said that he did not send me away and that I could come back. I lost the trial and the cell executive secretary ordered me to return to my husband house with the children and I did it. Unfortunately, the situation has not changed and I came to seek assistance from AJIC who advised me to go to make my complaint in the sense of claiming the right to property that we had together with my husband. In the cell, the husband asked for forgiveness but when we arrived home, he told me that during the day he will dress in the skin of the sheep and in the evening he will become like a wolf. He told me that I was there only because of the children we had together. As he continued to bring other women he told me that I was a servant who will die cooking only for my children. Finally, he told me that he did not want me anymore and he said he wanted the kids to struggle with me. One night, he organized an attack on me and when I was able to escape, I finally left his house and from that time, I have just spent two years renting a house.

The advice I got here was to change the complaint and I am back for more advice but the life is too hard for me.”

Family issue (A client from Kayonza District testified) .

“TI-Rw helped me to solve problems I had with my spouse, who left me for about 3 years. I have requested mediation from all our two families but in vain. I submitted the problem at the cell but they didn't happen to convince her to come back. Some people advised me to complain at the court and ask for divorce but I thought it was not wise because that would affect the wellbeing of our two children that we had together. After, someone advised me to go and submit my case to **Transparency International Rwanda** who surely helped me. When I explained the situation to the Coordinator of TI-RW, she advised me to try a last approach to see if it will work. She told me to be absent from our property and simulate abandoning the home place to see the reaction of my wife. I then decided to run away from my property and authorizing some people to look after my property and went to live at Rusizi to see if my wife would come back to our property to explode it. After sometimes I learned that on 17th, April, 218, my wife came back, helped by the authorities of the cell to dismiss the people I had left in our property. I then came back, passing by our families and the local authorities for a new mediation with my wife and things went well. Now I'm with my wife, and our two children and I thank very much the coordinator of TI- Rwanda for the advice that helped me to retrieve the truthfulness of my family”.

Case of unlawful imprisonment (A client from Kayonza District testified)

“I got a serious problem with a policeman who was a tenant in the same plot where I was renting a house. One day he came and found me washing my clothes. Some of my clothes were already at a drying rope and he removed them while I have been the first to put them there.

When I asked him why he did that he come to me and gave me a big kick. I run away and went to hide in my room and closed the door. He cried against me outside telling me that if I have never seen him with Police Uniform, I will know him today. I then alerted the Police at the toll free number 112. Unfortunately, he was working at the police station where I was hoping to receive help. When they arrived at the place where I was locked, they found the Policeman and because he was their colleague, they took me as the offender and went to imprison me without anyone knowing it, while I was innocent. Arrived at the prison, I then thought that I was only waiting for the intervention of God, who could make me get out this prison. Luckily, someone who worked at World Vision who was informed about my situation, went to expose my case at TI-RW, who pleaded for me at the Police station and they then released me by telling me: "Never jock with a policeman, you don't know what a policeman is." I don't see how I can express my gratitude to TI-Rw who assisted me in such situation".

Unlawful imprisonment case no2 (Testimony from a Client in Rubavu District)

"In September 2017, my child was kidnapped and I could not know where he was imprisoned. I went and asked in all the prisons but I could not find him. I came here at TI Rw and was well received in the office. After listening to my case, the Coordinator of ALAC Rubavu started to call at the Police Station at the Sector but they said that they don't have any information about that child. He after called the Commandant of the Army and I explained him that my child has been kidnapped and that he is 30 years old. They asked me my phone number and promised me that they will call me. The coordinator went also at the Police Station at the District and the commandant of the Police told me that he will call me. The District called the IWAWA Rehabilitation Center and they confirmed that my son was there and that they will release him on 11th, September, 2018. On that date, the Coordinator of ALAC Rubavu called me to ask if my son was released but I said no. It was on 15th, September, 2018 that they have released my son. They called me to go and pick him and I thank very much TI Rw for having assisted me."

Case of unlawful imprisonment (A client from Huye District testifies)

"In December 2017, my nephew came to visit me here in Huye and when he was home, the police caught him and went to prison him with the accusation of not detaining the Identification card. They took him from police station to MBAZI prison and when I asked why they have imprisoned a teenager, they responded that they have caught him in street children. I went to visit him and promised him that I was following up the situation to get him released. I tried to explain the police that the child was still minor and had a known address but they refused to hear me. One Friday, when I was listening to KT radio, I intercepted an emission by Mrs. INGABIRE Marie Immaculee the Chairperson of TI Rw, and after listening to that emission, I wrote her a SMS and she called me. I explained her how my nephew, a minor was imprisoned and she directed me at TI Rw Huye branch.

Here at TI Rw Huye branch, I came and explained the situation. The coordinator of TI Rw called the DPC of the District and explained the situation. The DPC said that he was not informed about the situation and that they normally catch the delinquents without a known physical address and if they have found him at home they have to release him. It was 10 AM and the DPC told me to go and see him at his office at 11 AM. I went there and I explained the situation. He directly called the Director of MBAZI transit center and he told him that he is sending me to pick the child who was imprisoned. I went at MBAZI and arrived there, the

Director released directly the child without any condition. TI Rw helped me too much because if they have not intervened, I would not be able to get my nephew released."

Case of Injustice and corruption (Testimony from a client in NGORORERO District)

"I came here at AJIC thanks to a Para-Legal. I'm a teacher in the Nursery School. My case of injustice occurred when a NGO named Save the Children came for training for Nursery school teachers but at my big surprise, the Head of our school sent someone from outside of our school for that training while I was appointed to participate. After being informed about that situation I went at my own initiative to participate in the training and after the training we shared the per diem. The amount that we were receiving every day was 15,000 RWF for a duration of 7 days, which was a total of 105,000 RWF. When I went back at my school, the headmaster told me that I have to pay back that money otherwise he will never pay me my salary for a period of 6 months. He told me that he will deposit my salary to my account and I will withdraw it to give back that money to him. I refused that and he decided not to pay me the salary for six months. I went to complain at the Sector to the Officer in charge of Education, but he didn't satisfy my request.

After, I met someone who have been assisted by TUBIBE AMAHORO/AJIC Ngororero and he directed me at a Para-Legal named Dancile who works in MATYAZO Sector, and she told me that, as I went to see the officer in charge of education in the Sector and didn't assist me, let's go to see the Sector Executive Secretary he will advise you the way out. The Sector Executive Secretary said that he will organize a meeting at the Sector which will also include the Headmaster to discuss about my problem. They did that meeting and the officer in charge of Education at the Sector said he has been too busy to make the follow up of my problem. But the headmaster of our school recognized by writing it that she will pay me the whole amount of money I deserve. It was after 8 months when my problem was solved positively. Even if I don't expect to be kept at my work because I have denounced the headmaster, at least I have the hope to get my money. I thank very much AJIC for the support they provided to me."

Case of Corruption among mediators (Abunzi): A client from Rubavu testifies:

"Recently, I took a credit in a cooperative that I fully refunded. After few days, a new team of people took over the leadership of the cooperative when I was sick in the hospital of Gisenyi. They after complained to the mediators (Abunzi) of Munanira cell that I owe them a debt. The mediators in Munanira's cell got informed that I was sick and that they could not proceed to judgment before I get recovered. I was immediately summoned after the recovery. The first day, they asked me to come back next Tuesday with the supporting documents. On Tuesday I came with my evidence but the mediators told me that it was no longer necessary to bring the evidence because the case was already sorted out. I told them that there is no problems if they have already decided. I resorted to the Director in charge of good governance in the District and he advised me to appeal against the mediators of Munanira cell.

I appealed on 21st, September, 2018 and they gave me an appointment for 28th, September, 2018. On that date I responded to the appointment but they told me that they forgot to summon my protagonist and they told me to come back on 3rd, October, 2018 and to meet at the court. That day at the court, I was not asked many things except my complete identity and they asked the identity of my protagonist and they told us to return on 9th, October, 2018 at Kinigi for them to analyse our case. On that date I returned and met them at the office of Kinigi Cell. Arrived there, the mediators took me away from the office at more than thirty meters with my opposing party and they asked him to pay 10,000 RWF so that they treat our case in-depth . After they put

me aside and asked me to pay 20,000 RWF but I told them that I could not get this money and after negotiation we agree with 10,000 FRW and they told me to bring it next day and I accepted. On the 10th, October, I presented myself to the court and they asked me if I brought the agreed money and I said no. They then told me that they are postponing my case for the 17th, October. I asked them why but they told me that it is what they have simply decided.

I asked them to give me back my original documents containing the proof of payment, they refused to give them to me. That's how I contacted Transparency International Rwanda and was told that the sum of 10,000 RWF I had to paid was a bribe. They explained me that there is no any mediator's that asks for money to provide a service and that I could do it at the risk of being imprisoned. From that day, Transparency International Rwanda started to help me. The Coordinator of TI Rw in RUBAVU called RIB to intervene for my case. The District Chief Investigator from RIB called me the next day and I went to her office. She told me that she will help me until my problem is solved.

When the mediators saw me, they asked me to give them the money but I asked them if they will give me a receipt but they told me that the receipt is not necessary. I asked them to give the money in the office but they refused and they told me to join them to a cafeteria when they use to be at the rest time. I joined them there to remit that money. By the time of remitting them the money the police apprehended them live and took them to the police brigade station. One of them was referred to the prosecution because it was him who had received the money.

So far, my case is in the hands of the mediators but I thank very much Transparency International Rwanda who helped me and prevent me from paying bribe because it could be a source of a lot of problems by buying even my rights. Now I hope that my problem will be solved without the risk of losing my documents, without corruption and I am happy with this action because corruption in Nyamyumba cell is raging. Now I became a gateway for TI RW so that every time I notice a problem of injustice, I always refer the concerned people to TI RW."

Case of corruption in a Health Centre (A client from Musanze District testified)

"My name is NSINZABAKWIRA Victor, BUKANI Village, NYABAGARUKA Cell, MUSANZE Sector. My story is very long but I will try to summarize. But let me start by saying that Transparency International Rwanda is my parent. I say that it is my parent because they have helped me three times. I was an Ambulance driver since 2010, it was recently on 30th, August, 2018 that my work was unfairly terminated.

- In 2015. I had a problem of residence because the neighborhood where I resided was much demanding in term of standard in the constructions which was not in my financial possibilities. As I did not have enough money, I went to a bank to seek for credit for buying a plot and build a house. Since I only had a one-year contract in 2015, the bank manager told me that he could not give me the one million credit I was asking for unless the employer agreed to give me a contract that goes from three years to five years.

I approached my employer to explain my problem. I had just spent five years signing each year the contract for renewal. I asked her if she could sign for me a long term contract to qualify for the credit and she told me she could do it with the condition to buy a "Fanta" for her. Since I needed the money to pay for the plot, which was about eight hundred thousand RWF (800,000), I had to accept it and ask her how much her Fanta value was worth. She told me 100,000 RWF. I of course accepted because I was in the need. She then signed me a three-year contract that would begin in 2015 and end on 10/08/2018. I had to send the contract to the bank which

then gave me the credit of one million (1.000.000 RWF). When I went with someone to do the valuation of all that I should pay, we counted up to the value of one million two hundred RWF (1,200,000 RWF). I then begged my employer to give me the favor of paying her one hundred thousand francs later on because the money that had just been given me could not cover the required value. I explained to her that I wanted to quickly build a house that I was planning to rent and I was going to quickly pay her money afterwards.

My employer was not happy at all and she immediately changed her mind about the three-year contract she had signed. She told me that since that day the three-year contract was no longer applicable, and she got me back on the one-year contract that was going to end in 2016 and I was in possession of two contracts: one that would end in 2018 for three years and another that would end in 2016 for a period of one year, and I even have them with me here.

One day I was cleaning in the compound where we lived at the hospital and I moved an old box from the outside to the inside of my house and at two o'clock in the morning I was called for an intervention outside the hospital with the ambulance and when I returned in the morning, I found our chief who had declared that there had been a robbery within the hospital. We convened a meeting in which I did not participate because I was tired and when I left my bedroom, I learned from everyone that a box had been stolen at the hospital. I told them that the box was not stolen because it was in my room. We were all summoned again in the meeting and I was accused that I was intending to steal the box by getting out of the Hospital with the ambulance.

The Employer then asked me to write a letter to accept that I have stolen a box. A colleague of mine whom I thought was my friend, but who was on the mission of derailing me, he persuaded me that it was not necessary to complicate the situation by refusing to write a small note without importance of the theft of an old box and I did it to make things simple. After signing the document, the meeting ended and everyone signed the attendance list and went out, she asked me to stay and she immediately went into her office to hand me a letter of suspension of 3 months.

It was on 4/10/2015 which means suspension for October, November, and December to return on 4/1/2016. I then called a lawyer to explain the situation and ask for his opinion and he told me that since I wrote and accepted it myself, there was no other alternative and that I could only leave and wait three months. I left and spent the three months outside of work and on 3/2/2016 I came back to work but to my surprise, on 7/01/2018, she handed me a letter of termination of work. I called a lawyer again to tell him about the situation and he told me that he was in Kigali and he referred me to **Transparency International Rwanda** office.

I met the coordinator of TI Rw Musanze to whom I explained the situation by showing her even the two letters, one of suspension and another one of work termination and she then laughed by finding the situation ridiculous. She asked me if in the house there was only this box and I explained her that there were tires, mattress and other goods worth more than several millions. She did not understand how a thief would choose to steal an old box by letting the other things of value. She said that even if the theft would have been proven, there are not two successive punishments for the same offense. She then suggested that I write to the District Executive Secretary and I did it.

The Executive Secretary asked me to write to the Labor Inspector and I did it too. The Labor Inspector then called then my employer who presented herself. She was told that the law never provides for two different punishments for the same offense and therefore, for the duration of

the contract, subtracting the four months I had already worked, there was 32 months left for the contract to end. She was then asked that she should pay me the remaining thirty-two months, and that I should go and leave her work. When I was asked if I wanted to be paid for those 32 months or if I wanted to continue working, I said that I wanted to continue working because I was afraid to collect this money and waste it while it is very difficult to find another job these days. I went back to the coordinator of TI Rw at Musanze for her advice and when she listened to me, she told me that there is no problem if I have thought well about the decision to reintegrate the work. Another important advice was about the two parallel contracts of three-year and one year. She suggested that I mention it to the Labor Inspector, which I did and the contract of one year was destructed by the Labor Inspector to keep the contract for 3 years. I then went back to the work as usual.

Suspicion of corruption in work termination compensation allocation (Testimony from a client in HUYE District)

"I've been working at National Museum of Rwanda and I faced a problem at the time of termination of my contract. You all know that in many Public Institutions even in Universities many workers have seen their contracts terminated because of the insufficient level of education. It is in that way I got also my contract terminated in 2004 and at that time they gave us all necessary compensations. But because there was lack of enough qualified workers, they have reintegrated some of us with a contract. But because there was a continual change of Directors, in April, 2014, we got a new Director who changed our contract with one-year renewable contract. But for my case, I had before a permanent contract which was also changed in one-year renewable contract which means that after one year the contract could be terminated with compensation allowed by the law.

*On 1st, April, 2014, I got the one-year contract terminated but they didn't give me any compensation and at that time occurred again the change of Director. I kept claiming for my right but no result. Because I was residing here at Huye in Tumba Sector and was informed about the existence of **Transparency International Rwanda** and their mission, I came here at TI Rw and explained my case at the Coordinator, showing him some documents of contract they have regularly signed for me and he said that It was not fair and he committed himself to intervene for my case.*

Before, the headquarter was located here at Butare but with some changes it has been transferred at Kigali and this caused us a problem of accessing to the concerned public officials because of the long distance and the cost of transport. The coordinator of TI Rw kept contacting the Director of National Museum for me who sometimes referred him to another subordinate worker who said that in my file, the contract was missing. I tried to bring some photocopies I had because it was not easy to detain all the documents as I have started my work in September, 1989. I told them that I've been working for the state for more than thirty years, I could not understand how they miss my contracts. Finally, I was called to come to Kigali and they directed me to the staff in charge of Human Resource Management who showed me that my file was empty without any contract except the photocopies I have provided to them.

As I was jobless and in the need of a job, they promised me to make a payment of only one month. Recently, instead of 225,000 RWF expected equivalent to one month compensation, I received at my account only 160,000 RWF and they explained me that, RSSB contribution and other deductions have been made. I thank very much TI Rw who assisted me and made my voice valuable. When I was doing it alone, it was without any effect which was reflecting a kind of

disregard, injustice and lack of consideration, but with the intervention of TI Rw they have valued my claim. We wish TI Rw to continue assisting people because there is a lot of injustice that people cannot take out alone."

Case of injustice hiding a possibility of Corruption in handling citizen's dispute (A client from KAYONZA District testifies)

*"The GT bank gave me a loan that I reimbursed in totality in the due time, but they didn't give back my Land Title Document which I gave as mortgage. I went many times at the headquarter at Kigali but they did not assist me expecting to get bribe from my side. My intention was to get back my Land title in order to use it to ask for another loan in another bank. As there were delaying to give me back my land title up to 4 years, I continued to wait again for the document as they always told me that the document was lost. When I came at **Transparency International Rwanda** here in Kayonza, they called the manager of GT bank who started to be responsive to my problem. My case was solved only in two months and now I have my land title and I thank very much TI RW".*

Case of inheritance issue (A client from Nyaruguru District)

"I knew AJIC when they came in a meeting at the District. I had a problem of inheritance when in our family my brothers denied me the right to inherit from the properties owned by the family. I came here at AJIC and I got informed about the law regarding to inheritance and they advised me how to complain. I complained at the cell mediator's level. I won the trial but the mediators didn't want to execute the case. I then came back here at AJIC and they called the leaders of the cell who immediately executed the decision of mediators. AJIC is very helpful. The way they are assisting us is very special."

Case of land dispute. A client from Nyaruguru District:

"I came here but I noticed that even if the staffing is not sufficient, they are doing a lot of work and they are assisting a lot of people. Someone engaged me in a trial just I was thinking it was simple but after I noticed that it was not easy. I have started a project called SCON and I planted a nursery tea trees in the land belonging to my uncle. Someone came and claimed that land where I have put a nursery tea trees was belonging to his father. I investigated and I found that his mother was married to my uncle at that location but that child was born long time ago and he joined his mother. That woman got one child together with my uncle but in 1994 Tutsi genocide all the family was decimated. Up to 2017, nobody has claimed the ownership of that land. Since he was married in 1982 he never came back at that location. We went to the cell for the trial and

I won the case at the mediator's level.

He appealed at the Sector and the Sector said that even if he was not a legitimate children to that family, he grew there and they allowed him to benefit one quarter of the value of the land. But I got informed that the family of that man has paid a bribe of 150,000 RWF to mediators at the Sector level. I appealed at the court and at my surprise, I found that he has already appealed and the clerk of the court told me to be ready for my defense instead. I started to fear because I was wondering what would happen if that man we don't even know his origin was

authorized to occupy our land. I came then at AJIC and I explained my situation showing the contradiction between the decision from the mediators of the cell and the mediators of the Sector. We analyzed together my case article by article. He elaborated a summary for me to guide me in the court. He assured me that with those arguments I will for sure win the case. My summary was sent in the court system and as promised I won the trial.. I don't know how I can thank AJIC because in addition with the assistance they give to us they even spend their money because they even print or photocopy my files for free".

Case of underestimation of goods in an auction (A client from Rusizi District)

"In 1991, I was informed that I was on the list of people who will be victim of killings that targeted Tutsi and others suspected to work with RPF at that time. I then escaped to Uganda and my properties were sold through an auction. When I came back, I appealed but the problem was that I was missing the documents before the genocide against the Tutsi. I went in all administration leadership but I missed them. I then came here at TI Rw and I requested advice from them. They called the one who was in possession of my properties and they asked him how it went to possess goods belonging to someone else without any notification from the owner or any other competent authority.

He said that he was having the documents and he accepted to bring them. He brought them as promised and he handed them to me. The coordinator of TI Rw told me that it was then my responsibility to go ahead with the trial as I was in the possession of the needed documents. But when I observed the documents, they were missing the executory formula and the order of auction of my properties. I came back at TI Rw and I informed them about these irregularities. I then claimed the list of my properties that were subject to the auction and the Coordinator of TI Rw called the occupant of my land to bring that list. He brought it but he refused to hand it to the the coordinator of TI Rw. He told us to go to see the professional bailiff for getting that list.

We went together to see the Bailiff who ordered my opponent to give us the list and I went to photocopy it. When I observed how they have sold my goods, I noticed that they have exaggerated to underestimate the value of my goods at the point of giving a value of 500,000 RWF to a good of 5,000,000 Rwf. I then appealed and I'm in hope that the justice will be rendered to me. I thank very much TI Rw who helped me to overcome fear and who assisted me for what I was not able to afford alone."

4.4 Institutions or government bodies to which clients reported their claims before lodging their cases to ALAC/AJIC

The assessment sought to investigate the institutions or government bodies to which clients reported their claims before lodging their cases to ALAC/AJIC offices to find out whether their cases have been successfully handled by the latter after experiencing dissatisfaction of service from the first resort. The client's testimonies on the matter are presented below.

Case of delay in getting the executory formula in Kayonza district

*“I have a problem related to the land dispute in our family. After the dearth of my mother, our brother has forged a document which was showing that the property of the family became his own property because he bought it from us. But in reality this agreement never happened. I complained at the ABUNZI at Cell level but I was not satisfied with the verdict. I appealed at the ABUNZI at Sector level, they said that my case was received but they have never solved the problem. I asked them many times the copy of the judgment but they didn't want to give it to me until the deadline of appealing was expired. When I approached **Transparency International Rwanda**, in April, they contacted the Sector authority and advocated for me and they finally gave me the copy of Judgment and I then appeal at the Primary court of NZIGE. I'm waiting for the appointment of 31st, October, 2018 for proceeding my case in the primary court. I thank very much TI-Rw for their help to get the copy of Judgment from the sector in order to proceed with appeal. At the sector, they have mentioned the date when they have handed me the copy of judgment to allow my appeal, because the appeal is valid before 30 days”.* Said a client from Kayonza District

Case of injustice in land dispute (Testimony from a client of Gatsibo District).

“I came here having a problem of a land that they have taken from me unjustly and they gave it to someone else and I was left alone with a responsibility of four children, living by doing small works to survive with my children. Then I came to AJIC and I explained them how was the problem and they assisted me to introduce my case in the court and they are still helping me even when it comes to appeal in the court.

Before to come at AJIC, I went to the mediators of the cell and they didn't solve the problem. I after went to the mediators at the Sector and they didn't solve the problem anymore, all of them were considering me as a liar. Arrived at the Primary court of KIRAMURUZI, things got worse. It was a case of a land that has 20m to 25m that my husband has sold without my consent when he was in the pub. I complained in the court and instead of solving my problem, the court granted all the land to my opposite party, the one I was complaining for. I remained without any lop of land. Everybody was against me and I came toward AJIC to expose my problem. The coordinator of AJIC reviewed my case afresh and submitted again my case at the Primary court of KIRAMURUZI. At the time of appealing in the court, the coordinator was assisting me even if he was not able to represent me in the court. He told me in details what to say and the attitude to adopt. Before coming here, I went even to see the Executive Secretary of the Sector who said that he thought the court might be wrong and I asked him where to direct

my children but at that time my husband went to hire a professional bailiff to come and execute the decision of the court.

I came here when I was given a deadline of 72 Hours to free the house that I was occupying with my children and to go away without anything. The executive Secretary of the Sector gave me a recommendation letter to go to the Ombudsman. I arrived there but I waited so many days without any reply. The AJIC coordinator advised me to start afresh and formulate again the case and I did it. I have been given a date of judgment and being helped by the coordinator. I won the case to recover my portion of land which was belonging to me but they didn't give me the land with 20m to 25 m.

The court ordered me to pay 100,000 RWF saying that it was to pay the bailiff because my opposite party has hired him. Really I was not understanding the reason of these 100,000 FRW but at least I have recovered my small property and I'm intending to go to see the Executive Secretary of the Sector for the Execution of the case's decision. About the amount of 100,000 RWF and the land of 20m to 25m, I don't know how things will go because now I'm opposed to the customer who has bought the land from my husband while my husband has run away to Uganda after selling the land. I'm waiting to ask the Executive Secretary of the Sector how he will decide about that money because I have spent more than one year without having somewhere to cultivate. I'm still under the encouragement of AJIC and I'm thanking them to the assistance they have given to me."

Case of injustice in construction authorization (Musanze District)

"I explained my situation to the Chief of DASO of the Sector and he advocated on my favor and they gave me a note to bring to the Cell. Arrived there, they reminded me that I have to pay the fine of 50,000 RWF. I returned back to the Sector to see the Land officer who promised me that he will come to solve my situation. I waited for him 18 days but in vain and my family was spending nights outside up to then. I after submitted my case to a Citizen Concerned Committee member, a TI-RW volunteer who told me to come and meet with her the next day here at TI Rw. The coordinator of TI Rw called at the Sector and the in Charge of social affairs said that he knows my case and asked me to go to see him the next day. My case was solved that day and I thank Transparency International Rwanda for intervening while it was hard to get service from our leaders".

Case of untruthfulness of bailiff (Musanze District)

"I won a trial but it was not yet executed. After getting the executory formula, I hired a bailiff for execution to whom I paid 20,000 RWF as advance. This bailiff didn't want to execute the case and he continued to lie on me. One day he called me to go to the place where was located the plot for auction but the owner was about to kill me. He continued to deceive me and I decided to go and report that bailiff to the Association of Bailiffs, but unfortunately they told me that they could not help me. I then decided to come at TI Rw for advice. The coordinator of TI Rw at Musanze called the bailiff and he responded. As I was intending to give him more money to see my case settled they called him to come and pick that additional money but he refused. TI

Rw insisted in contacting that bailiff and finally not long ago they have auctioned the plot and the money was paid to me. I thank TI Rw who assisted me and now I'm very satisfied".

Case of injustice. (Rubavu District)

"I went to complain to the mediators and they came to open for me and I continued my activities. But after some days the same mediators came back and close my saloon again. I suspected that there was corruption behind. I asked them how I will continue to rent my saloon while it is closed and they told me that I have to accept the loss. I then asked them to give me the verdict of the execution of my case but I spent two months asking them that summary and they chased me away. I advanced my case to the Sector but they sent me back to the Cell and there they told me that they don't want to see me again, I then come here at TI Rw and they advocated for me at the cell and they accepted to give me the summary of the case. Up to now, my opponent has paid me the half of my due and thanks to the intervention of TI Rw, I hope to see my case settled conveniently".

Case of corruption. (Ngororero District)

"I waited long time the veterinary to come with a client to buy the cow that I got from GIRINKA program but he didn't come. After a long time, he came with someone who accepted to pay 250,000 RWF but he said he was underestimating the cow and he told me that he will bring someone who will pay the full amount of 300,000 RWF. He took again a long time and after he came and told me that he has found someone who was accepting to pay 300,000 RWF and he asked me that I will give him 50,000 RWF. Because I was in the need, I accepted but before executing our agreement I asked the advice from Danclile who was working here at TUBIBE AMAHORO/AJIC and she advised me to report the situation to the Executive Secretary of the Sector who has signed the recommendation to instruct the veterinary to solve the situation. He was surprised to see five months passed without changing my cow and I explained him all the situation".

Case of land dispute (Case of Nyaruguru District)

I won the case at the Cell Mediators level but the execution was not done because the mediators have not delimited the land that was object of the trial. I went to see the Executive Secretary of the Sector who was not able to execute the case without the cadastral card of the land. I came here at AJIC to request for advice and he directed me at MAJ. This one came and ordered the mediators to proceed by measuring the land and they did it. The problem was then solved and I thank AJIC for assistance.

4.6. Partners' satisfaction on the achievements of ALACs/AJICs

The partnership between state and non-state actors in the fight against corruption remains fundamental in the enforcement of the existing Anti-Corruption Policy in Rwanda. Furthermore, increased citizen's demand for accountability and reporting corruption and related offenses is of paramount importance in this endeavor. Therefore, Transparency International Rwanda through ALACs and AJICs, provide legal assistance and advocacy where necessary to promote integrity in the Rwandan society and increase effective service delivery and accountability among the civil servants. This section intends to examine local partners' views on the achievements of ALAC/AJIC in the fight against corruption and related injustice. Some testimonies collected through interviews are illustrated below.

Testimony on information sharing (the Director of good governance in Kayonza)

"In the framework of fighting against corruption, fighting against injustice and respect of the law, the collaboration with ALAC is going well as there is a permanent coordinator of TI-Rw at the District level. The exchange of information is facilitated by the fact that TI-RW's coordinator is the vice president of the committee in charge of justice at district level. They help us a lot in handling the issues where citizens are less open with us than they do with TI-Rw. We proceed by working in group in solving citizen problems. Every Tuesday we proceed by organizing population meeting and we share sectors. Another thing is that when we proceed to solve problems we don't limit ourselves where TI-RW has stopped because we go far. On Wednesday, we give opportunity to citizens to submit their problems to the District. We also approach TI-RW to refer to us they cases that they have dealt with". Said the Director of Good Governance Department at Kayonza District.

Satisfaction with the collaboration between District and AJIC (Testimony from the official in Good governance department Gatsibo)

*"We are working very closely with AJIC in the justice domain. Concerning fighting against injustice we meet in an forum called Justice Sector. The justice sector is a Committee at the level of the District composed by the Prosecutor of Nyagatare high Court, the delegation of MINIJUST in charge of Rwanda Correctional Service, and the representatives of the forum of attorneys. Among the activities we perform, we visit the detainees to see the way they are treated, to discuss and hear them in order to safeguard their rights. We also organize what we call "**Legal aid Week**"; there is one which is organized by MINIJUST, but there is another one we organize ourselves in the framework of District performance contract, and at that occasion we deploy them in the whole District, to go and sensitize the population about the basic laws that they need to know and we sensitize them to fight against Corruption, even now we have an appointment with your staff Mr. Kayigamba with whom we have planned to go at Rwimbogo this Thursday to train the Basic laws in the cells and Sectors level about the principles of Law they need to know at their level. So it's a forum with which we collaborate very closely, in the framework of promoting justice, good governance and the fight against corruption".*

Satisfaction with the collaboration between District and ALACs (Testimony from the Director of Good Governance in Musanze District).

“ In the word of the Director of Good Governance in Musanze District, “ the collaboration between the District and ALAC is very good. ALAC is a very good adviser to citizen, and many are aware of the existence of ALAC, a Centre of TI Rw at MUSANZE. With their advices, we are noticing a decrease of the number of cases that we receive in our service. ALAC also is helping in training people in the knowledge of basic law so that they can know their rights. Sometimes, people are better comfortable to address their problems to ALAC and ALAC in its turn report these problems to us and we act accordingly”.

Satisfaction with the collaboration between Sector officials and ALACs (Testimony from the Executive Secretary of MUHOZA Sector, Musanze District)

"ALAC is well known in Musanze District. We collaborate in sensitizing people to fight against Corruption and injustice and we go on the field together up to the Cells and villages. We collaborate with CCC (Citizen Concerned Committee) who are representatives of ALAC in the cells. There is also suggestion box put by ALAC in District. work hand in hand with ALAC and we notice that people are gradually being aware of their rights. For example, there is a case that we have treated in collaboration with ALAC Musanze: A woman got a bank credit mortgaged by her colleague who used her land title to help her accessing the credit. But after, the contractor of the bank credit was not able to pay back her credit and the bank sold in auction the land used as guaranty. The owner of the land complained and the case was solved thanks to the advice of ALAC the TI Rw centre at MUSANZE and actually the situation was solved with the court decision ordering the contractor of the band credit to buy an equivalent land to compensate her colleague."

The satisfaction with the collaboration between Executive Secretary officials and ALAC was also echoed by the Executive Secretary of RUGERERO Sector in Rubavu District. In her words she testified: *"We are happy because we have also TI Rw and we are collaborating very well. They support us in many activities like population awareness in basic laws and advocacy. They support us to solve some problems which are among our population like conflicts in properties distribution. Two cases have been referred to the court but one has been solved here. We went together in the cell of BASA for the new law regarding land management. We went also together in Kabirizi. We appreciate the collaboration with TI Rw. One concrete case was a case of someone called HARIMOYA who had a problem of a family property which was sold by his siblings. He came here and we helped him but he was not satisfied with our assistance. He went at TI Rw who referred him to the court and his problem was solved at that level.*

Satisfaction with collaboration between MAJ and AJIC (a testimony from MAJ NGORORERO)

"We collaborate with AJIC in the way that we all receive similar complaints from clients and we try to solve them. There are services we offer that people need and AJIC sometimes orient people to us to handle their cases. We also advise each other in the meeting held at the district administration level. We also meet at the occasion of the citizen meeting. AJIC is helping us in awareness of the population about human rights. They are many who are going to AJIC and they are helped adequately. They are also present in the Sectors but they have few workers and

it would be better to increase the number of workers to reach remote cells and villages.

For us who live with the population every day, we know very well the importance of advocacy, and AJIC is an organ where people express their problems openly. They help us also in legal advocacy. Formerly, NGO were organs who were opposing the citizen to the State but AJIC is working professionally. In the meeting that we did together in Rubavu aiming at fighting against corruption, we raised the problem of insufficiency of staff at AJIC in order to cover the maximum of the population. We also need AJIC to help the population to submit the case summary when MAJ is not able to fulfill all the requests."

Satisfaction with the collaboration between RIB and ALAC (Testimony from the Chief Investigator at RIB MUSANZE).

"Our collaboration with ALAC Musanze is good because we meet every day to solve citizen's problems. When they have cases that need our intervention they call us and they send these cases to us and we assist them. There are many cases when people are not satisfied by the way their cases have been solved and they refer to us the cases. Many cases from ALAC are referred to us for more investigations and we have also been collaborating in awareness campaign which was organized in November. An exchange of information is of a paramount importance for our daily work."

Satisfaction with collaboration between ALAC and MAJ (Testimony from MAJ in RUBAVU District)

"We work hand in hand with ALAC Rubavu in exchanging information. When people go at ALAC, they are helped and when our intervention is needed they are referred to us. There are people who confuse MAJ with TI Rw. When they come here, we orient them to ALAC office. About sensitization, we work together. Lastly, we went together at Nyamyumba to sensitize the population to fight against corruption and work together to find solution against corruption. Today, we have a meeting with Mediators and we are happy to work together with ALAC."

5. CHALLENGES FACED BY ALACs/AJICs IN HANDLING CITIZEN' COMPLAINTS.

The fight against corruption in all these sectors of the society is a very challenging duty to the extent that strong measures including political will, resources and appropriate tools are needed to restrict corruption among those in power or those who hold the keys to accessing essential services such as health, education, licenses, water and electricity expecting a bribe in return for providing services. ALACs and AJICs were established as important tools to report corruption, assist people in gaining access to services and inform government entities or problems in the delivery of services, thus promoting, integrity and accountability in public institutions.

Despite the high satisfaction from clients as highlighted throughout this assessment, it was also revealed during the FGDs and interviews that the service rendered by ALACs/AJICs in as far as the advocacy and legal advice is concerned need some rooms for improvement. The related challenges are discussed below.

Clients still have to travel long distances to access to ALACS & AJICS services.

The majority of participants in FGDs and all local partners in the selected districts evoked the challenge of ALAC/AJIC service provision with regard to reaching out citizens living in remote areas as these centers are only located in cities. This was found as a limitation for most of citizens to access to legal aid more particularly the vulnerable people. The above mentioned challenge was supported by many administrative officers like the CDI at RIB station in Huye who said: *"The only advice is to extend TI Rw services to the remote areas. Many people don't know yet the existence of TI RW"*. The Director of good governance at Huye District also urged that: *" Our wish is to see TI Rw reaching the population at the cell level. If we could have the presence of TI Rw and the representation of ombudsman organ at the cell level, many problems could be solved."*

Insufficient awareness of TI- RW in Rusizi district

Many officials from MAJ services as well as those from the Sector office in Rusizi district revealed that the population is still confusing MAJ and TI Rw . In the word of one official from MAJ in Rusizi District, she said *"Unfortunately, many people still confuse MAJ with TI Rw. People often come to our office saying that they have been told to come to TI-RW for seeking assistance to their complaints. We take this opportunity to advice the representative of TI-RW here in Rusizi to explain the population what is TI Rw and the location of its office through Radio as we have a local radio here in Rusizi District."*

Need for capacity building of Para-legal staffs in basic Laws.

This challenge was highlighted by many partners and they proposed to conduct more training for them as for example the MAJ officer at Gakenke said: *"Para legal are available but they*

are not technically skilled. They need regular trainings. When they are facing capacity gaps in law, instead of referring the cases to competent authority, they prefer to come and ask you what to do and they go and practice. That's why they need training in law"

Gaps in the implementation of previous recommendations made by partners.

During the data collection, it emerged from some interviews that in the previous ALAC/AJIC impact assessment some recommendations formulated were still not implemented by the concerned institutions. For example, with indignation, the coordinator of MAJ in Huye District pointed out that the recommendations made last year was not considered. He said: *"The important remark I can give is that the recommendations which were given in the last year have not been considered and put in application". It was about the insufficient staff in the ALAC centres of TI-RW while they have to receive a huge number of complainants and provide them with required assistance. We will be pleased to see the recommendation having effect".*

This recommendation was again formulated by a staff from MAJ in Rusizi district saying that *"It would be better to add a second staff at the coordination office of TI Rw because one staff is not enough to cover all the problem which need intervention. When going at the field work, It would be also better to have a complete team composed by MAJ, Sector and TI Rw. People are happy when they see a complete team and they can freely express their problems."*

More publicity of ALACs and AJICs centers is needed.

As there are existing local Radio stations in districts, many partners proposed to use them to advertise ALACs and AJICs centres because many people are not yet aware of their existence. It is also necessary to review and renew the sign posts for a good visibility of the centres. For instance at Huye, people expressed that so many people don't know TI Rw. The sign post which is indicating the office of TI Rw HUYE is not visible and miss located.

More outreach is needed than the work in the office for AJICs and ALACs centres.

One client from Huye expressed the need for increasing outreach activities than only spend more time working in the office. He said this in these words: *"It could be better that TI Rw perform more the field work than the office work because many problems are noticed at the field."* This is also an idea which was expressed by many partners because they proposed for the staff of AJICs and ALACs to participate at least once a week in citizens' meeting instead of once a month.

This was also supported by the partners of AJIC in Ngororero arguing that *"AJIC should change the approach they are serving the population by not waiting people to find them at their office but instead to go and meet the population in their villages and cells to hear them. During the citizen's weekly assembly, the agents from AJIC are few. It would be better to increase the number of workers, and it would be better to use loud speakers to attract the attention of the population because people are sensitive to anything regarding human rights. Many centers are needed to help citizens especially those who are most vulnerable because for instance, a citizen who has to come from Nyange will have to travel for many hours on foot"*.

Feedback and updates on case follow-up need to be improved

Throughout the data collection, some participants in FGDs and interviews expressed their dissatisfactions with regard to the way ALAC/AJIC staff communicate the feedback on cases submitted to them.

Need to assist in drafting case summary for clients

This was pointed out by all participants in FGDs and Interviews. The Executive Secretary of Kamembe Sector also expressed this need as follows: *“The best thing I’d like to request is about collaboration with TI-RW in preparing case summary for clients. We really appreciate how you assist us in handling citizens’ complaints, but it would be more helpful if you also support in drafting case summary for clients who cannot afford advocates fees to get this kind of service.”*

More involvement of CCCs and Para-legal in the fight against corruption and injustice

The integration of CCCs and para-legal in some districts was still lacking during the data collection. Where the involvement of the latter was done successfully, the collaboration in sensitizing and training people about the basic law went well. The solution proposed by many stakeholders consisted to connect the local administration with CCC and para-legal as it was noticed that at the location where there is the presence of CCC and para-legal, citizens’ complaints have decreased drastically.

More follow up of the cases up to the end is needed

Testimonies from FGDs especially, participants from Rubavu districts pointed out some issues to improve for better service. They indicated for example that their cases submitted to Transparency International Rwanda in Rubavu should be followed –up until its completion.

6. Conclusion and Recommendations

This assessment report was meant to explore client's satisfaction with legal aid, and advocacy activities provided by ALAC/AJIC and to suggest recommendations on how to improve the services rendered in this area. FGDs and interviews with clients were conducted to collect views from direct beneficiaries and local partners involved in this endeavor. Through testimonies, the report showed that the work done by ALACs/AJICs is very commendable to the broader community in general and the anti-corruption partner organizations in particular. The following recommendations were formulated in the framework of improving the intervention done by ALACs/AJICs.

- ✚ Clients still have to travel long distances to access to ALACS & AJICS services. Transparency International Rwanda should strive to look for additional funds to extend ALAC/AJIC centres in order to reach out the remote areas where most vulnerable citizens can benefit from their assistance where deemed necessary
- ✚ Awareness raising on the mission and location of TI-RW and partners in the fight against corruption is still to be increased in order to enable citizens seeking assistance of their complaints to reach out their offices. This should be done by promoting outreach activities and sensitization through media campaign.
- ✚ It was revealed by this study that CCCs and para-legal are very much usefull where they are involved in the fight against corruption. There is a need for their capacity building in basic Laws to enable them work in a more professional manner.
- ✚ As highlighted by these findings, Transparency International Rwanda and partners should consider that the recommendations made for this assessment are implemented. This would be instrumental to improve the service rendered by ALAC/AJIC.
- ✚ The report also indicates that in some instances, cases submitted to ALAC/AJIC are not well followed –up and nor some of them are not treated up to the end. Transparency International Rwanda and other CSOs responsible for AJICs are invited to closely assist ALAC and AJIC in their daily work in terms of resources (human and financial) to allow them to provide the required assistance to the population.
- ✚ It emerged from the FGD and Interviews from partners that there a need to assist in drafting case summary for clients. This request should be examined by Transparency International Rwanda and partners. The need to represent clients in court is also of a paramount importance as it will increase the level of legal aid provision and hence reduce the magnitude of injustice in Rwanda,

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