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Acknowledgments

Rwanda Bribery Index 2012, the third of its kind since 2010, is an annual survey through which Transparency International Rwanda (TI-RW) aims at establishing experiences and perceptions of this specific form of corruption in the country. This survey constitutes a backbone of TI-RW's advocacy initiatives in the fight against petty corruption which continues to creep in service delivery within public, private and civil society institutions in Rwanda.

On behalf of TI-RW, I would like to warmly thank those who continuously make this study possible. Let me start with Norwegian People's Aid (NPA), a longstanding partner of our organisation, which funds the research.

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Marie Immaculée Ingabire

Chairperson of Transparency Rwanda





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EXECUTIVE SUMMARY

Rwanda Bribery Index is an annual publication through which Transparency International Rwanda, with the support of Public Policy Information, Monitoring and Advocacy (PPIMA) Project, aims at establishing experiences and perceptions of this specific form of corruption in the country. This is the third edition and follows RBI 2011.

Starting with perceptions, the study shows that perceived corruption in Rwanda rose from 23.6% in 2011 to 30.5 in 2012. Similarly, the share of respondents who perceived a decreased level of corruption compared to the previous year went down from 89.6% in 2011 to 79.6% in 2012, marking a decrease of 10 % compared to last year. Despite these negative changes from last year, the trend is still clearly positive, as 79.6% believe that corruption will decrease in the next year.

From the personal experience perspective, the study shows that only 12.6 % of Rwandans have encountered corrupt practices while 87.4% have not. Among the instances of corruption encountered, 76.9% were demanded by the service provider while in 23.1% of the cases the bribe was offered by the person who needed a service.

With regard to the Bribery Indices, the Likelihood of encountering bribe demands is 1.17, the Prevalence of bribery is 0.44 while the Average size of bribery is 14,263 Rwf: in all cases the figures show an improvement from last year. A comparative analysis on corruption incidences across public services shows that vocational training and traffic police were reported to take the lead with the highest demand occurrences accounting for 8 % and 7% respectively followed by private sector (3.9%).

The study also reveals that the highest average bribe was paid in banks with an amount of 35.682 Rwf followed by education institutions, especially secondary schools with an amount of 26,000 Rwf. Moreover, the perceived impact of bribe is also very low in Rwanda (0.46%), meaning that the majority of Rwandan population have access to services without being asked to pay a bribe.

The survey also investigated reasons for paying bribes. The majority of respondents (39.4%) believed that the bribe was paid to hasten up the service. Other significant reasons include the perception that it was the only way to access service (23.9%) and the means to avoid problems with authorities (16.9%). The survey also sought to determine whether the respondents who encountered corruption reported it or not. The findings show that a large majority of respondents (82.6%) did not report corruption, the main reason being that they thought that no action would be taken even if they reported. This finding corroborates with the fact that a majority of respondents who reported, did so to their respective institutions instead of reporting it to the relevant anti-corruption authorities.

1. INTRODUCTION

The fight against corruption is evident on Rwanda's political agenda and the country has made so much progress in this field that it is now widely considered as one of the least corrupt countries in Africa and beyond. While many corruption analyses and surveys agree on this, Rwanda's progress is best explained by the country's performance in Transparency International's Corruption Perceptions Index (CPI). Rwanda has made quick and steady progress in the last five years, improving its score from 2.8 to 5; the country is now the best performer in East Africa, 4th in the continent and 49th worldwide (data of CPI 2011).

A key reason behind this tremendous progress is the Government's political will to fight corruption. This has been translated into the establishment of an adequate legal framework with reference to international instruments to fight against corruption. Indeed Rwanda has adopted highly encouraging laws and specific rules to fight against corruption.

Furthermore, the existence of good practices susceptible to reduce corruption risks such as the declaration of goods and assets of high authorities of the country and other public managers, collegiality



in the public tenders and public audiences between authorities and the population, the set up of codes of conduct by a number of public institutions, political parties and the media is another sign of the firm commitment of the Government of Rwanda to efficiently fight against corruption.

Recently, on 13th June 2012, the cabinet meeting approved the National Policy to fight against corruption which is among the main priorities today. This policy aims to provide to the Government of Rwanda and its partners with a framework which highlights strategies to fight against corruption in the entire process of national development.

On the institutional side, the Government established several bodies including the office of the Ombudsman, Rwanda Public Procurement Authority (RPPA), the Office of the Auditor General, the Anti-Corruption Unit in the Rwanda Revenue Authority and the Public Procurement Appeals Commission. In addition, a forum of coordination of anticorruption actions has been set up since a decade ago. The private as well as the public sector act in synergy by creating a permanent forum, in conformity to the article 6 of the United Nations convention against corruption whose mission is to:

- Centralise all information related to corruption practices;
- Plan, in the spirit of complementarity, priority actions to be carried out;
- Fight against corruption;
- Organize regular meetings of stakeholders to establish the real situation of corruption;
- Harmonise efforts in the field and periodically review policies and mechanisms to fight against corruption.

In the framework of effective implementation of the “Zero Tolerance” policy to fight against corruption, one of the unconditional principles is the respect of procedures in resource management. It is in this framework that institutional audits by the Office of the Auditor General play a predominant role to reinforce transparency in the management of public funds. As a matter of fact, both politicians and civil servants have been prosecuted when allegations of corruption were brought against them, including several cases of high-ranking officials being forced to resign, dismissed or prosecuted when involved in corruption cases. Between 2008 and 2010, a big number of government officials have been sentenced up to 15 years of imprisonment for having misused public funds.

It is in line with the above mentioned commitment that the Public Account Committee (PAC) was established in April 2011 as a financial watchdog of the Rwandan Parliament. This year, following the Auditor General’s report, the PAC has started to investigate and to summon the responsible officials to get explanation on cases of mismanagement of public funds.

Since 2004, Transparency International Rwanda (TI-Rw) has also contributed to raise awareness in the fight against corruption by encouraging the public to denounce and condemn this malpractice through ALAC project and researches. It is in line with this role that the Rwanda Bribery Index was established.

In spite of the political will, of the appropriate legal and institutional framework and of the clear improvements achieved, corruption in Rwanda – like anywhere else – is obviously still present. Petty corruption is far from eradicated and previous RBI studies show that the police and local authorities tend to be the institutions most exposed to such practices, though they have all showed progress in the last few years and are comparatively much less affected than their counterparts in the East African region. Poor service delivery at decentralised level has also proved to be the main cause, as shown by TI-Rw’s projects using suggestion boxes. Furthermore, beyond the “bribe”, other forms of non-monetary corruption are not unknown either and a research project by TI-Rw showed that 5% of Rwandans have experienced gender-based corruption in their work place while almost 20% know someone who has been a victim.



As per grand corruption, little research has been carried out so far and it is therefore difficult to gain a comprehensive picture, but a situation analysis carried out by a coalition of public and private organisations coordinated by TI-Rw suggests that procurement is affected by significant levels of bribery, fraud and embezzlement of public funds.

The key challenge met by the fighters against corruption in Rwanda is the low level of reporting. Indeed, in spite of the sensitisation efforts by Government institutions and other stakeholders among others TI-Rw which have raised awareness on corruption countrywide, a challenge persists in terms of reporting, as very few victims of corruption report the occurrence to relevant institutions, either because they think they may be harassed by the authorities or because they are afraid that no action would be taken, as repeatedly shown by all TI-Rw studies.

Hence the importance to continue monitoring the situation through RBI survey and other tools, which allow to assess anti-corruption efforts and offer an evidence-based basis to introduce improvements where needed.

2. OBJECTIVES OF SURVEY

The overall objective of the study was to establish the experiences and perceptions of Rwandans with regard to bribery in the country.

The specific objectives of the survey were as to:

- i. Determine the prevalence (evidence and perception) of corruption on Rwanda as reported by Rwandan households;
- ii. Identify Rwandan Institutions and organizations particularly vulnerable to corruption;
- iii. Assess the impact of corruption on service delivery in Rwanda;
- iv. Gather concrete information on the size of bribes paid by Rwandan citizens while seeking to access a specific service.

The survey results were analysed along five indicators. The five bribery indicators were calculated as follows:

1. Likelihood = $\frac{\text{\# of bribe demand situation for organization } x}{\text{\# of interactions for organization } x}$
2. Prevalence = $\frac{\text{\# of bribe payers for organization } x}{\text{\# of interactions for organization } x}$
3. Impact = $\frac{\text{\# of service deliveries as a result of bribe paying for organization } x}{\text{\# of interactions for organization } x}$
4. Share = $\frac{\text{Total amount of bribes paid in organization } x}{\text{Total amount of bribes paid in all organizations}}$
5. Average size = $\frac{\text{Total amount of bribes paid in organization } x}{\text{Individuals who paid a bribe in organization } x}$



3. METHODOLOGY

3.1 Approach

This study exclusively used a quantitative approach and sought to establish the extent of bribery in Rwanda by seeking information from Rwandans on where bribery was demanded from them when seeking services, on whether they paid the demanded bribes and the nature and amount of such bribes.

The survey used both random and purposive technique. The purposive technique aimed to enable urban districts to be included in the sample as they are more likely to have more services than rural areas and hence higher risk of corruption. The questionnaire is the only instrument used to capture data on bribery incidences. The latter was administered face to face to Rwandans aged 18 years and above.

This year, the survey methodology substantially changed from the last two years as bribery experiences were recorded on the basis of public service sectors instead of individual institutions. The change was necessitated by the need for the partners to direct their policy advocacy interventions on a sectoral perspective. This change spared the police given their highest ranking in the past, the registry and licensing services as well as the education sector.

3.2 Sampling frame and sample size

The Rwanda Bribery Index 2012 survey was conducted at the household level. The household selection was done using the 'random route' selection process. The statistical unit of the survey was the village which was selected using the same technique. The sample size was drawn from the study population of 5,156,775 (total population aged 18+ in Rwanda according to National Electoral Commission 2010) which is therefore the same as in RBI 2011. As per the geographical scope, all five Provinces were included in the survey; only eleven Districts (the key decentralised administrative unit in the country) were selected, using a combination of random and purposive sampling technique as mentioned above.

In line with RBI 2011, the sample for the survey was calculated using the formula below.

$$n = \frac{N(zs/e)^2}{N-1+(zs/e)^2}$$

Where:

$z = 1.96$ for 95% level of confidence

$s = p(1-p)$ p = estimated proportion

e = desired margin of error

N = population size

In this estimation the confidence level is taken as 95% with a margin of error of 2%. As a result, a sample size of 2,401 respondents was used in the survey. The sample provided an adequate figure for undertaking statistical analysis that falls within the defined confidence levels. The table on the next page presents the sample allocation by Province, District and village levels.



Table 1: District sample allocation

Province	District	Population 18+	Sample	Number of villages
Kigali		611432	284	
	Nyarungere	168198	79	8
	Gasabo	271770	126	12
	Kicuriko	171464	79	8
South		1265365	589	
	Huye	168020	292	29
	Kamonyi	170549	297	29
West		1216367	566	
	Rubavu	191463	302	30
	Ngororero	168038	264	26
North		882600	412	
	Rulindo	150098	176	17
	Gicumbi	199999	236	23
East		1181011	550	
	Nyagatare	192608	297	30
	Kirehe	163481	253	25
Total			2401	241

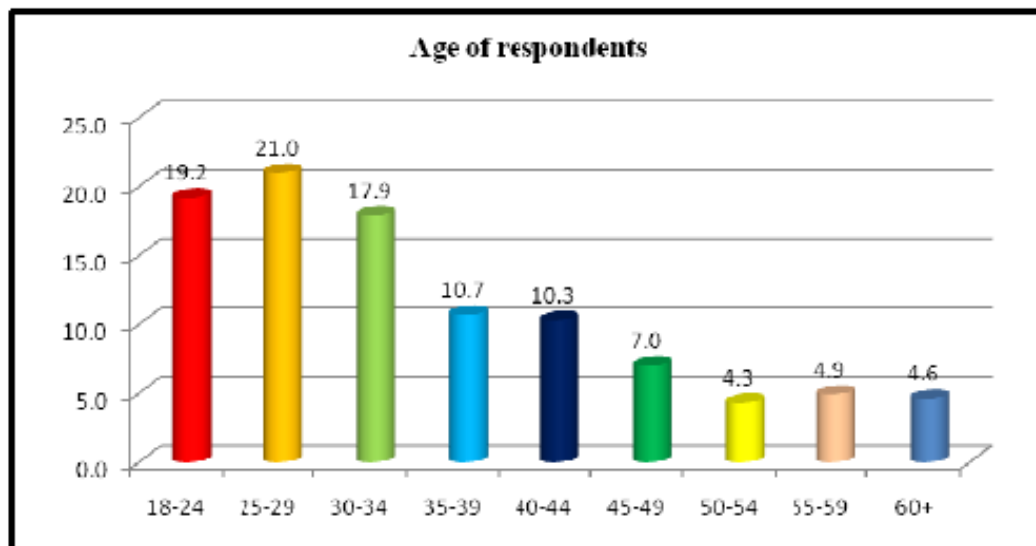
As shown in the above table, the survey employed a multistage sampling technique where sampling was undertaken in 3 stages (Province, District and village level). Appropriate samples in Districts were therefore allocated to each Province depending on the weight of total population while at the village level only 10 respondents were selected.

4. SAMPLE CHARACTERISTICS

Key demographic variables in this survey are age, gender, type of residence, level of education, employment status and income. Cross tabulations of main findings of the survey are therefore based on these demographics.

4.1 Age of respondents

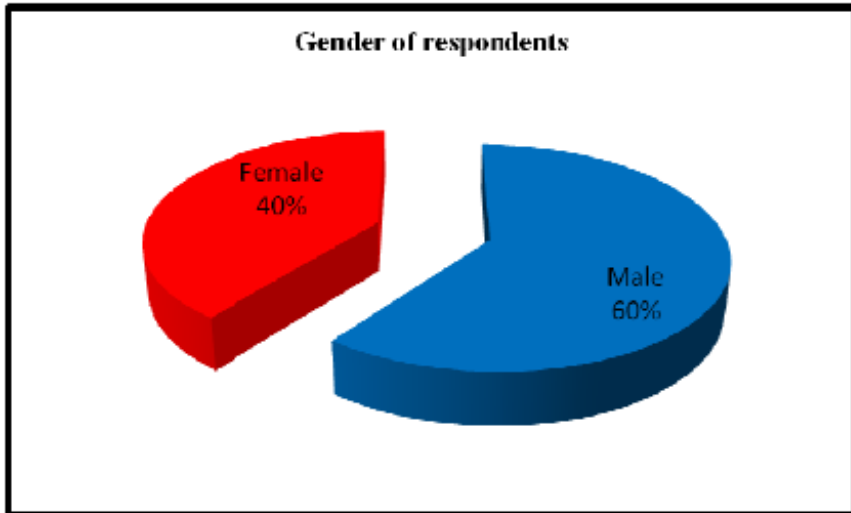
Figure 1: Age of respondents



The majority of respondents who participated in the survey were young population in the age group of 18 to 35 forming 58.1% of the sample that is reflective of Rwandan population. The age group with the highest concentration is 25-29 years which makes up 21% of the respondents while the lowest falls between 50-54 which consist of 4.3% of the respondents.

4.2. Gender of respondents

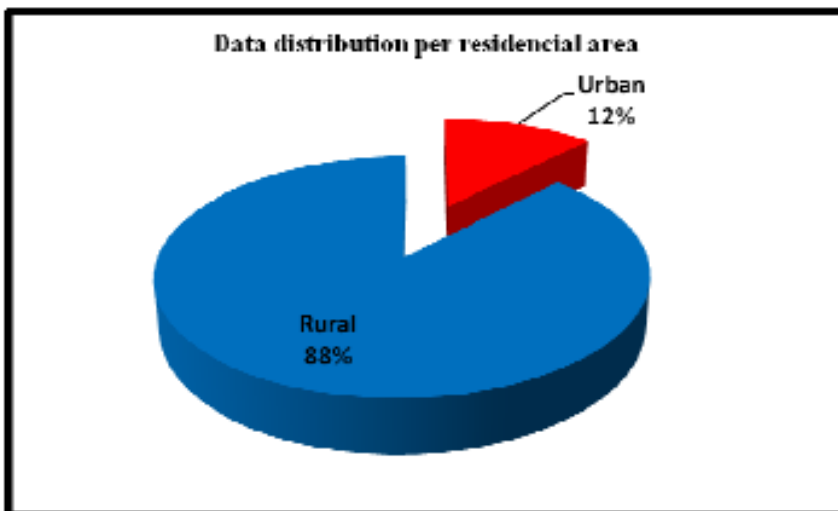
Figure 2: Gender of respondents



The gender representation in the sample shows that male respondents are more (60%) than the female respondents (40%). This can be explained by the fact that in most instances, males are more likely than females to represent households in seeking services at government institutions. A similar gender imbalance was also observed in RBI 2010 and 2011.

4.3. Residency of respondents

Figure 3. Residency of respondents

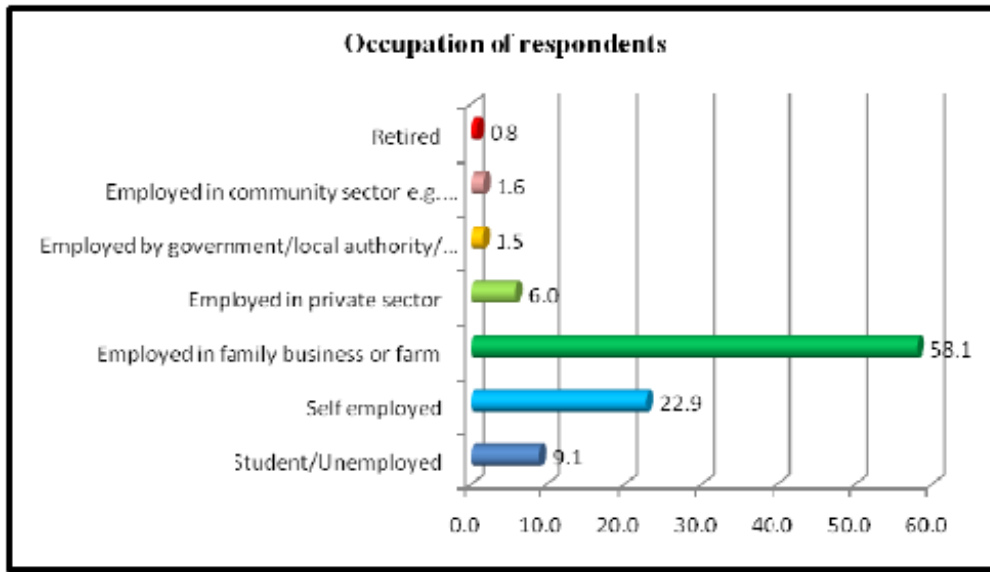


A majority of respondents, notably 88%, live in rural areas while only 12% of them are in urban areas. The small representation of respondents in urban areas is explained by the fact that in Kigali City where there is the highest representation of urban areas, there are also areas that were recoded as rural due to the socio-economic characteristics of its inhabitants. The same logic is applied to Province or District capitals which have also been identified as urban areas.



4.4 Employment status of respondents

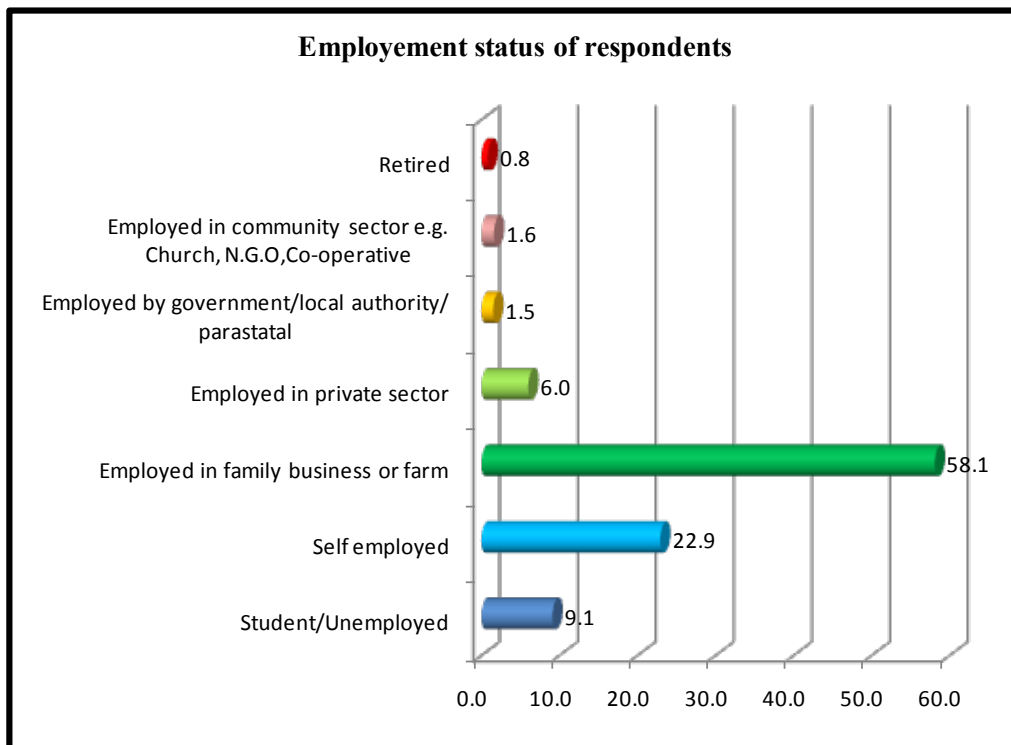
Figure 4: Employment status of respondents



Like in the previous RBI surveys, the majority of respondents with active occupation are farmers (58.1%) and self employed in various sectors (22.9%). Such highest proportion of farmers is in line with the Rwandan context.

4.5 Highest Level of education attained

Figure 5: Highest Level of education attained

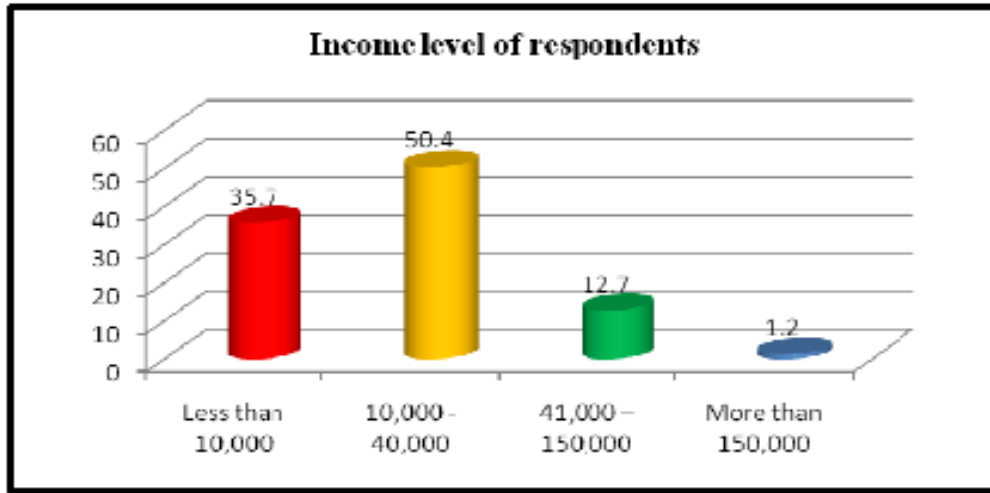


A majority of respondents reported a primary school education only (57.2%) followed by those who have no education at all (16.4%) which again is reflective of the population of Rwanda. A significant minority of the population have professional and tertiary level education.



4.6 Personal Income (Rfw) per month

Figure 6: Personal Income (Rfw) per month



Most respondents (86.1%) have a personal income of less than 40,000 Rfw per month. The profile of these respondents is therefore of lower income category which generally tends to depend on public provision of basic services.

5. PRESENTATION OF THE FINDINGS

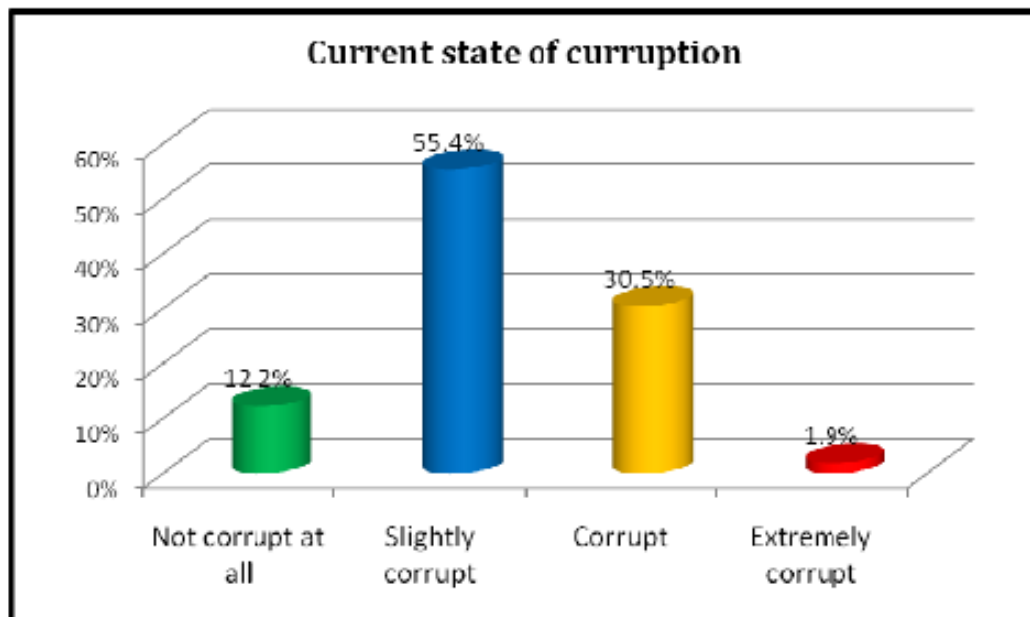
5.1 Corruption perception

This survey sought to capture respondents' perception on the current state of corruption in Rwanda and to compare it to the last one year and the next one year.

5.1.1 Perceived current level of corruption

The figure below shows a notable 55.4% of the respondents who perceive Rwanda to be slightly corrupt, 30.5% who believe it is corrupt while 12.2% are of the view that it is not corrupt at all.

Figure 7: Perceived current level of corruption



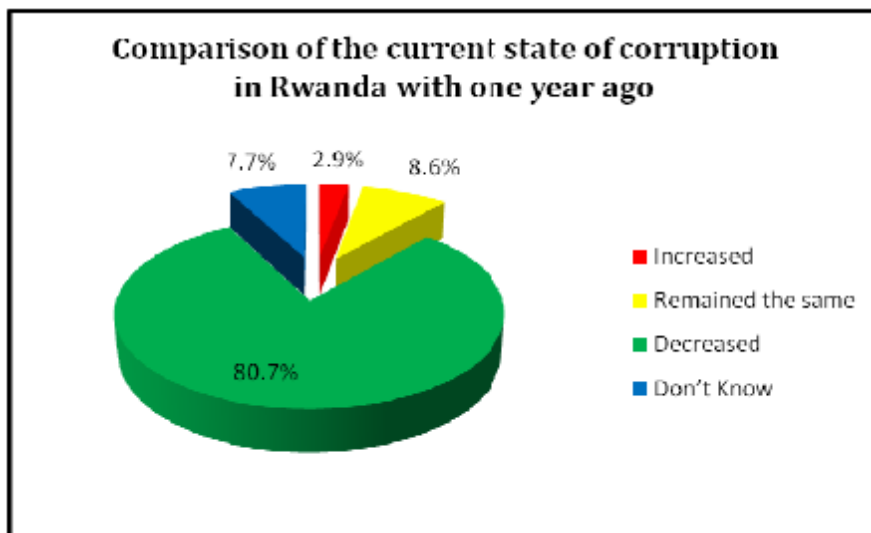


The trend of perceived corruption in Rwanda rose from 23.6% in 2011 to 30.5% in 2012. As mentioned earlier, this year, the National Public Prosecution Authority and the PAC have seriously started to investigate and to summon the responsible public officials to get explanation on cases of mismanagement of public funds. As a result, the responsible public officials including heads of public institutions or their deputies, procurement officers and accountants recovered embezzled funds or were given imprisonment sentences. It is worth noting that, as the above mentioned measures taken by PAC and the National Public Prosecution Authority were announced publicly, they attracted much media attention- and this could lead to the perception that corruption practices are getting worse in public institutions, while of course it cannot be excluded that there might be other reasons why respondents feel corruption is on the rise.

5.1.2 Current state of corruption compared to one year ago

Even though the perceived current state of corruption has increased by 6.9 % compared to last year, in 2012 nearly 81% of respondents reported that corruption has decreased in the last 12 months while 8.6% perceived that the level of corruption has remained the same.

Figure 8: Current state of corruption compared to one year ago

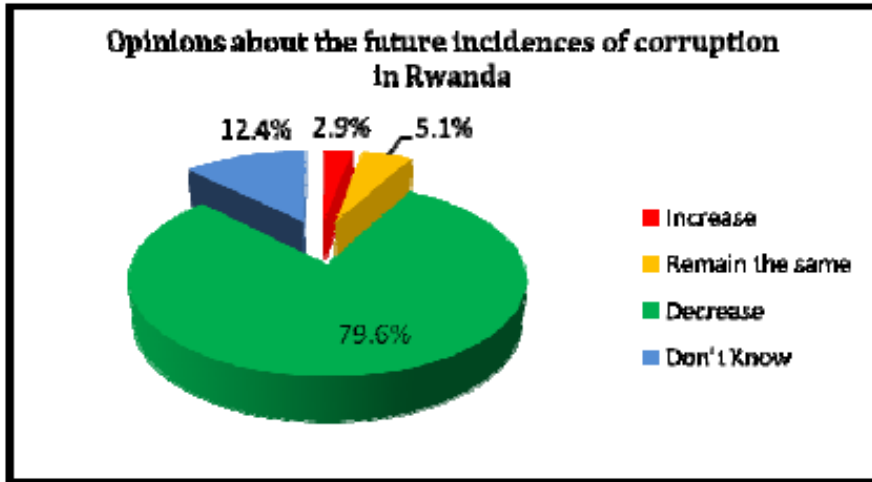


This finding is not contradictory compared to the previous one, actually it confirms it. Indeed, it appears from the two findings that the perception of current state of corruption compared to last year has slightly changed in Rwanda. Not only the perceived current state of corruption has increased by 6.9% but also the proportion of respondents who perceived that corruption decreased in the last twelve months went down from 87.6% in 2011 to 80.7% in 2012, making a decrease of 6.9%. Interestingly, the rise in the proportion of perceived current state of corruption between 2011 and 2012 is the same (6.9%) as the decline in perception on the level of corruption to have decreased from 2011 to 2012.

5.1.3 Incidence of corruption in the next one year

The perceived future on incidence of corruption looks positive with nearly 80% of respondents expecting corruption levels to decrease in the next one year. The figure below presents the outcome.

Figure 9: Incidence of corruption in the next one year



Again, this finding confirms the change in the perception on the state of corruption in Rwanda compared to last year. In fact, the share of respondents who believe that corruption will decrease in the following year went down from 89.6% in 2011 to 79.6% in 2012, making a decrease of 10% compared to last year. While this result remains very positive, it does show that Rwandans have become less optimistic about the results of the fight against corruption.

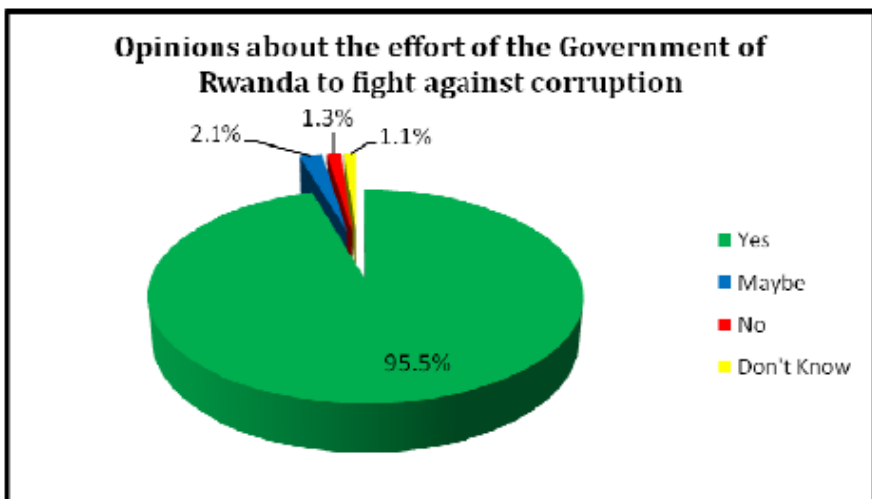
5.1.4 Reasons for projected increase in Corruption

It should be reminded here that only 2.9% of respondents thought that corruption would increase in the next one year. Among the reasons they gave were that the public was afraid to report corruption incidences, ignorance and changed tactics in asking for bribes.

5.1.5 Government's commitment to fight corruption

Respondents' perception on the effort of the government of Rwanda to fight against corruption is very high. As shown in fig.10 , 95.5% of respondents thought their government was doing enough to fight corruption.

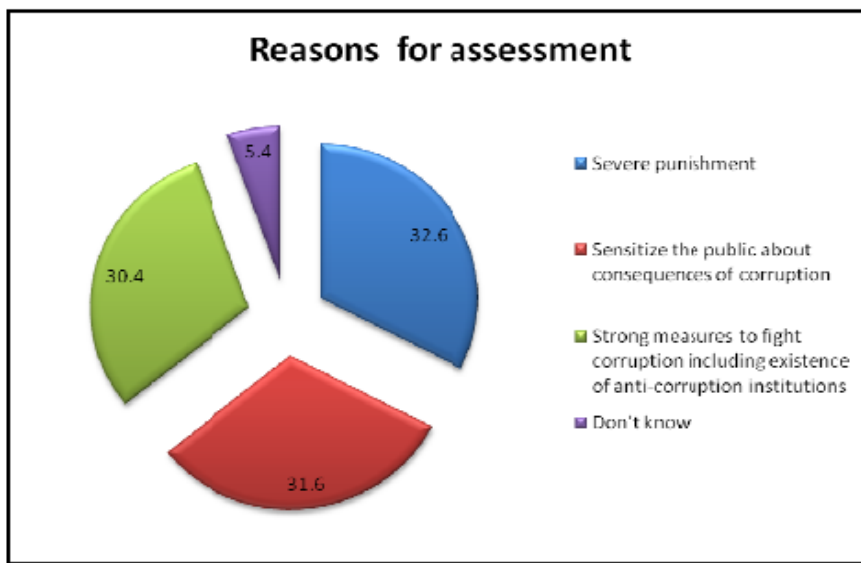
Figure 10: Government's commitment to fight corruption



It is interesting to note that, although the current perceived level of corruption has increased compared to the previous year, when it comes to the effort of the government of Rwanda in fighting corruption, the perception increased on this aspect. Indeed, in 2011 cumulatively 90.1% recognised the effort of the government in fighting corruption while in 2012 the proportion of citizens who believe so increased to 95.5%.

When asking citizens about the reasons behind the effort of the Government of Rwanda in fighting against corruption, a majority of them cited the government's zero tolerance policy as described in details in the figure below.

Figure 11: Reasons for assessment



The assessment of respondents with regard to the effort of the government of Rwanda in fighting corruption reveals that severe punishment comes in first position with 32.6% followed by the public sensitisation about the consequences of corruption (31.6%) and last but not least, the strong measures to fight corruption including the existence of institutions in charge of the fight against corruption (30.4%).

Reading the above figure, it is clear that the three reasons reported by respondents have almost the same weight, implying that the national zero tolerance policy to fight corruption is mainly based on these three strategies.

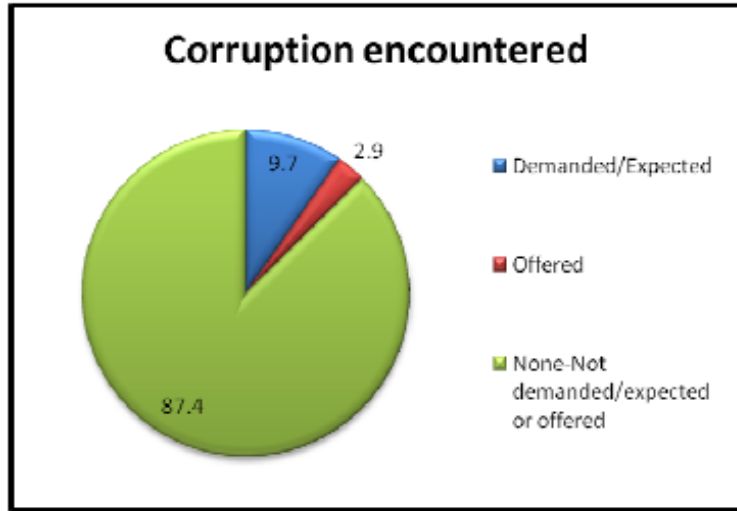
5.2 Personal Experience with Bribery

Apart from perceptions on corruption, the survey sought to establish the actual corrupt practices encountered by the public when visiting institutions to request services. This is referred to the personal experience with bribery by the respondents.

5.2.1 Corruption encountered

The figure below demonstrates percentages of citizens who have encountered corruption in Rwanda in 2012.

Figure 12: Corruption encountered



The finding shows that only 12.6 % of Rwandans have encountered corrupt practices while 87.4% have not. In instances where the public encounter corruption, the demand side of corruption appears to be the driving force in encouraging corruption. Among the 12.6 % of the corruption instances, 9.7% (76.9%) was demanded by the service provider while in 2.9% of the cases it was offered by the person who needs service.

Compared to the two previous surveys of the kind, the study reveals a slight decrease of proportion of citizens’ personal experience of corruption decreasing from 11.9 % in 2010, to 10% in 2011 and to 9.7% in 2012.

This finding was disaggregated by gender, age and residency of respondents to determine any variation in outcome among the different demographics.

The following table presents the result.

Table 2: Bribery encountered disaggregated by demographic characteristics of the population

Age	Encountered corruption %
18-24	7.2
25-29	8.0
30-34	10.0
35-39	9.3
40-44	8.9
45-49	4.8
50-54	6.9
55-59	5.9
60+	6.4
Gender	
Male	9.5
Female	5.7
Residency	
Urban	8.8
Rural	7.9



Based on horizontal comparisons, the findings reveal that there are more male than female who encounter corruption, that people younger than 45 are more likely to encounter corruption than the elderly and that people living in urban areas are more at risk of corruption than those who live in rural areas.

5.2.2 Bribery Indices

Bribery indices were calculated from the result of institutions with bribe demand occurrences, bribe paying and amounts of bribe paid. All these were compared to the number of interactions with the institutions. The survey compared bribery tendencies across key public sectors including educational institutions, judiciary, medical services, police, etc.. The following sections present the various indices.

5.2.2.1 Likelihood of encountering bribe occurrence

Table 3: Likelihood of bribery

No	Institution category	Institution type	# of interact	# of Bribe Demand	Likelihood
1	Educational institutions- schools, colleges, universities	Primary	1171	10	0.9
		Secondary	465	3	0.6
		Technical / vocational training	50	4	8.0
		University	55	0	0.0
	<i>Total Educational institutions</i>			1741	17
2	Judiciary		953	19	2.0
3	Medical services		4577	8	0.2
4	Police	Regular	446	22	4.9
		AP- Administration Police	337	8	2.4
		Traffic	100	7	7.0
	<i>Police</i>			883	37
5	Registry and licensing services (civil registry for birth, marriage death and business licensing; ID & passport issuance)	Civil Registration	2636	43	1.6
		Business licensing	160	3	1.9
	<i>Registry and licensing services</i>			2796	46
6	Provincial administration, City and Local councils		416	16	3.8
7	Utilities (electricity, water, postal etc.)	Water	138	1	0.7
		Electricity	177	3	1.7
	<i>Utilities</i>			315	4
8	Tax services- (VAT, Customs, Motor vehicle licenses etc)		514	6	1.2
9	Land services (buying, selling, inheriting, leasing)		1038	13	1.3
11	Bank		2351	13	0.6
12	Civil Society		111	0	0.0
13	Private Sector		153	6	3.9
TOTAL NUMBER OF INTERACTIONS			15,848	185	1.17



The likelihood of encountering bribe demand situation in Rwanda remains very low with 1.17%, which marks a improvement from the same index in 2010 and 2011 which was 3.9% and 1.19% respectively. This positively reflects the attitude of Rwandan institutions as the majority of the population can comfortably access services without being asked to pay a bribe.

A comparative analysis on corruption incidences across public services shows that vocational training and traffic police were reported to take the lead with the highest demand occurrences accounting for 8 % and 7% respectively followed by the private sector (3.9%), Provincial administration, City and Local councils (3.8%) and the judiciary (2%).

Institutions with the lowest likelihood of encountering bribe occurrences are civil society (0%), banks (0.6%), utilities in the water sector, and formal educational institutions. It is notable that the 2012 Rwanda Bribery Index presents a different trend of bribes occurrences among public institutions from the previous one. In 2011, police, mediators (justice sector) and civil society took the lead as worst performing institutions of the year whereas in 2012, only the police remains in the same position among these three and civil society actually appear as the least corrupt.

5.2.2.2 Prevalence of bribery

This indicator captures the probability that a bribe is paid to a service provider upon interaction with the service seeker. The table below shows the ranking of institutions in this aspect.

Table 4: Prevalence of bribery

No	Institution category	Institution type	# of Interac- tions	# of Bribe Offered	Prevalence rate
1	Educational institutions- schools, colleges, universities	Primary	1171	5	0.43
		Secondary	465	0	0.00
		Technical / vocational training	50	2	4.00
		University	55	0	0.00
<i>Total Educational institutions</i>			1741	7	0.40
2	Judiciary		953	7	0.73
3	Medical services		4577	2	0.04
4	Police	Regular	446	5	1.12
		AP- Administration Police	337	3	0.89
		Traffic	100	5	5.00
<i>Police</i>			883	13	1.47
5	Registry and licensing services (civil registry for birth, marriage death and business licensing; ID & passport issuance)	Civil Registration	2636	19	0.72
		Business licensing	160	2	
<i>Registry and licensing services</i>			2796	21	0.75
6	Provincial administration, City and Local councils		416	4	0.96
7	Utilities (electricity, water, postal etc.)	Water	138	0	0.00
		Electricity	177	3	1.69
<i>Utilities</i>			315	3	0.95
8	Tax services- (VAT, Customs, Motor vehicle licenses etc)		514	2	0.39
9	Land services (buying, selling, inheriting, leasing)		1038	5	0.48
10	Bank		2351	3	0.13
11	Civil Society		111	0	0.00
12	Private Sector		153	2	1.31
Overall			15,848	69	0.44



The prevalence of bribery in Rwandan institutions is at a very low level with 0.44%, which again means an improvement compared to the last two surveys decreasing from 2.15% in 2010 to 0.48% in 2011 and then to 0.44% in 2012. This is another positive sign confirming the integrity of the population of Rwanda as the majority of them can access services without paying bribes.

Once again, the comparative analysis on prevalence of bribery points out traffic police and vocational training as the worst performing institutions as they received most bribes from service seekers or in other words institutions where bribes were most paid with values of 5% and 4% respectively.

The institutions with the lowest prevalence of bribery are the same as those with lowest likelihood of encountering bribes namely Civil Society, utilities in the electricity sector, educational institutions like universities and banks. It should be noted that a significant progress of civil society and banks (private sector) is well perceived in 2012 as in the previous surveys these institutions were among those with the highest bribe occurrences.

5.2.2.3 Average size of Bribe

The table below presents the average bribe paid during the last 12 months by service seekers who were caught in a corrupt interaction.

Table 5: Average size of Bribe

No	Institution category	Institution type	Total amount paid in Rwf	Number of bribe payment	Average size
1	Educational institutions- schools, colleges, universities	Primary	217,000	10	21,700
		Secondary	52,000	2	26,000
		Technical / vocational training	15,000	1	15,000
		University			
<i>Total Educational institutions</i>			<i>284,000</i>	<i>13</i>	<i>21,846</i>
2	Judiciary		115,000	5	23,000
3	Medical services		21,000	5	4,200
4	Police	Regular	317,000	20	15,850
		AP- Administration Police	212,000	16	13,250
		Traffic	60,000	4	15,000
<i>Police</i>			<i>589,000</i>	<i>40</i>	<i>14,725</i>



5	Registry and licensing services (civil registry for birth, marriage death and business licensing; ID & passport issuance)	Civil Registration	117,000	14	8,357
		Business licensing	-	-	
	<i>Registry and licensing services</i>		<i>117,000</i>	<i>14</i>	<i>8,357</i>
6	Provincial administration, City and Local councils		152,100	25	6,084
7	Utilities (electricity, water, postal etc.)	Water	-	-	
		Electricity	3,000	1	3,000
	<i>Utilities</i>		<i>3,000</i>	<i>1</i>	<i>3,000</i>
8	Tax services- (VAT, Customs, Motor vehicle licenses etc)		2,000	1	2,000
9	Land services (buying, selling, inheriting, leasing)		65,000	5	13,000
11	Bank		392,500	11	35,682
12	Civil Society		-	-	-
13	Private Sector		15,000	3	5,000
Overall			1,755,600	123	14,273

The average size of bribe paid by respondents was Rwf 14,273 in the last twelve months. This indicator also shows a clear improvement compared to 2010 and 2011, when the average amount of bribe was 27,467 Rwf and 19,844 Rwf respectively. However, it is worth noting that even one Rwf of bribe paid has to be discouraged in the spirit of achieving a corruption-free society.

The comparison across institutions for this indicator, reveals that the highest average bribe was paid in banks with an amount of 35.682 Rwf followed by the educational institutions, especially secondary schools with an amount of 26,000 Rwf while the police comes at the third position in this aspect with 15,850 Rwf. This year, the position of the police for this indicator has changed compared to last year where it took the the first position, showing an improvement for this specific indicator.

The above table shows that the total amount of bribes paid by respondents is 1.755.600 which is significantly less than the amount of bribes registered in 2011 and 2010. Indeed, in 2010 the total amount of bribes paid was 6,235,000 Rwf while in 2011 this amount decreased to 2,361,400 Rwf, making a positive difference of 4.479.400 Rwf between 2010 and 2012.



5.2.2.4 Share of Bribe

The table below shows the share of bribery that institutions account compared to the total amount of bribes reported by respondents.

Table 6: Share of Bribery

No	Institution category	Institution type	Total amount paid	Share of bribe
1	Educational institutions- schools, colleges, universities	Primary	217,000	12.36
		Secondary	52,000	2.96
		Technical / vocational training	15,000	0.85
		University	-	-
<i>Total Educational institutions</i>			<i>284,000</i>	<i>16.18</i>
2	Judiciary		115,000	6.55
3	Medical services		21,000	1.20
4	Police	Regular	317,000	18.06
		AP- Administration		
		Police	212,000	12.08
		Traffic	60,000	3.42
<i>Police</i>			<i>589,000</i>	<i>33.55</i>
5	Registry and licensing services (civil registry for birth, marriage death and business licensing; ID & passport issuance)	Civil Registration	117,000	6.66
		Business licensing	-	-
		<i>Registry and licensing services</i>		<i>117,000</i>
6	Provincial administration, City and Local councils		152,100	8.66
7	Utilities (electricity, water, postal etc.)	Water	-	-
		Electricity	3,000	0.17
		<i>Utilities</i>		<i>3,000</i>
8	Tax services- (VAT, Customs, Motor vehicle licenses etc)		2,000	0.11
9	Land services (buying, selling, inheriting, leasing)		65,000	3.70
11	Bank		392,500	22.36
12	Civil Society		-	-
13	Private Sector		15,000	0.85
Overall			1,755,600	100.00

Cumulatively, almost 56% of the total bribes recorded by this survey was paid to Police and Bank, the police accounting for the biggest share (33.55%) and the banks for the second biggest (22.36%); these are followed by educational institutions (16.18%) and then by registry and licensing services (6.66%). Notably, within the police institution, the traffic police had the smallest share of bribe accounting for 3.42% while the regular police accounted for 18.06%. This finding may imply that though Traffic Police was reported to have the highest prevalence of bribe, when indulging in corrupt practices, the amount received is relatively small.



5.2.2.5 Perceived Impact of Bribe

This table presents findings on whether respondents who resisted to pay a bribe received the service they were seeking.

Table 7: Impact of Bribe

No	Institution category	Institution type	# of interactions	# of services not received without a bribe	Impact (%)
1	Educational institutions- schools, colleges, universities	Primary	1171	1	0.09
		Secondary	465	2	0.43
		Technical / vocational training	50	3	6.00
		University	55	1	1.82
Total Educational institutions			1741	7	0.40
2	Judiciary		953	7	0.73
3	Medical services		4577	1	0.02
4	Police	Regular	446	9	2.02
		AP- Administration Police	337	3	0.89
		Traffic	100	2	2.00
		Police		883	14
5	Registry and licensing services (civil registry for birth, marriage death and business licensing; ID & passport issuance)	Civil Registration	2636	13	0.49
		Business licensing	160	1	0.63
		Registry and licensing services		2796	14
6	Provincial administration, City and Local councils		416	17	4.09
7	Utilities (electricity, water, postal etc.)	Water	138	0	0.00
		Electricity	177	0	0.00
		Utilities		315	0
8	Tax services- (VAT, Customs, Motor vehicle licenses etc)		514	1	0.19
9	Land services (buying, selling, inheriting, leasing)		1038	5	0.48
11	Bank		2351	5	0.21
12	Civil Society		111	0	0.00
13	Private Sector		153	2	1.31
TOTAL NUMBER OF INTERACTIONS			15,848	73	0.46

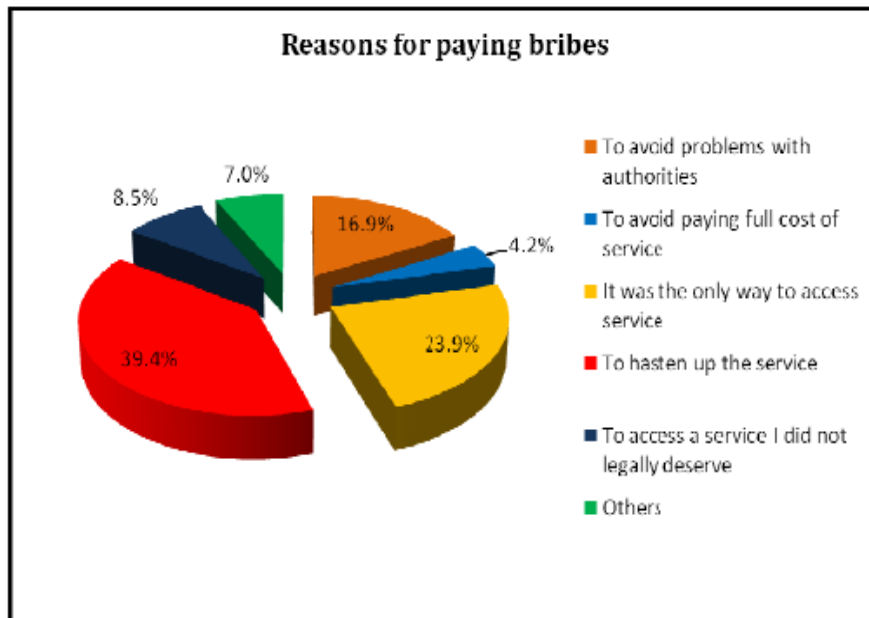
The institutions with the highest impact of bribery are vocational training institutions and Local Government with 6 % and 4.09% respectively, which is also very low. This reflects again a positive behavior for these institutions as the majority of the population can comfortably access services without bribing.



5.3 Common reasons for paying bribe

The survey went further to identify reasons for paying bribe. The figure below presents the outcome.

Figure 13: Common reasons for paying bribe

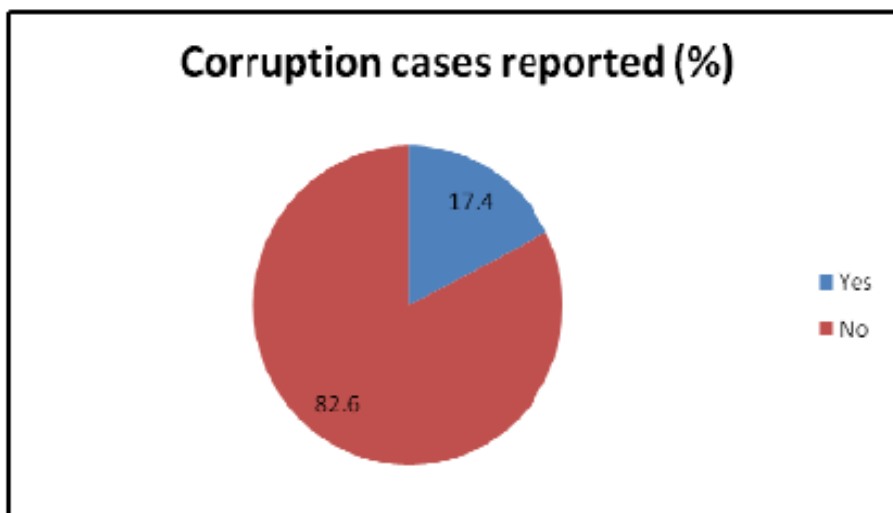


As shown by the above figure, a majority of the respondents who paid a bribe (39.4%) declared that the bribe was paid to hasten up the service. Other reasons which got a significant proportion include the view that it was the only way to access service (23.9%) and the means to avoid problems with authorities (16.9%). It is therefore unfortunate to realise that about 40% of respondents who paid bribe did so to hasten up the service, implying the existence of a certain inequality between the rich and the poor's access to service delivery.

5.4 Reporting of Corruption Cases

Reporting corruption is very crucial in the fight against corruption as it allows to punish the perpetrators. The survey therefore sought to determine whether the respondents who encountered corruption reported it or not. This is indicated in the figure below.

Figure 14: Reporting of Corruption Cases



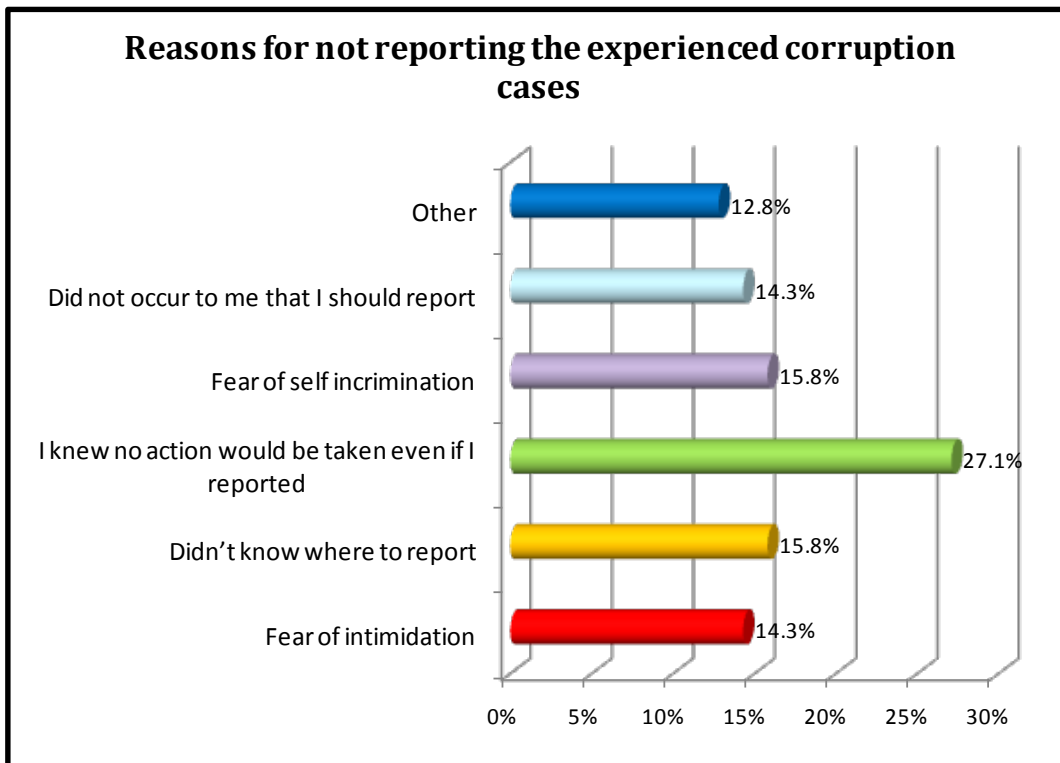


The above figure indicates that a large majority (82.6%) of those who encountered corruption did not report it. Compared to the previous survey, the proportion of respondents who did not report corruption has slightly increased from 81% to 82.6%. The section below explores the reasons of not reporting the experienced corruption cases.

5.5 Reasons for not reporting the corruption cases experienced

The figure 15 presents findings on the reasons for not reporting corruption cases according to respondents.

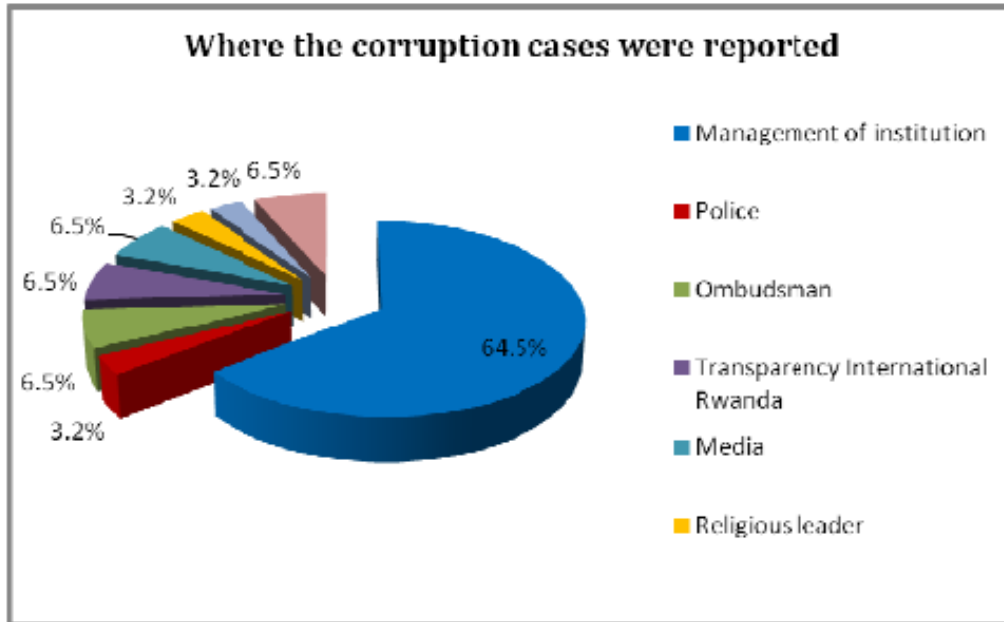
Figure 15: Reasons for not reporting the corruption cases experienced



As mentioned above, a large majority of respondents did not report corruption. This finding reveals that the main reasons behind this attitude was that they believed that no action would be taken even if they reported the case, accounting for 27.1%. This could be an indicator of the confidence that people have in the institutions where they seek redress and the ease of accessing such institutions. When people are confident that their complaints will be followed up on, they are more likely to report incidences of corruption. The reverse indicates lack of confidence and/or fear of incrimination by the authorities (15.8%) or fear of being marked and black-listed by service providers. Another reason which was reported by 15.8% of respondents is the fact that people do not know where to report cases of corruption. Their views on where the corruption cases should be reported are described on the next page.

5.6 Where the corruption cases were reported

Figure 16: Where the corruption cases were reported

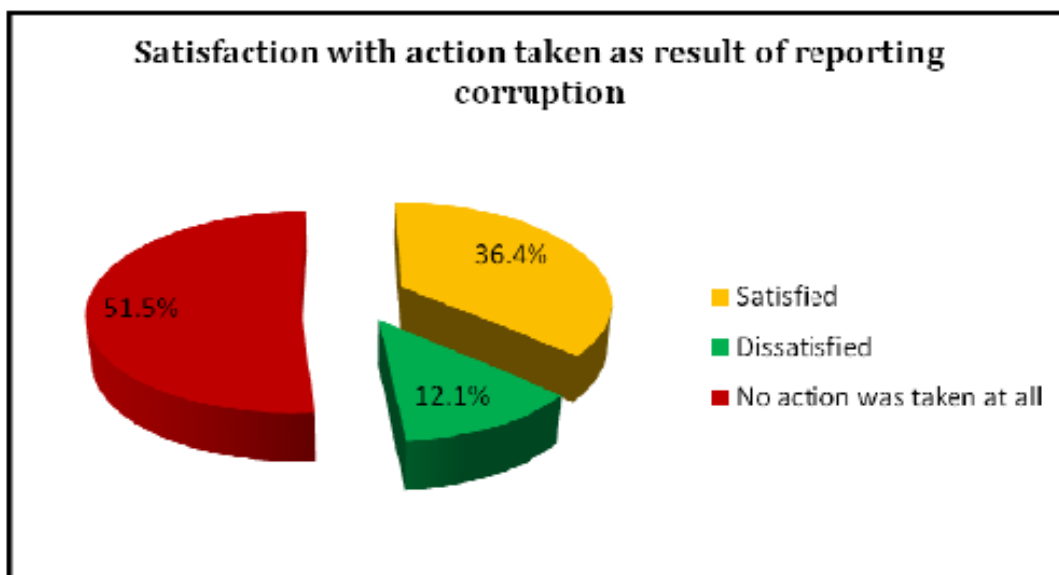


As evidenced by the above figure, the majority of respondents (64.5%) who encountered corruption and reported it chose to report it to the management of their various institutions with only a small proportion reporting to the relevant anti-corruption authorities. The fact that respondents rarely use the anti-corruption authorities as a channel to report corruption is partly due to their perception that no action would be taken after reporting corruption cases as indicated in the previous figure and confirmed by the graph below.

5.7 Satisfaction with the action taken after reporting corruption incidence

The figure 17 below displays the level of satisfaction with the action taken after reporting a case of corruption.

Figure 17: Satisfaction with the action taken after reporting corruption incidence





Based on the figure above, it is clear that the majority (51.5%) of respondents believed no action at all was taken after reporting corruption incidence while another significant proportion of 36.4% were satisfied with the result. Bearing in mind that the assessment of respondents with regard to the effort of the government of Rwanda in fighting corruption mentioned three strategies in the fight against corruption namely: severe punishment, sensitisation about consequences of corruption and strong measures to fight corruption including the existence of institutions engaged in the fight against corruption, it is worth highlighting the need to encourage victims to report corrupt practices and the improvement of reporting mechanisms as an additional key priority of anti-corruption strategies in Rwanda.

6. CONCLUSION AND RECOMMENDATIONS

Rwanda Bribery Index 2012 used a quantitative approach and sought to establish the extent of bribery in Rwanda by seeking information on bribery incidences. This year, the survey methodology changed as bribery experiences were recorded on the basis of public service sectors instead of individual institutions.

The Rwanda Bribery Index 2012 confirms, in line with previous editions and most studies on petty corruption in the country, that Rwanda is affected by modest levels of bribery and that the situation has improved over the years, thus implying that current anti-corruption strategies are paying off.

Indeed the majority of respondents (55.4%) perceive Rwanda to be only slightly corrupt while 12.2% are of the view that there is no corruption at all, while nearly 81% believe that corruption has decreased in the last 12 months. While this is a positive picture, it needs to be stressed that it is clearly less positive than the one registered by RBI 2011: those who believe that Rwanda is corrupt rose from 23.6% in 2011 to 30.5% this year. This may be explained either by an actual increase in bribery in the country or by the impact on perceptions generated by the high-level cases investigated by the competent authorities in the last 12 months. Either way, it is an alarm bell which should not be overlooked, also because the share of respondents who believe that corruption will decrease next year went down from 89.6% in 2011 to 79.6% in 2012.

At the same time, the overwhelming majority (95.5%) think that the Government of Rwanda is doing enough to fight against corruption, implying that citizens do not see a need to change anti-corruption strategies, but perhaps would like to see them scaled up.

Even though perceived levels of bribery have slightly increased, citizen experience with bribes remains low and only 12.6% of Rwandans have encountered corrupt practices; particularly, the share of citizens who were demanded a bribe slightly decreased over time, from 11.9% in 2010, to 10% in 2011 and to 9.7% in 2012. This is confirmed by the fact that the likelihood of demanding and paying bribes in the last twelve months were very low accounting respectively for 1.17% and 0.44%. Interestingly, RBI 2012 confirms, in line with other studies, that the categories more likely to engage in corruption are relatively young men living in urban areas. Another positive result is the decrease in the average bribes paid: Rwf 14,273 down from Rwf 19,844 last year.

While incidence of corruption is overall limited in all Rwandan institutions, the Police emerges once again as the one most at risks, in line with previous RBI studies, followed this time by education institutions; remarkably, civil society on the other hand appears to be the least affected, in stark contrast with RBI 2011 where it scored among the most corrupt institutions. Once again the Police leads the ranking on share of bribes, as almost 56% of the total bribes recorded by this survey was paid to Police. In terms of average size of bribes, however, the highest average bribes were paid in banks with an amount of Rwf 35,682.



Finally, the study shows that a large majority of respondents (82.6%) did not report the corruption cases they have encountered, in line with all previous TI-Rw studies, the main reason being a perception that no action would be taken. Consequently, the few who reported preferred to report to their own institutions instead of filing a complaint to the appropriate anti-corruption authorities. Their fear seems to be at least partly justified, as 51.5% of those who reported did not see any action taken after they complained.

Based on the findings of RBI 2012, the following actions are recommended:

- The government of Rwanda should build on the current momentum and ensure that all its institutions follow the governance principles and procedures that are in place.
- Government, local authorities, private companies and civil society organisations should all strengthen their governance structures, draft and apply codes of conduct and enhance the transparency of their activities, structures and decision-making procedures.
- Focus on raising awareness about the negative implication of corruption among the institutions vulnerable to corruption in order to help them improve their integrity standards.
- Government and Civil society must encourage victims of corruption to resist demands for bribes and report them to the relevant authorities.
- Make sure service providers perform their tasks in a professional, transparent and customer-oriented way; provide service providers with training and sensitisation sessions on integrity and corruption-related issues.
- Make sure that means of reporting corruption are accessible, confidential and ensure appropriate follow up of the cases reported in order to inspire public confidence in existing anti corruption mechanisms and thus encourage citizens to report malpractices.



ANNEXES

A. RAW DATA

I. Demographics

I.1. Province

Province	Frequency	Percent
Kigali city	290	12.1
Western	551	23.0
Eastern	540	22.6
Northern	418	17.5
Southern	592	24.8
Total	2391	100.0

I.2. Residency

Residency	Frequency	Percent
Urban	295	12.3
Rural	2096	87.7
Total	2391	100.0

I.3. Gender

Gender	Frequency	Percent
Male	1445	60.4
Female	946	39.6
Total	2391	100.0

I.4. Age groups

Age	Frequency	Percent
18-24	459	19.2
25-29	503	21.0
30-34	429	17.9
35-39	257	10.7
40-44	246	10.3
45-49	168	7.0
50-54	102	4.3
55-59	118	4.9
60+	109	4.6
Total	2391	100.0



I.5. Employment Status

Employment Status	Frequency	Percent
Student/Unemployed	218	9.1
Self employed	548	22.9
Employed in family business or farm	1389	58.1
Employed in private sector	144	6.0
Employed by government/local authority/ parastatal	35	1.5
Employed in community sector e.g. Church, N.G.O,Co-operative	38	1.6
Retired	19	.8
Total	2391	100.0

I.6. Highest Level of education attained

Highest Level of education attained	Frequency	Percent
Primary Only	1368	57.2
Post Primary Training	267	11.2
Secondary Only	249	10.4
College Education	24	1.0
University Degree	43	1.8
Postgraduate Degree	5	.2
Informal education	42	1.8
No education	393	16.4
Total	2391	100.0

I.7. Personal Income (Rfw) per month

Personal Income (Rfw) per Month	Frequency	Percent
Less than 10,000	853	35.7
10,000 - 40,000	1205	50.4
41,000 - 150,000	304	12.7
More than 150,000	29	1.2
Total	2391	100.0

I.8. Household Income (Rfw) per month

Household Income (Rfw) per month	Frequency	Percent
Less than 10,000	661	27.6
10,000 - 40,000	1195	50.0
41,000 - 150,000	474	19.8
More than 150,000	61	2.6
Total	2391	100.0



II. Bribery Indicators

Q1.0 Number of Interactions per institutions

No	Institution category	Institution type	# of interactions
1	Educational institutions- schools, colleges, universities	Primary	1171
		Secondary	465
		Technical / vocational training	50
		University	55
		Total Educational institutions	
2	Judiciary		953
3	Medical services		4577
4	Police	Regular	446
		AP- Administration Police	337
		Traffic	100
		Police	
5	Registry and licensing services (civil registry for birth, marriage death and business licensing; ID & passport issuance)	Civil Registration	2636
		Business licensing	160
		Registry and licensing services	
6	Provincial administration, City and Local councils		416
7	Utilities (electricity, water, postal etc.)	Water	138
		Electricity	177
		Utilities	
8	Tax services- (VAT, Customs, Motor vehicle licenses etc)		514
9	Land services (buying, selling, inheriting, leasing)		1038
11	Bank		2351
12	Civil Society		111
13	Private Sector		153
TOTAL NUMBER OF INTERACTIONS			15,848



Q2.0 When visiting these organizations/institutions/offices, did you encounter any bribery incidences?
When visiting these organizations/institutions/offices, did you encounter any bribery incidences.

When visiting these organizations/institutions/offices, did you encounter any bribery incidences	Frequency	Percent
Demanded / expected	185	7.74%
Offered	69	2.89%
None - Not demanded / expected or offered	2137	89.38%
Total	2391	100.00%

III. Likelihood

No	Institution category	Institution type	# of interact	# of Bribe Demnd	Likehd
1	Educational institutions- schools, colleges, universities	Primary	1171	10	0.9
		Secondary	465	3	0.6
		Technical / vocational training	50	4	8.0
		University	55	0	0.0
	Total Educational institutions			1741	17
2	Judiciary		953	19	2.0
3	Medical services		4577	8	0.2
4	Police	Regular	446	22	4.9
		AP- Administration Police	337	8	2.4
		Traffic	100	7	7.0
	Police			883	37
5	Registry and licensing services (civil registry for birth, marriage death and business licensing; ID & passport issuance)	Civil Registration	2636	43	1.6
		Business licensing	160	3	1.9
	Registry and licensing services			2796	46
6	Provincial administration, City and Local councils		416	16	3.8
7	Utilities (electricity, water, postal etc.)	Water	138	1	0.7
		Electricity	177	3	1.7
	Utilities			315	4
8	Tax services- (VAT, Customs, Motor vehicle licenses etc)		514	6	1.2
9	Land services (buying, selling, inheriting, leasing)		1038	13	1.3
11	Bank		2351	13	0.6
12	Civil Society		111	0	0.0
13	Private Sector		153	6	3.9
TOTAL NUMBER OF INTERACTIONS			15,848	185	1.17



IV. Prevalence

No	Institution category	Institution type	# of interactions	# of Bribe Offered	Prevalence
1	Educational institutions- schools, colleges, universities	Primary	1171	5	0.43
		Secondary	465	0	0.00
		Technical / vocational training	50	2	4.00
		University	55	0	0.00
	Total Educational institutions			1741	7
2	Judiciary		953	7	0.73
3	Medical services		4577	2	0.04
4	Police	Regular	446	5	1.12
		AP- Administration Police	337	3	0.89
		Traffic	100	5	5.00
	Police			883	13
5	Registry and licensing services (civil registry for birth, marriage death and business licensing; ID & passport issuance)	Civil Registration	2636	19	0.72
		Business licensing	160	2	1.25
	Registry and licensing services			2796	21
6	Provincial administration, City and Local councils		416	4	0.96
7	Utilities (electricity, water, postal etc.)	Water	138	0	0.00
		Electricity	177	3	1.69
	Utilities			315	3
8	Tax services- (VAT, Customs, Motor vehicle licenses etc)		514	2	0.39
9	Land services (buying, selling, inheriting, leasing)		1038	5	0.48
10	Bank		2351	3	0.13
11	Civil Society		111	0	0.00
12	Private Sector		153	2	1.31
Overall			15,848	69	0.44



V. Average size of bribe

No	Institution category	Institution type	Total amount paid in Rwf	Number of bribe payment	Average size
1	Educational institutions- schools, colleges, universities	Primary	217,000	10	21,700
		Secondary	52,000	2	26,000
		Technical / vocational training	15,000	1	15,000
		University			
Total Educational institutions			284,000	13	21,846
2	Judiciary		115,000	5	23,000
3	Medical services		21,000	5	4,200
4	Police	Regular	317,000	20	15,850
		AP- Administration Police	212,000	16	13,250
		Traffic	60,000	4	15,000
	Police			589,000	40
5	Registry and licensing services (civil registry for birth, marriage death and business licensing; ID & passport issuance)	Civil Registration	117,000	14	8,357
		Business licensing	-	-	
	Registry and licensing services			117,000	14
6	Provincial administration, City and Local councils		152,100	25	6,084
7	Utilities (electricity, water, postal etc.)	Water	-	-	
		Electricity	3,000	1	3,000
	Utilities			3,000	1
8	Tax services- (VAT, Customs, Motor vehicle licenses etc)		2,000	1	2,000
9	Land services (buying, selling, inheriting, leasing)		65,000	5	13,000
11	Bank		392,500	11	35,682
12	Civil Society		-	-	-
13	Private Sector		15,000	3	5,000
Overall			1,755,600	123	14,273



VI. Share of bribe

No	Institution category	Institution type	Total amount paid	Share of bribe
1	Educational institutions- schools, colleges, universities	Primary	217,000	12.36
		Secondary	52,000	2.96
		Technical / vocational training	15,000	0.85
		University	-	-
	Total Educational institutions		284,000	16.18
2	Judiciary		115,000	6.55
3	Medical services		21,000	1.20
4	Police	Regular	317,000	18.06
		AP- Administration Police	212,000	12.08
		Traffic	60,000	3.42
	Police		589,000	33.55
5	Registry and licensing services (civil registry for birth, marriage death and business licensing; ID & passport issuance)	Civil Registration	117,000	6.66
		Business licensing	-	-
	Registry and licensing services		117,000	6.66
6	Provincial administration, City and Local councils		152,100	8.66
7	Utilities (electricity, water, postal etc.)	Water	-	-
		Electricity	3,000	0.17
	Utilities		3,000	0.17
8	Tax services- (VAT, Customs, Motor vehicle licenses etc)		2,000	0.11
9	Land services (buying, selling, inheriting, leasing)		65,000	3.70
11	Bank		392,500	22.36
12	Civil Society		-	-
13	Private Sector		15,000	0.85
Overall			1,755,600	100.00



VII. Impact of bribe

No	Institution category	Institution type	# of interactions	# of services not received without a bribe	Impact (%)
1	Educational institutions- schools, colleges, universities	Primary	1171	1	0.09
		Secondary	465	2	0.43
		Technical / vocational training	50	3	6.00
		University	55	1	1.82
	Total Educational institutions			1741	7
2	Judiciary		953	7	0.73
3	Medical services		4577	1	0.02
4	Police	Regular	446	9	2.02
		AP- Administration Police	337	3	0.89
		Traffic	100	2	2.00
	Police			883	14
5	Registry and licensing services (civil registry for birth, marriage death and business licensing; ID & passport issuance)	Civil Registration	2636	13	0.49
		Business licensing	160	1	0.63
	Registry and licensing services			2796	14
6	Provincial administration, City and Local councils		416	17	4.09
7	Utilities (electricity, water, postal etc.)	Water	138	0	0.00
		Electricity	177	0	0.00
	Utilities			315	0
8	Tax services- (VAT, Customs, Motor vehicle licenses etc)		514	1	0.19
9	Land services (buying, selling, inheriting, leasing)		1038	5	0.48
11	Bank		2351	5	0.21
12	Civil Society		111	0	0.00
13	Private Sector		153	2	1.31
TOTAL NUMBER OF INTERACTIONS			15,848	73	0.46



Q 2.5 (For those who paid) Do you think you would have received service if you did not pay the bribe?

No	Institution category	Institution type	Service after bribe payment	
			Yes	No
1	Educational institutions- schools, colleges, universities	Primary	0	4
		Secondary	0	0
		Technical / vocational training	0	1
		University	0	0
Total Educational institutions			0	5
2	Judiciary		1	3
3	Medical services		1	4
4	Police	Regular	5	7
		AP- Administration Police	2	3
		Traffic	0	6
Police			7	17
5	Registry and licensing services (civil registry for birth, marriage death and business licensing; ID & passport issuance)	Civil Registration	4	8
		Business licensing	0	0
Registry and licensing services			4	8
6	Provincial administration, City and local councils		7	9
7	Utilities (electricity, water, postal etc.)	Water	0	0
		Electricity	0	0
Utilities			0	0
8	Tax services- (VAT, Customs, Motor vehicle licenses etc)		0	2
9	Land services (buying, selling, inheriting, leasing)		1	3
10	Bank		3	6
11	Civil Society		0	0
12	Private Sector		0	2
TOTAL			24	58

Common reasons for paying bribe

Reasons	Frequency	Percent
To avoid problems with authorities	12	16.9%
To avoid paying full cost of service	3	4.2%
It was the only way to access service	17	23.9%
To hasten up the service	28	39.4%
To access a service I did not legally deserve	6	8.5%
Others	5	7.0%
Total	71	100.0%



Number of corruption cases reported

Reporting	Frequency	Percent
Yes	29	17.4%
No	138	82.6%
Total	167	100.0%

Where the corruption cases were reported

	Frequency	Percent
Management of institution	20	64.5%
Police	1	3.2%
Ombudsman	2	6.5%
Transparency International Rwanda	2	6.5%
Media	2	6.5%
Religious leader	1	3.2%
Anti corruption authority	1	3.2%
Others	2	6.5%
Total	31	100.0%

Reasons of not reporting the experienced corruption cases

	Frequency	Percent
Fear of intimidation	19	14.3%
Didn't know where to report	21	15.8%
I knew no action would be taken even if I reported	36	27.1%
Fear of self incrimination	21	15.8%
Did not occur to me that I should report	19	14.3%
Other	17	12.8%
Total	133	100.0%

Satisfaction with the action taken after reporting corruption incidence

	Frequency	Percent
Satisfied	12	36.4%
Dissatisfied	4	12.1%
No action was taken at all	17	51.5%
Total	33	100.0%

Current state of corruption in Rwanda

	Frequency	Percent
Not corrupt at all	280	12.2%
Slightly corrupt	1266	55.4%
Corrupt	697	30.5%
Extremely corrupt	43	1.9%
Total	2286	100.0%



Comparison of the current state of corruption in Rwanda with one year ago

	Frequency	Percent
Increased	70	2.9%
Remained the same	206	8.6%
Decreased	1922	80.7%
Don't Know	184	7.7%
Total	2382	100.0%

Opinions about the future incidences of corruption in Rwanda

	Frequency	Percent
Increase	70	2.9%
Remain the same	121	5.1%
Decrease	1895	79.6%
Don't Know	295	12.4%
Total	2381	100.0%

Opinions about the effort of the Government of Rwanda to fight against corruption

	Frequency	Percent
Yes	2267	95.5%
Maybe	49	2.1%
No	30	1.3%
Don't Know	27	1.1%
Total	2373	100.0%



B. RESEARCH QUESTIONNAIRES/IBIBAZO BY'UBUSHAKASHATSI KURI RUSWA MU RWANDA MU MWAKA WA 2012 «Rwanda 2012 Bribery Index»

Interviewer Name (CAPITALS)/Izina ry'ubaza (Inyuguti nkuru)										
Interviewer Number /Numero y'ubaza							Serial number/ Ikirango			
Interview Date/ Itariki y'ibazwa (ddmmyy)							Start time/Isaha y'ibazwa (24 Hour)			

Province/Intara	Code/ikirango	Province /Intara	Code /Ikirango
Kigali city/Umujiyi wa Kigali	01	Western/ Iburengerazuba	02
Eastern/Iburasirazuba	03	Northern/ Amajyaruguru	04
Southern/ Amajyepfo	05		

D.1 Residency/ Aho atuye	Urban/ Umujiyi	01	Rural/ Icyaro	02
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Hello, My name is.....and I am conducting a survey on behalf of Transparency International Rwanda. The survey is on bribery and we are interested in your experiences. The interview will not take more than 30 minutes and your responses will be kept completely confidential./Muraho?, nitwa.....turimo gukora ubushakashatsi, twoherejwe na "Transparency International Rwanda" kugira ngo hakusanywe ibitekerezo by'abanyarwanda b'ingeri zose ku kibazo cya ruswa mu Rwanda. Ibizava muri ubu bushakashatsi bizafasha TI-RW ndetse n'abandi bafatanyabikorwa gukora ubuvugizi kugira ngo hanozwe imirongo ngenderwaho mu kurwanya ruswa mu gihugu. None mboneyeho kubasaba kumbwira ibitekerezo byanyu ku kibazo cya ruswa. Ibisubizo byanyu bizafasha kumva neza uko ruswa iteye mu Rwanda kandi bizagirwa ibanga cyane cyane ko n'amazina yanyu atandikwa ku mpapuro z'ubushakashatsi.

D.2 Gender/igitsina	Male/gabo	01	Female/gore	02
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D.3 Which of the following age groups do you belong to?/icyiciro cy'Imyaka y'Ubazwa

18-24	01	25-29	02	30-34	03
35-39	04	40-44	05	45-49	06
50-54	07	55-59	08	60+	09

D.4 Employment Status/Icyo akora		D.5 Highest Level of education attained/Amashuri yize	
Student/Unemployed/Umunyeshuri/ Nta kazi	01/02	Primary Only/Amashuri abanza	01
Self employed/Yikorera ku giti cye	03	Post Primary Training/Icyiciro rusange	02
Employed in family business or farm/Akora akazi ko mu muryango/umuhinzi mworoz	04	Secondary Only/Ayisumbuye	03
Employed in private sector/Akorera abandi	05	College Education/Amashuri makuru	04
Employed by government/local authority/ parastatal/Umukozi wa Leta, inzego z'ubuyobozi /ibigo bya Leta	06	University Degree/Kaminuza	05
Employed in community sector e.g. Church, N.G.O,Co-operative/Umukozi w'idini,koperative,imiryango itegamiye kuri Leta	07	Postgraduate Degree/Ayikirenga	06
Retired/Mu zabukuru	08	Informal education /Amashuri adafite ibyiciro	07
		No education /Nta shuri	08

D.6 Personal Income (Rfw) per Month /Umutungo yinjiza Frw mu kwezi		D.6 Household Income (Rfw) per month /Umutungo umuryango winjiza Frw mu kwezi	
Less than /Hasi y'10,000	01	Less than Hasi y' 10,000	01
10,000 - 40,000	02	10,000 - 40,000	02
41,000 – 150,000	03	41,000 – 150,000	03
More than/Hejuru y' 150,000	04	More than /Hejuru y'150,000	04



Q 1.0 Please tell me which of the following public institutions you have visited/ interacted with personally in the last 12 months, looking for services. How many times did you interact with these institutions in the last 12 months? (record numerically)/*Watubwira muri ibibigo bikurikira ibyo wagezemo mu mezi 12 ashize, ukeneye serivisi? Wabigezemo inshuro zingaha muri ayo mezi 12?(Uzurisha umubare)*

1.0 Institution category/ <i>Ubwoko bw'ibigo</i>	Institution type/ <i>Ibyiciro</i>	1.2 Number of interactions/ <i>Inshuro babonanye</i>
1. Educational institutions- schools, colleges, universities/ <i>Inzego z'uburezi</i>	Primary/ <i>Amashuri abanza</i>	
	Secondary/ <i>Amashuri yi sumbuye</i>	
	Technical / vocational training/ <i>Amashuri y'imyuga</i>	
	University/ <i>Kaminuza</i>	
2. Judiciary / <i>Ubutabera</i>		
3. Medical services/ <i>Ubuwuzi</i>		
4. Police/ <i>Polisi</i>	Regular/ <i>Isanzwe</i>	
	AP- Administration Police / <i>Yo mubiro</i>	
	CID/ <i>Ubutasi</i>	
	Traffic/ <i>Mu muhanda</i>	
5. Registry and licensing services (civil registry for birth, marriage death and business licensing; ID & passport issuance) / <i>Ibyangombwa bitandukanye(amavuko, gushyingirwa,ubucuruzi,indangamuntu na pasiporo)</i>	Civil Registration/ <i>Ibyangombwa by'imimerere</i>	



	Business licensing/ Ibyangombwa by'ubucuruzi	
6. Provincial administration/ Imiyoborere mu Ntara		
7. Utilities (electricity, water, postal etc.)/ Serivisi z'ubuzima	Water / Amazi	
	Electricity/ Umuriro	
	Postal services/ Iposita	
8. Tax services- (VAT, Customs, Motor vehicle licenses etc) Imisoro n'amahoro		
9. Land services (buying, selling, inheriting, leasing)/ serivisi z'ubutaka		
10. City and local councils/ Ubuyobozi bw'umujyi & ibyaro	Specify town / city/ Umujyi/Icyaro	
11. Other, please specify/ Ibindi ubisobanure:		
1.		
2.		
3.		
4.		

Q2.0 When visiting these organizations/institutions/offices, did you encounter any bribery incidences? (interviewer explain to respondent the demanded/expected/offered variables)/**Mugihe wasuraga ibi bigo, wigeze uhura n'ikibazo cya Ruswa? (Ubaza asobanurire neza ubazwa Gusaba kumugaragaro, Gusaba utabigaragaza no Gutanga Ruswa.**

Demanded / expected / Gusaba Ruswa	01	Go to / Jya Q 2.1
Offered/ Gutanga Ruswa	02	Go to / Jya Q 2.1
None - Not demanded / expected or offered / Nta na kimwe	03	Go to / Jya Q 4.0



1.0 Institution category/ Ubwoko bw'Ibigo	Institution type/ Ibyiciro	Bribe demand / expectation to pay/ Ruswa Yasabwe/Itegerejwe		
		Demanded / expected/ Yasabwe/Itegerejwe (01)	Offered /Yatanzwe (02)	None /ntayo(03)
1. Educational institutions- schools, colleges, universities/ Inzego z'uburezi	Primary/ Amashuri abanza			
	Secondary/ Amashuri yi sumbuye	1	2	3
	Technical / vocational training/ Amashuri y'imyuga	1	2	3
	University/ Kaminuza	1	2	3
2. Judiciary / Ubutabera		1	2	3
3. Medical services/ Ubuwuzi		1	2	3
4. Police/ Polisi	Regular/ Isanzwe	1	2	3
5. Registry and licensing services (civil registry for birth, marriage death and business licensing; ID & passport issuance) / Ibyangombwa bitandukanye(amavuko, gushyingirwa,ubucuruzi,indanga muntu na pasiporo)	AP- Administration Police / Yo mubiro	1	2	3
	CID/ Ubutasi	1	2	3
	Traffic/ Mu muhanda	1	2	3
	Civil Registration/ Ibyangombwa by'imimerere	1	2	3
	Business licensing/ Ibyangombwa by'ubucuruzi	1	2	3
		1	2	3



6. Provincial administration/ Imiyoborere mu Ntara		1	2	3
7. Utilities (electricity, water, postal etc.)/Serivisi z'ubuzima	Water /Amazi	1	2	3
	Electricity/Umuriro	1	2	3
	Postal services/Iposita	1	2	3
8. Tax services- (VAT, Customs, Motor vehicle licenses etc) Imisoro n'amahoro		1	2	3
9. Land services (buying, selling, inheriting, leasing)/serivisi z'ubutaka		1	2	3
10. City and local councils/Ubuyobozi bw'umujiyi & ibyar	Specify town / city/Umujiyi/Icyaro	1	2	3
11. Other, please specify/Ibindi ubisobanure		1	2	3
1.				
2.				
3.				
4.				

Q2.1 Did you pay the bribe? /Watanze Ruswa

Q2.2 Please tell me the total amount you paid in the last 12 months in each institution./Wambwira umubare w'amafaranga watanze mu mezi 12 ashize muri buri kigo?



Q2.3 Please tell me the number of times you paid the bribe in the last 12 months in each institution./
Wambwira inshuro watanze ruswa mu mezi 12 ashize muri buri kigo?

1.0 Institution category/ Ubwoko bw'Ibigo	Institution type/ Ibyiciro Primary/ Amashuri abanza	2.1 Bribe payment / Ruswa yishyuwe		2.2 Total amount of bribe paid in 12 mths/ Amafara nga yishyuwe mu mezi 12	2.3 Number of times bribe was paid/ Inshuro Ruswa yatanzwe
		Yes/ Yego (01)	No/ Oya (02)		
2. Judiciary / Ubutabera	Secondary/ Amashuri yi sumbuye	1	2		
	Technical / vocational training/ Amashuri y'imyuga	1	2		
	University/ Kaminuza	1	2		
		1	2		
3. Medical services/ Ubuwuzi		1	2		
4. Police/ Polisi	Regular/ Isanzwe	1	2		
5. Registry and licensing services (civil registry for birth, marriage death and business licensing; ID & passport issuance) / Ibyangombwa bitandukanye(amavuko, gushyingirwa,ubucuruzi,in dangamuntu na pasiporo)	AP- Administration Police / Yo mubiro	1	2		
	CID/ Ubutasi	1	2		
	Traffic/ Mu muhanda	1	2		
	Civil Registration/ Ibyangombwa by'imimerere	1	2		



	Business licensing/ <i>byangombwa by'ubucuruzi</i>	1	2		
		1	2		
6. Provincial administration/ <i>Imiyoborere mu Ntara</i>		1	2		
7. Utilities (electricity, water, postal etc.)/ <i>Serivisi z'ubuzima</i>	Water / <i>Amazi</i>	1	2		
	Electricity/ <i>Umuriro</i>	1	2		
	Postal services/ <i>Iposita</i>	1	2		
8. Tax services- (VAT, Customs, Motor vehicle licenses etc) <i>Imisoro n'amahoro</i>		1	2		
9. Land services (buying, selling, inheriting, leasing)/ <i>serivisi z'ubutaka</i>		1	2		
10. City and local councils/ <i>Ubuyobozi bw'umujyi & ibyaro</i>	Specify town / city/ <i>Umujyi/Icyaro</i>	1	2		
11. Other, please specify/ <i>Ibindi ubisobanure</i>		1	2		
1.					
2.					
3.					
4.					



Q2.4 (For those who did not pay) Did you get the service after failing to pay the bribe?/Kutarishyuye Ruswa) Waba warabonye serivisi kandi wananiwe gutanga ruswa?

1.0 Institution category/ Ubwoko bw'Ibigo	Institution type/ Ibyiciro Primary/ Amashuri abanza	Service access/ Kubona serivisi	
		Yes/ Yego (01)	No/ Oya (02)
1. Educational institutions- schools, colleges, universities/ Inzego z'uburezi	Secondary/ Amashuri yi sumbuye	1	2
	Technical / vocational training/ Amashuri y'imyuga	1	2
	University/ Kaminuza	1	2
		1	2
2. Judiciary / Ubutabera		1	2
3. Medical services/ Ubuwuzi		1	2
4. Police/ Polisi	Regular/ Isanzwe	1	2
5. Registry and licensing services (civil registry for birth, marriage death and business licensing; ID & passport issuance) / Ibyangombwa bitandukanye(amavuko, gushyingirwa,ubucuruzi,indangamuntu na pasiporo)	AP- Administration Police / Yo mubiro	1	2
	CID/ Ubutasi	1	2
	Traffic/ Mu muhanda	1	2
	Civil Registration/ Ibyangombwa by'imimerere	1	2
	Business licensing/ Ibyangombwa by'ubucuruzi	1	2
		1	2
6. Provincial administration/ I Miyoborere mu Ntara		1	2
7. Utilities (electricity, water, postal etc.)/ Serivisi z'ubuzima	Water / Amazi	1	2
	Electricity/ Umuriro	1	2



	Postal services/ lposita	1	2
8. Tax services- (VAT, Customs, Motor vehicle licenses etc) Imisoro n'amahoro		1	2
9. Land services (buying, selling, inheriting, leasing)/ serivisi z'ubutaka		1	2
10. City and local councils/ Ubuyobozi bw'umuji & ibyaro	Specify town / city/ Umuji/Icyaro	1	2
11. Other, please specify/ ibindi ubisobanure		1	2

Q 2.5 (For those who paid) Do you think you would have received service if you did not pay the bribe?/ **Ku bishyuye, Utekereza ko wari kubona serivisi yo uramuka adatanze ruswa?**

1.0 Institution category/ Ubwoko bw'Ibigo	Institution type/ Ibyiciro	Service after bribe payment/ Serivisi nyuma yo gutanga Ruswa	
		Yes / Yego(01)	No/ Oya (02)
1. Educational institutions- schools, colleges, universities/ Inzego z'uburezi	Primary/ Amashuri abanza		
	Secondary/ Amashuri yi sumbuye	1	2
	Technical / vocational training/ Amashuri y'imyuga	1	2
	University/ Kaminuza	1	2
2. Judiciary / Ubutabera		1	2
3. Medical services/ Ubuwuzi		1	2
4. Police/ Polisi	Regular/ Isanzwe	1	2
5. Registry and licensing services (civil registry for birth, marriage death and business licensing; ID & passport	AP- Administration Police / Yomubiro	1	2
	CID/ Ubutasi	1	2



issuance) /Ibyangombwa bitandukanye(amavuko, gushyingirwa,ubucuruzi,indangamuntu na pasiporo)	Traffic/ Mu muhanda	1	2
	Civil Registration/Ibyangombwa by'imimerere	1	2
	Business licensing/Ibyangombwa by'ubucuruzi	1	2
6. Provincial administration/ Imiyoborere mu Ntara		1	2
7. Utilities (electricity, water, postal etc.)/Serivisi z'ubuzima	Water /Amazi	1	2
	Electricity/Umuriro	1	2
	Postal services/Iposita	1	2
8. Tax services- (VAT, Customs, Motor vehicle licenses etc) Imisoro n'amahoro		1	2
9. Land services (buying, selling, inheriting, leasing)/serivisi z'ubutaka		1	2
10. City and local councils/Ubuyobozi bw'umujyi & ibyaro	Specify town / city/Umujiyi/Icyaro	1	2
11. Other, please specify/Ibindi ubisobanure		1	2
1.			
2.			
3.			
4.			



Q 2.6 (For those who paid a bribe) What would you say was the single most common reason why you paid the bribes?/Kubatanze Ruswa, Niki wabonye kiri rusange gituma hatangwa ruswa?

Reason for paying a bribe/ <i>Impamvu zo gutanga Ruswa</i>	
To avoid problems with authorities/ <i>Kutagirana ikibazo n'ubuyobozi/Kwigura</i>	1
To avoid paying full cost of service/ <i>Kwanga kwishyura serivisi uko bikwiye</i>	2
It was the only way to access service/ <i>Nibwo buryo bwonyine butuma ubona serivisi</i>	3
To hasten up the service/ <i>kwihutisha serivisi</i>	4
To access a service I did not legally deserve/ <i>Kubona serivisi utemerewe</i>	5
Other (specify)/ <i>izindi mpamvu uzisobanure</i>	6

Q 3.0 Did you complain/ report any of the bribery incidences you experienced to any authority/ person?/Waba warigeze uregera cyangwa winubira ikibazo cya ruswa wahuye nacyo haba ku buyobozi cyangwa se undi muntu?

Yes / <i>yego</i>	01	<i>Go to/ Jya Q 3.1 then /no kuri Q 3.3</i>
No / <i>oya</i>	02	<i>Go to/ Jya Q 3.2</i>



Q 3.1 If yes, to whom did you report /complain about the bribery incidence?/Niba ari Yego , ninde waba wararegeye/winubiye ikibazo cya Ruswa?

Q 3.2 If no, why didn't you report/complain about the bribery incidences you experienced?/Niba ari Oya, kuki utigeze urega/ winubire ikibazo cya Ruswa wahuye nacyo?

Q 3.1-to whom incidence was reported /Uwo baregeye		Q 3.2-Reason for not reporting /Impamvu batanze	
Management of institution /Inzego z,ubuyobozi	01	Fear of intimidation /Guterwa ubwoba	01
Police /Polisi	02	Didn't know where to report/Sinzi aho kurega	02
Media/itangaza makuru	03	I knew no action would be taken even if I reported/narinzi neza ko ntacyakorwa niyo narega	03
MP, Chief ,councillor /	04		
Religious leader /Inzego z'amadini	05	Fear of self incrimination/Nari kuba nitaye nanjye mu kagozi/nirega	04
Anti corruption authority /Inzego zirwanya Ruswa	06	Did not occur to me that I should report/Ntampamvu nabonaga yo kurega	05
NGOs / CSOs /Ibigi bitegamiye kuri Leta	07	Other (specify)/Ibindi bisobanure	06
Other (specify)/Ibindi bisobanure	08		

Q 3.3 How satisfied were you with the action taken after you reported the incidence?/Nyuma yo kurega, wishyimiye bingana iki icyavuyemo?

Satisfied/ Bishimishije	Dissatisfied/ Bidashimishije	No action was taken at all /Ntacyakozwe
01	02	03

Q 4.0 How would you describe the current state of corruption in Rwanda today?/Ruswa uyibona ute mu Rwanda?

Not corrupt at all/Ntayo namba	Slightly corrupt/Nti nkeya cyane	Corrupt/irahari	Extremely corrupt/ni nyishi	Don't Know/simbizi
01	02	03	04	05



Q 4.1 Comparing the current state of corruption in Rwanda with one year ago, would you say corruption in Rwanda has: / ugereranyije n’umwaka ushize wavugako Ruswa mu Rwanda:

Increased /Yiyongereye	Remained the same/ntacyahindutse	Decreased/yagabanutse	Don't Know/simbizi
01	02	03	04

Q 4.2 Thinking about the next one year, do you think the incidences of corruption in Rwanda will: / Utekereza ko umumwaka utaha Ruswa mu Rwanda iza:

Increase /iyongera	Remain the same/ntakizahinduka	Decrease/izagabanuka	Don't Know/simbizi
01	02	03	04

Q4.3 (For those who think it will increase) What makes you believe corruption will increase in future? / Ku babonako iziyongera;Niki gituma utekereza ko Ruswa iziyongera mu Rwanda?

Q 4.4 In your view, do you think the government of (insert your country)is doing enough to fight corruption in the country? / Ku bwawe, ubona leta y’u Rwanda ikora ibishoboka mu kurwanya Ruswa?

Yes /yego	Maybe /Ahari	No /Oya	Don't Know/Simbizi
01	02	03	04

Q4.5 Why do you say so?Kubera iki ?

	Reasons/impamvu
1.	
2.	
3.	



Respondent details

Thank you very much for your time. You have given us a lot of useful information. Occasionally my supervisor contacts people to see how the survey went. For this purpose ,would you please fill in the following details?Urakoze cyane kubw'uyu mwanya, uduhaye amakuru y'ingira kamaro.Hari ighe udukuriye yifuza kumenya uko ubushakashatsi bwa genze,ku bwiyo mpamvu watwuzuriza aha amakuru asabwa?

Name /Izina	
Telephone Number /tel:	
Email	

Interviewer Declaration: I certify that this interview has been personally carried out by me with the correct respondent. I further declare that all the information is truthful and as told to me by the respondent. I understand that any discrepancy discovered during back-checking of this questionnaire will result in the cancellation of this interview.

Indahiro y'Umukarani w'ibarura:ndemeza ko ubushakashatsi bwakozwe nanjye hamwe nabasubizaga. Nkaba rero nemezako amakuru yose ari ukuri nkuko nayahawe nabansubije.Nkaba nzi neza ko amariganya yose yagaragazwa ni genzura kuri ubu bushakashatsi yatuma riseswa.

.....(Signed/ isinya)

Stop time (24 Hour)/Birangiye				
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FOR SUPERVISOR'S USE: **UMUGENZUZI**

Quality Control...(Do not ask this question	
ACCOMPANIED/AHEREKEJWE	1
SPOT CHECKED/Urupapuro rw'ibazwa	2
PHYSICAL BACK-CHECK/Gusubira ahakorewe ubushakashatsi	3
TELEPHONE BACK-CHECK/Gukoresha telefoni	4

Name/izina.....

Signature/isinya.....Date/Itariki.....



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