

# Kiziba Refugee Camp, Rwanda

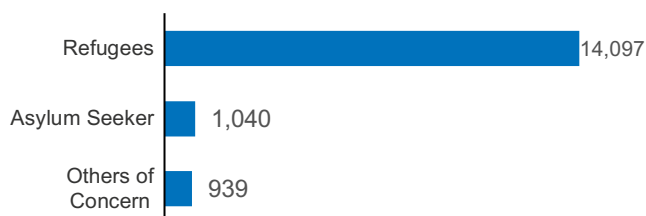
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Kiziba is the oldest refugee camp in Rwanda and was established in 1996. It is currently host to **16,076** refugees and asylum seekers. Around **48 percent** of the population are under the age of 18 years old.

Kiziba is located about 15 km outside Karongi town, in Karongi District, Western Province. In total, the camp covers **44 hectares** and is divided into 10 community administrative units (quartiers).

UNHCR works with 12 different partners in Kiziba refugee camp to deliver assistance and services to the refugee population.

## POPULATION OF CONCERN



**UNHCR STAFF BASED IN THE KARONGI FIELD OFFICE COVER THE NEEDS OF REFUGEES IN KIZIBA REFUGEE CAMP**



*Children with disabilities in Kiziba receiving physiotherapy and occupational therapy services, depending on their needs.*

## CONTACTS

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# Main Activities

## Camp Coordination and Camp Management

- Kiziba refugee camp is managed by the Ministry of Emergency Management (MINEMA) represented by Camp Manager, Deputy Camp Manager and supported by the Directorate-General of Immigration and Emigration (DGIE) staff and Police. Camp coordination is undertaken by MINEMA and UNHCR.
- Refugees in Kiziba refugee camp are highly dependent on humanitarian assistance, and few individuals have access to employment opportunities. The available work opportunities are mostly in agriculture, construction, or domestic work sectors. Food in the camp is provided by World Food Programme.
- UNHCR works with 12 partners, both implementing and operational, across a variety of sectors in Kiziba refugee camp and Karongi District, including: World Food Programme (WFP) on food and nutrition; Save the Children International (SCI) on health and nutrition; Adventist Development and Relief Agency (ADRA) on logistics; Humanity & Inclusion (HI) on assistance for people with special needs and disabilities; Plan International (PI) on child protection and gender-based violence; World Vision International (WVI) on education and water, sanitation and hygiene (WASH); Caritas on livelihood; Prison Fellowship Rwanda (PFR) on legal assistance, community-based protection and birth registration; Inkomoko on livelihoods; Kepler on education; Rwanda Red Cross on non-food items, livelihoods and first aid; Practical Action on energy and environment; and Impact Hope on education.

## Protection

- To ensure accountability to the refugee community, UNHCR and partners operate complaint and feedback mechanisms, including complaint boxes, a protection hotline, protection email, and protection desk in Kiziba refugee camp. The protection desk in Kiziba refugee camp operates three days per week to identify vulnerable refugees and protection cases, provide counselling, and refer refugees to relevant services. Most refugees who approach the protection desk enquire about resettlement opportunities, health services, request changes to their family composition (registering of births, deaths, and marriages) and report protection concerns. In September, UNHCR provided counselling on 16 cases received at the protection desk, and 10 cases received by the Continuous Registration Panel (CRP) operated by UNHCR, MINEMA and DGIE.
- In Kiziba camp, community-based child protection mechanisms are applied to strengthen child protection throughout the camp. UNHCR staff and partners work to manage individual child protection cases by providing counselling and solutions on their protection issues.
- In September, UNHCR conducted 49 Best Interest Assessments (BIAs), and 1 Best Interest Determination (BID) to support processing of resettlement submissions for families having children at risk.
- In September, UNHCR and partners reached 2,560 youth through sports for protection activities with an increase in participation in football, basketball, and volleyball.
- UNHCR protection staff and partners in Kiziba refugee camp work with Plan International (PI) to identify and support victims of sexual and gender-based violence (GBV) and provide psycho-social support and medical referrals. The common forms of GBV cases reported include sexual assault, physical assault, psychological abuse, and denial of resources. In September, UNHCR and PI managed 6 new GBV cases and monitored 40 previous cases.

- UNHCR's partner HI supports people with disabilities in Kiziba refugee camp by providing them with supportive devices and promoting their inclusion in different activities. In September, 91 individuals with disabilities (59 male and 32 female) received basic functional rehabilitation services, and 7 of them were from the host community. In addition, 28 children (17 boys and 11 girls) with physical and mental disabilities were supported with supplementary feeding, 221 people received mental health and psychosocial support services, 12 people benefited from eye care services, and 210 elderly persons were involved in recreational games and did inter-quartiers competitions to mark the celebrations of World Mental Health Day.

### Education

- In September, WVI conducted a refresher training for 28 upper primary teachers on how to use ProFuturo digital platform with educational resources. Teachers were advised to familiarize themselves with this platform and use it regularly on their daily activities. Additionally, 460 students (244 male and 216 female) promoted to P4 were registered on ProFuturo platform to be able to follow their courses online.
- WVI held a meeting with 107 students (83 boys, 24 girls) in a boarding school sponsored by WVI. The objective of the meeting was to identify the challenges they face in school and look for solutions. They were also guided on how to submit relevant documents to facilitate the payment of their tuition and advised to respect school rules and maintain discipline while at school. Nine children with specific needs were supported to return to boarding schools which support children with disabilities as the new academic year began.
- In 2015, UNHCR and Kepler, launched the Kepler University campus in Kiziba refugee camp to improve refugees' access to tertiary education. Currently, 154 refugee students are enrolled in its blended learning program to earn a degree from Southern New Hampshire University. For the academic year 2023-2024, 132 applications were received (110 refugees and 22 Rwandans). In general, 88.6 per cent of employment rate is reported for Kepler graduates.

### Health

- In Kiziba refugee camp, primary health care and medical screenings are provided by UNHCR and SCI. There is one health centre in the camp that also serves Rwandan community living in the surrounding areas. Refugee patients in need of further or specialized treatment are referred to district and national hospitals. The camp's health centre includes a maternity ward, laboratory, consultation rooms, pharmacy, and in-patient wards with a doctor, 12 nurses, and 14 refugee assistant nurses. In September, 2,775 individuals received medical and health services, with 112 people admitted to the in-person ward in the camp's health centre and 163 cases referred to hospitals (126 refugees and 37 Rwandans).

### Food Security and Nutrition

- WFP provides support to refugees through cash assistance for food, which is transferred to refugees monthly via bank cards, and sometimes via cash agents in the camp in cases where bank cards have errors.
- In September, therapeutic feeding was provided to 1 refugee and 1 Rwandan with severe acute malnutrition (SAM), and 13 refugees and 1 Rwandan with moderate acute malnutrition (MAM). UNHCR in partnership with SCI also provided supplementary feeding to 544 children of 6 months of age, 317 pregnant women and lactating mothers, and 95 people living with HIV.

### Water, Sanitation and Hygiene (WASH)

- Water is distributed to refugees through several water points and water stands located within the camp. The available water supply is 33 litres per person per day, which is well above the recommended minimum standard of 20 litres per person per day.
- Kiziba camp has 744 drop holes of latrines which equates to 23 persons per drop hole (against the standard of 20 persons) and 338 shower rooms equating to 52 persons per shower room (against the standard of 50 persons); 92 hand washing stands have been built by the refugee community to promote hygiene in the camp. Two trucks to dislodge latrines and empty garbage in Kiziba camp are available.
- Hygiene promotion sessions are regularly conducted throughout the camp by a group of 56 refugee volunteers and casual workers reaching 2,928 persons with educational messages (1,146 male and 1,782 female). WVI distributed 160 litres of liquid soap for handwashing in public facilities, such as camp offices, schools, marketplace, health centre and community centre.
- In September, UNHCR conducted maintenance and repairs of WASH facilities within Kiziba camp. As a result, 15 m of access and water ways were maintained; 27 water taps, and 11 valves fixed; 4 water taps replaced; 11 water pipe leakages fixed; dislodging of latrines to support routine maintenance conducted; 54 blocks of communal latrines disinfected; and 23 vector control activities conducted.

### Shelter and Non-Food Items (NFIs)

- Kiziba refugee camp covers 44 hectares of land and has a total of 3,413 shelters which accommodate the camp population. In coordination with the shelter committee, UNHCR allocates vacant shelters to refugees based on the needs. Due to lack of space and shelters within Kiziba camp, the standard for shelter size (3 m x 4 m = 12 m<sup>2</sup>) and the number of persons per shelter (five maximum) is not respected and approximately 32 per cent of all households do not live in adequate dwellings.
- UNHCR distributes shelter repair material to refugees to help them repair their own homes and create a sense of ownership. Where needed, UNHCR directly supports more vulnerable refugee populations in undertaking the construction and maintenance. In September, UNHCR also assisted in providing materials to 10 families whose shelters were destroyed by winds in Kiziba.
- In September, the Rwandan Red Cross completed construction of 200 kitchens in Kiziba camp and now they can be used by people residing in the camp. The construction of 100 more kitchens is ongoing.

### Energy and Environment

- Due to its location on hilly terrain, Kiziba refugee camp is susceptible to negative environmental impact and degradation such as soil erosion, rainwater runoff and creation of gullies. UNHCR, refugees and members of the host community plant trees through *Umuganda* (community work).
- In 2018, the Government of Rwanda banned the use of firewood. As a result, UNHCR distributes cash assistance for energy to refugees in Kiziba refugee camp monthly to help them buy fuel for cooking. The cash assistance for energy has not been provided since June 2023 due to funding shortages.

### Livelihoods and Economic Inclusion

- As part of the livelihoods project which UNHCR runs in partnership with Caritas Rwanda to support refugees graduate from poverty, 371 (246 refugees and 125 Rwandans) have received the full assistance grant equivalent to RWF 800,000 for each individual to

support them in establishing small businesses. The total amount of RWF 333,793,600 was paid to the 371 refugees and Rwandans by Caritas Rwanda in September 2023.

- In September, UNHCR and Caritas Rwanda continued to monitor the businesses which have been established through the Graduation project: 94 related to agriculture, 67 related to livestock, 186 related to trading, 49 providing services, and 26 related to vocational activities.

### Durable Solutions

- Resettlement is currently the primary durable solution for refugees in Kiziba refugee camp. From January to September 2023, UNHCR has submitted applications for 1,651 individuals for resettlement to Canada, France, Norway, and the USA. Moreover, from January to September 2023, an additional 1,708 refugees departed Kiziba camp for resettlement to third countries.
- To maintain continuous communication, manage resettlement expectations, and mitigate fraud, UNHCR continue to provide individual counselling to refugees, in-person and through the hotline. UNHCR also holds town hall meetings on monthly basis to provide refugees with structured messages about resettlement and answer queries raised by the community.
- Legal and policy provisions exist to facilitate the local integration of refugees throughout Rwanda, including in Kiziba camp. Despite this, requests to locally integrate are few and the majority occur due to marriage between refugees and Rwandan nationals. UNHCR remains available to support refugees pursue naturalisation through legal pathways.