

# Kiziba Refugee Camp, Rwanda

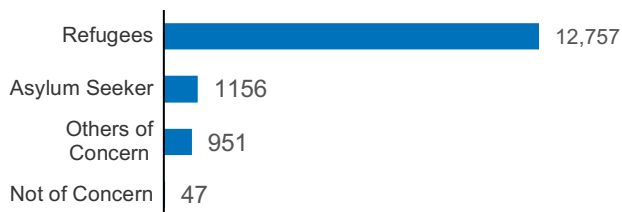
March 2024

Kiziba is the oldest refugee camp in Rwanda and was established in 1996. It is currently host to **14,911** refugees and asylum seekers. Around **46 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**



Kiziba Business Centre (KBC) at its final phase of construction. The center has 28 shops, and this project will promote livelihood activities in Kiziba camp.

## CONTACTS

**Francis Ezike Okagu**, Head of Karongi Field Office, [okagu@unhcr.org](mailto:okagu@unhcr.org) +250788310417  
**Emilia Nuiselie Lobti**, Protection Officer, [lobti@unhcr.org](mailto:lobti@unhcr.org) +250 788 319428

# 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 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.
- UNHCR works with 13 implementing and operational partners across a variety of sectors in Kiziba 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, 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; Impact Hope on education, and Mindleaps for Sports for Protection.

## Protection

- To ensure accountability to the refugee community, UNHCR and partners operate a 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 March, UNHCR provided counselling on 38 cases received at the protection desk, and 17 cases received by the Continuous Registration Panel (CRP) operated by UNHCR, MINEMA and DGIE.
- In Kiziba camp, community-based 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 March, UNHCR conducted 15 Best Interest Assessments (BIAs). In addition, a joint protection mobile clinic was organized by Plan International in collaboration with UNHCR and MINEMA, and all partners operating in Kiziba, 571 refugees participated in the activity, and the focused was on GBV and its negative impact.
- In March, UNHCR, PFR and Plan International reached 1,517 youths through sports for protection activities with an increase in participation for football, basketball, and volleyball. During the sport activities, youth were sensitized on fighting teenage pregnancies, how and to whom to report child abuse concerns and other child protection issues.
- 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 March, UNHCR and PI received and managed one new GBV case and monitored previously reported cases.

- UNHCR's partner HI supported 62 children including 37(23MF, 14F) children with physical disability, 21 (7F, 14M) children with multiple disability and 4(2M,2F) male children with mental disability were supported during the month. HI staff stimulated their milestone functional developmental by using different techniques such as proprioceptive neuromuscular Facilitation, balances exercises, mobilization, stretching and strengthening exercises, weight-bearing, gross motor movements in close collaboration with their parents.

### Education

- In Kiziba camp, there is a primary school and secondary school. Currently, 1,387 children attend Early Childhood Development (ECD), 4,047 children attend primary school, 2,086 students attended secondary school. Overall school attendance stood at 94,6 percent. UNHCR continues to advocate for the full integration of schools in Kiziba camp into the national education system.

### Health and Nutrition

- In Kiziba, primary health care and medical screenings are provided by UNHCR through 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 health centre includes a maternity ward, laboratory, consultation rooms, pharmacy, and in-patient wards, a doctor. In March, 2,483 individuals received medical and health services, with 117 people admitted to the in-person ward in the camp's health centre and 100 cases referred to hospitals (78 refugees and 22 Rwandans).
- In regards to nutrition services, therapeutic feeding was provided to 9 SAM and 8 MAM during March 2024. Supplementary feeding was provided to 458 children of 6 months of age.

### Food Security

- The World Food Programme (WFP) provides support to refugees through cash for food, which is transferred to refugees monthly. Refugees are divided into three vulnerability categories, whereby the highly and moderately vulnerable groups receive food assistance of RWF 8,500 and RWF 4,250 respectively.

### 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 36 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.
- In March, UNHCR in partnership with World Vision carried out maintenance and repairs of WASH facilities including 76 water pipes, 41 m of water pipelines and 46 water tapes.

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

- Kiziba refugee camp covers 44 hectares of land and has a total of 3,522 shelters which accommodate the camp population. In coordination with the shelter committee, UNHCR

allocates vacant shelters to refugees based on the needs. Due to the lack of space in 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 materials to refugees to help them repair their own houses and create a sense of ownership. Where needed, UNHCR directly supports vulnerable refugee populations in undertaking the construction or rehabilitation of their accommodations.

### 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, and UNHCR aims to provide cash assistance for energy to refugees in Kiziba to help them buy fuel for cooking. The cash assistance for energy has not been provided since June 2023 due to funding shortages.

### Durable Solutions

- Resettlement is currently the primary durable solution for refugees in Kiziba refugee camp. From January to March 2024, UNHCR has submitted applications for 425 individuals for resettlement to Canada, France, Norway, and the USA. Moreover, from January to March 2024, an additional 701 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 hold 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 pathway