



TRANSPARENCY
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RWANDA



15 YEARS OF TI-RW Experience

Citizen Engagement as a Driver to Fight
CORRUPTION

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Citizen Engagement as a Driver to Fight **CORRUPTION**



IMPRINT



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15 YEARS OF TI-RW Experience

Citizen Engagement as a Driver to Fight
CORRUPTION

ABOUT THIS BOOK

After 15 years of experiences in fighting corruption and 10 years of actively engaging citizens in this fight, we want to look back and present our journey to engage citizens in the fight against corruption. Citizens' engagement is one of our four thematic pillars contributing to our mission of informing and engaging Rwandan citizens to prevent and fight corruption.

With the support of the Decentralisation and Good Governance Program (DGG), Deutsche Gesellschaft fuer International Zusammenarbeit (GIZ), we want to present our stories of change and comprehensively describe our network of actions from village to national level in the fight against corruption.



FORWARD

Citizen participation is a process which provides private individuals an opportunity to influence public decisions and has long been a component of the democratic decision-making process. In Rwanda, Citizen Participation even has roots in the history of the country. There are different activities that were found in Rwandan culture way before colonization that could be defined as Citizen Participation.

For example, “Gacaca” is traditional cultural communal law enforcement procedures. Through “Gacaca” Rwandan families used to participate in correcting each other without having to take all their cases to the king.

Through this, the citizens participated in their own governance. Still, Rwanda’s Home-grown Solutions, where Citizen Participation plays an important role, are crucial for the development of the country.

In 2018, TI-RW has 15 years of experience in the fight against corruption. The start was not easy but with a vision, hardworking and committed staff we contributed to the promotion of good governance in Rwanda.

The fight against injustice and corruption and other related offences cannot be won if citizens are not involved.

TI-RW believes that citizens’ voices matter. People should be involved in decision-making processes and hold decision-makers accountable.

In this booklet, we will take you through our journey and vision as far as citizens’ engagement is concerned. We take this opportunity to express our gratitude to our partners: government institutions, development partners as well media practitioners for their collaboration and through this booklet some of them will tell us about their working experience with TI-RW.

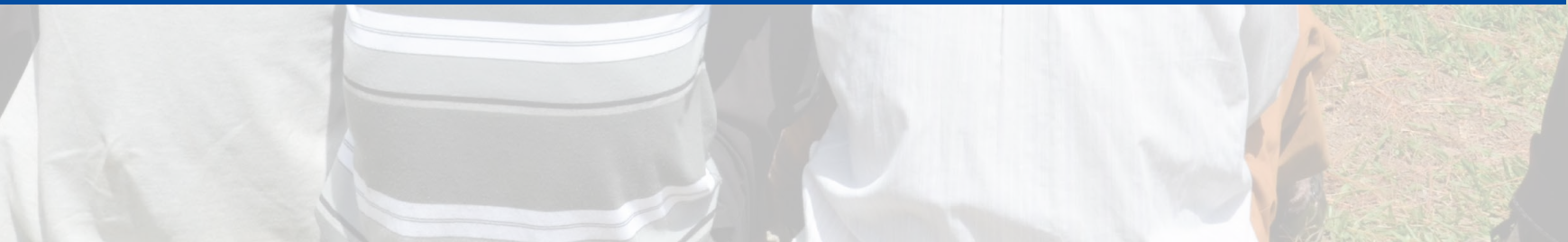
We thank everyone who contributed in one way or another in the production of this booklet and specifically we thank the German Cooperation - the giz program “Decentralization and Good Governance (DGG)” for their financial support of this booklet.

Marie Immaculée Ingabire,
Chairperson TI-RW



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Voices of TI-RW's Partners



Hon. Anastase Murekezi,
Rwanda Ombudsman, Office of the Ombudsman

Corruption is a symptomatic sign of poor service delivery. Fighting against corruption can't be successful with only the Government efforts. Non-State actors, but also citizens play a crucial role in the fight against corruption.

The Office of The Ombudsman in Rwanda looks back on almost 10 years of partnership with Transparency International Rwanda, which has been formalized through a Memorandum of Understanding in 2009.

We are grateful to Transparency International Rwanda's efforts as Civil Society Organization.

TI-RW plays an important role when it comes to providing evidence on corruption and promoting good governance in Rwanda. We are convinced that citizens engagement towards this transformal process is essential. We are looking forward to our joint efforts towards zero tolerance to corruption in Rwanda.



Prof. Anastase Shyaka,
CEO of Rwanda Governance Board (RGB)

Rwanda Governance Board (RGB) is mandated, among other, to foster good governance including accountability, transparency, citizen participation, quality service delivery, the rule of law and to conduct citizen centered researches. Transparency International Rwanda is one of RGB's valuable partners. TI-RW has been very instrumental in promoting accountability, advocating for citizens and in fostering a citizen centered fight against corruption, particularly in the last 10 years.

TI-RW reflects the attributes of a vibrant civil society organization: the capacity to generate evidence for stakeholders engagements, a strong commitment for constructive dialogue with public and private institutions as well as an outstanding strive to citizens and community service.

TI-RW plays a pivotal role in the development of the civil society landscape. It produces the Civil Society Barometer, which portrays the state of CSOs in Rwanda and the key dynamics within the CSOs sphere and suggests strategies geared towards empowering CSOs in order to enable them play their role in the societal transformation.

RGB values the cooperation with TI-RW. I commend TI-RW for great achievements and my very best wishes for grater delivery as I look forward to the fostering of our partnership.



Ulrich Berdelmann,
Program Director Decentralisation and Good
Governance Program, Deutsche Gesellschaft fuer
International Zusammenarbeit (GIZ)

We value the merits and endeavors of our partner Transparency International Rwanda for the development of civil society in Rwanda.

Its on-going activities to enhance citizen participation for the development of Rwanda and the fight against corruption through instruments like the so-called ALAC – Centers and the bribery reports as well “IFATE”, an online complaint possibility are just a few examples.

We, from the program of the German cooperation “Support to Decentralization as a support to Good Governance” (DGG), are proud and grateful to have Transparency International Rwanda as implementing partner of our program.

The development of a society cannot be obtained if citizen are left aside and corruption is tolerated.

Therefore, the positioning of Transparency International Rwanda with citizen participation and the fight against corruption is an important support for the development of Rwanda.



Thomas Lansner,
Director of The Social Accountability Media Initiative,
A project of the Aga Khan University Graduate
School of Media and Communications, Nairobi

TI-RW is partnering with the Social Accountability Media Initiative (SAMI) to enhance its advocacy communications skills and those of civil society partners.

In collaboration with the Rwanda news agency and media development NGO, Pax Press, several activities are also aimed at helping journalists working across a variety of platforms to better understand and report on social accountability projects – and through this, ensure citizens’ views are part of the development debate.

These efforts are initially focused on a project run by TI-Rw with support from the World Bank’s Global Partnership for Social Accountability. A crucial element of this effort is taking journalists to the field to meet with farmers, cooperative leaders,

partner NGOs, and government officials to gauge the impact of social accountability efforts on the ground.

Through the SAMI project at TI-RW, we aim to grow skills and partnerships that bring even the most marginalized citizens’ voices, such as those of the Rwandan farmers visited in Kayonza and Nyanza, into discussions on policy and practice. Working with independent journalists who tell these people’s stories can provide a powerful megaphone for those voices.

Yet these efforts can be effective only if they demonstrate “360-degree accountability” which exempts no institution or individual from critical scrutiny. Better collaboration with media grows with trust, but always on the basis of “trust but verify” — in Kinyarwanda, *Izere ariko usuzume* — that helps all involved serve their communities better.

TI-RWANDA Partners: COLLECTIVE EFFORTS IN THE FIGHT AGAINST CORRUPTION - WE VALUE YOUR CONSTRUCTIVE COOPERATION!



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Kingdom of the Netherlands



European union



Norwegian People's Aid



ABOUT US

Transparency International Rwanda (TI-RW) is a Rwandan civil society organization created in 2004 and became accredited as national chapter of Transparency International in September 2011 and is since then part of the Transparency International movement.

In our work we focus on four thematic pillars:

1. Preventing and combating corruption,
2. Promotion of rule of law, transparency and accountability,
3. Communication building and evidence-based advocacy,
4. Citizen engagement.

MISSION

Our mission is to contribute to the fight against corruption and promote good governance through enhancing integrity in the Rwandan society.

VISION

Zero tolerance to corruption in the Rwandan society.

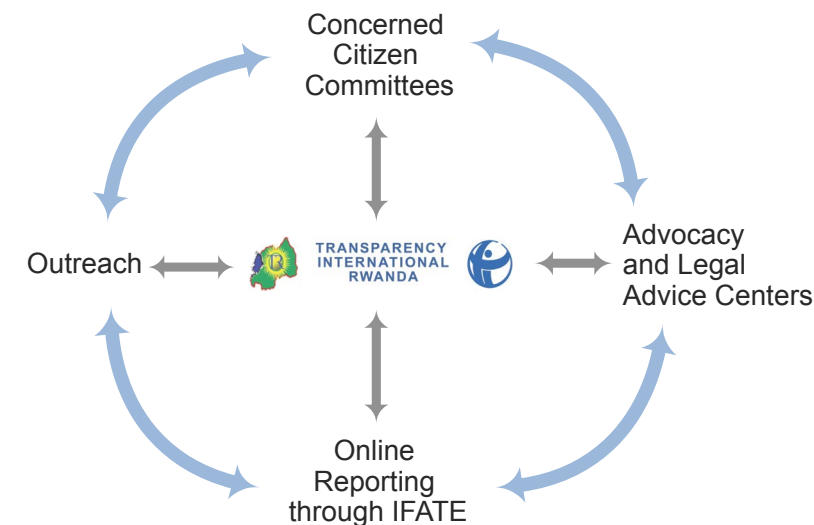
OBJECTIVES OF TI-RW

1. Ensure prevention and fight against corruption and related offense.
2. Avail space for interface for Rwandan Citizens to actively participate in national and local processes for fighting corruption.
3. Promote good governance, integrity and corporate transparency.
4. Strengthen partnerships and alliances with other organizations which share similar principles and values both within and outside Rwanda.

OUR CORE VALUES

- Transparency
- Democracy
- Integrity
- Accountability
- Participation
- Justice
- Diversity
- Professionalism
- Equal opportunity
- Excellency

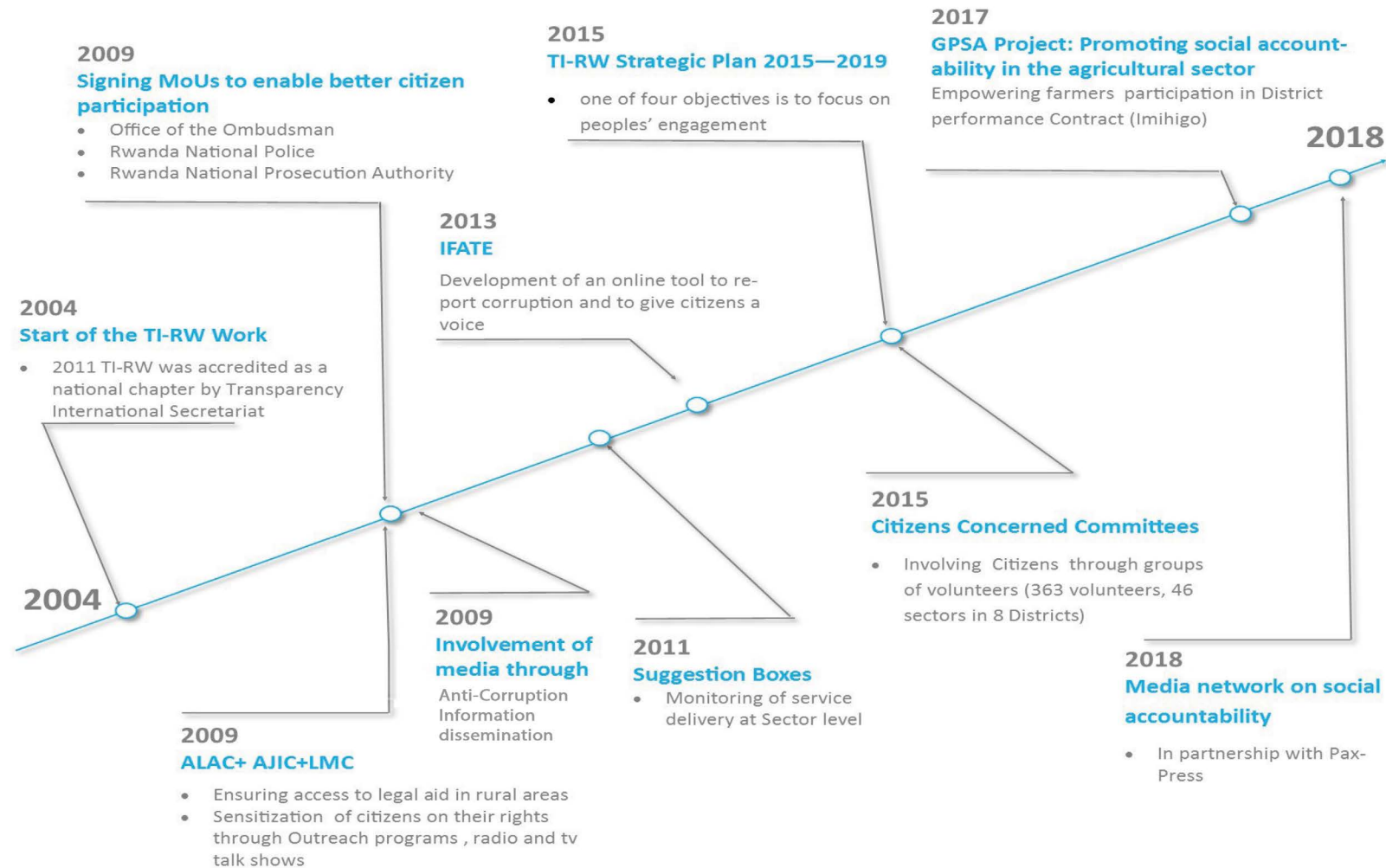
COLLECTIVE EFFORT TO ENGAGE CITIZENS IN THE FIGHT AGAINST CORRUPTION



Since the development of citizen participation mechanisms, TI-RW always emphasized the need for collective efforts that are implemented from village to national level and that comprise digital and analogue tools to get citizens engaged.

In addition, the tools inform TI-RW to advance their evidence-based advocacy work.

OUR JOURNEY OF CITIZEN ENGAGEMENT



OUR BOARD



OUR TEAMS



AN EFFECTIVE FIGHT AGAINST CORRUPTION REQUIRES CITIZEN ENGAGEMENT



According to the Corruption Perception Index, published by Transparency International in 2017, Rwanda is among the three least corrupt countries in Africa. Different anti-corruption measures, together with strong anti-corruption laws have been put in place, which also emphasizes the political will to fight corruption in Rwanda.

One of the most recent changes towards zero tolerance to corruption was the revision of the penal code in June 2018, where corruption is defined as an imprescriptible offence and the offense of embezzlement is placed in the category of crime related to corruption.

In addition, a new anti-corruption law has been promulgated in September 2018.

Spearheaded by the Office of the Ombudsman, also in terms of institutions and anti-corruption bodies, changes were put in place, such as a specialized anti-corruption court at every intermediate court.

The anti-corruption journey of Rwanda is commendable but there are some areas which need more attention for an effective anti-corruption fight, namely to engage citizens in all stages. Petty and grand corruption, as well as favoritism as a form of corruption are still taking place and one cannot neglect that it is deeply anchored in some sectors and affecting the everyday life of citizens. But why is it so important to engage citizens in the fight against corruption?

Successful citizen engagement does not only make sure that citizen voices are heard, it also to make sure that citizens get feedback and their inputs are respected and taken into consideration by decision-makers. According to the Rwanda Bribery Index, an annual study conducted by Transparency International Rwanda, there is a very low rate of corruption reporting as many citizens do not expect any changes to happen, which

proves limited trust in actions to be taken after reporting. This also shows that there is a need of continuously raising awareness of citizens' rights. Further, citizens, and among them whistleblowers, need to be aware of existing reporting platforms and the impact they are contributing to when reporting corruption. One core principle is to build trust of citizens in the reporting corruption and claiming their rights to overcome limited citizen participation.

The first path to reach the strong and inclusive citizen engagement is to empower citizens so that they can be able to hold government accountable and to make sure citizens get the benefits of their participation. It is not only the role of the government to engage citizens, the media and civil society need to ensure that citizens' voices are heard and they are sensitized about their rights.

CITIZEN ENGAGEMENT

"Citizen engagement can be defined as the activities of private citizens that seek to influence public decision-making processes which affect their lives and their communities. Citizen engagement is an essential part of open and inclusive governance" U4 Anti-Corruption Resource Centre, 2017



TI-RW is implementing different projects engaging citizens which you will read in this booklet such as working with volunteers, collecting ideas from citizens, conducting outreach programs, raising awareness on citizens' rights, working with media, put in place online reporting mechanism, empowering farmers participation in District performance Contract (Imihigo) among others, just to name a few.

In conclusion, focusing on the prevention and the fight against corruption and other related offences is not sufficient if citizens are not empowered and engaged at all stages through availability of information, creation of platform for citizens to communicate as well as feedback mechanisms.

Fighting corruption requires a synergy between government, civil society, media and citizens.

CITIZENS AND THE FIGHT AGAINST CORRUPTION

"Strengthening citizens demand for anti-corruption and empowering them to hold government accountable is a sustainable approach [...].

For example, community monitoring initiatives have in some cases contributed to the detection of corruption, reduced leakages of funds, and improved the quantity and quality of public services" Transparency International 2017.

OUR 6 PRINCIPLES OF ENGAGING CITIZENS



15 YEARS OF TI-RW Experience

Our stories of change

“People should be conscious that they can change a corrupt system”

Peter Eigen, founder of Transparency International.



EMPOWERING CITIZENS TO REPORT CORRUPTION AND INJUSTICES CASES

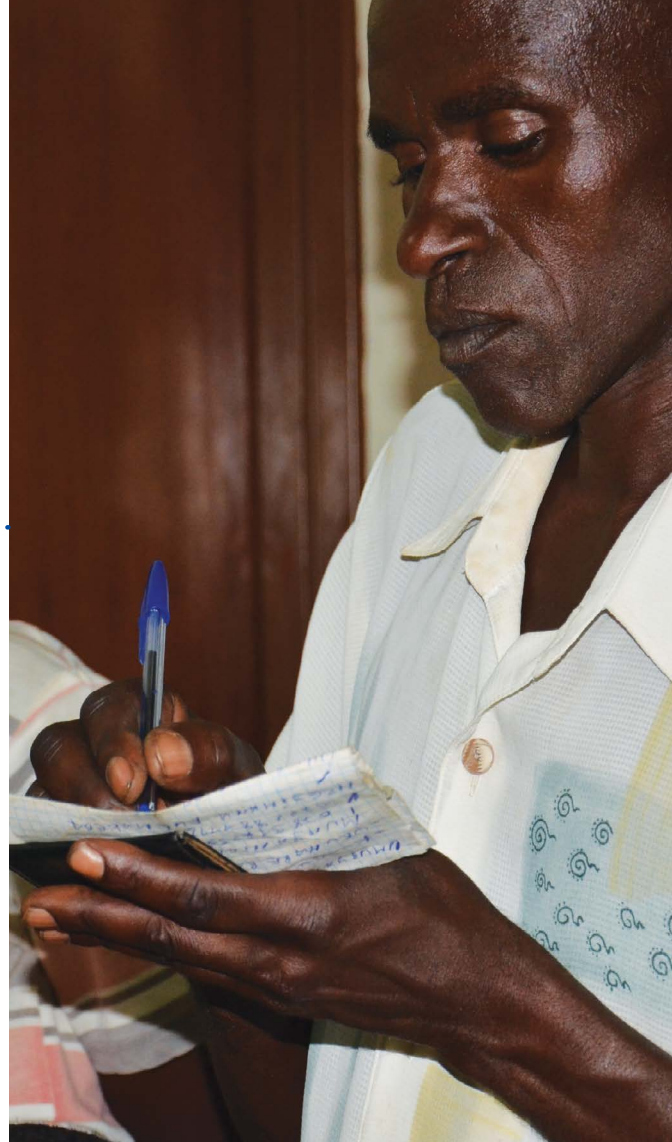
The experience of Advocacy and Legal Advice Centers

Advocacy and Legal Advice Centers (ALAC) are anti-corruption initiatives providing free legal aid to victims and witnesses of corruption and seek to empower citizens to demand accountability and transparency. TI-RW opened the doors of their first ALACs in April 2009 in Kigali. In 2011, another five centers were opened in Huye, Rusizi, Rubavu, Musanze and Kayonza Districts.

Since 2012, TI-RW cooperates with the Anti-Corruption, Justice and Information Clubs (AJIC), that were initiated by Norwegian

People's Aid in another four Districts: Gakenke, Gatsibo, Ngororero and Nyaruguru. AJIC use the well-established ALAC approach to provide legal advice to citizens.

To even reach citizens at sector and village level and provide basic access to legal aid in remote areas, TI-RW has created so called Citizens Concerned Committees (CCC) in 2015. Over time, ALACs and CCCs have created mutual collaboration and a strong relationship in supporting each other in their daily work.



In Rwanda, six ALACs are in place to inform and engage Rwandan citizens to prevent and fight corruption 25.488 complaints received in ALACs (2009 - 2017); 10.738 complaints received in AJICs (2013-2017)

Since 2008, ALACs and AJICs are supported by Norwegian People's Aid through the Public Policy Information, Monitoring and Advocacy (PPIMA) Project.

Every day, at least 30 people are supported by ALACs and AJICs through legal advices, advocacy or are empowered to be capable to claim for their rights when denied! These centers are instrumental to empower victims or witnesses of corruption to break the silence and report.



"ALACs and AJICs received more than 4000 clients in the last year alone. To me, this is very convincing evidence that citizens really value the support offered by the ALACs and AJICs. This is a strong message to local authorities that there is public appetite for accountability. The centers contribute to closing the gap between citizen participation, legal advice and filing case"

Róisín Devale,

Country Director Norwegian People's Aid

"My brother used to work at the District of Ngororero, and he was a youth officer. He was locked in at the police station for 11 days without being notified of the reason for his imprisonment. When I went to visit him, the police told me that he was accused of public funds embezzlement.

I wondered how someone accused of embezzlement could spend more than 10 days without being presented to courts to try him, as it is stipulated by the ordinary judicial procedures. Personally, I thought this practice was against the current law in Rwanda.

A few days later, I was notified that he was detained at the transit center for offenders. I found a way to Transparency International Rwanda through their

office of ALAC in RUBAVU district. I explained my case to the ALAC coordinator. After he carefully listened to me, he immediately called the District Police Commander (DPC) to tell him about my case and he connected me with the commander who told me to call him the same day in the evening. Eventually, he told me that my brother had to return back home the following day, which also happened.

All in all, if TI-Rw had not intervened, my brother would have spent many days in jail without any real cause, which would generate more socio-economic problems to his family"

A client from Rubavu District.

Reporting to TI-RW

For every client reporting to TI-RW, a new file is created. This file includes personal information and a detailed description of the case, but also the advice and the follow-up mechanisms that will be used are written down.

The TI-RW team is first of all listening and asking questions of clarifications without arguing or judging the client, afterwards the team is carefully investigating every single case and collecting evidences if needed and providing advice to clients. All cases are considered as sensitive cases and stored under confidentiality on paper as well as in a data management system.

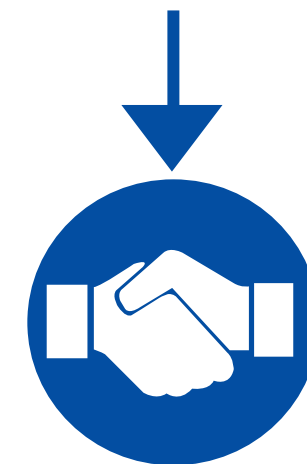


Have you witnessed corruption or other forms of injustice?

CONFIDENTIAL

You can report it!

- Report it to an ALAC or AJIC
- Report it via digital tools (phone, WhatsApp, Internet)
- Report during the Legal Mobile Clinics



We will support you, either by finding a direct solution or referring you to other partners in the fight against corruption.

15 YEARS OF TI-RW
Experience

Our ALAC Coordinators
in Rubavu, Musanze, Rusizi,
Kayonza and Huye



RAISING AWARENESS RAISING THE VOICES OF CITIZENS: Outreach programs in rural areas of Rwanda

Citizens who live far away from our ALAC centers might not be aware of our anti-corruption movement nor of the possibility to report corruption in our ALACs. Therefore, TI-RW organizes outreach activities in remote areas on a regular basis. The day following the outreach activity, citizens have the opportunity to report corruption or cases of injustice to one member of the TI-RW team during the so called "Legal Mobile Clinics".

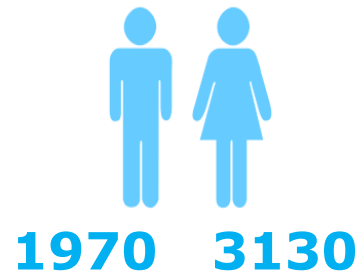
An outreach activity is more than standing in front of people and talking to them! Here, we take you with us to one day of outreach activity:

"It is just at the end of the rainy season, the first time in the year when my colleagues and I from TI-RW spread out to various Sectors in Rwanda for our outreach activities. It is in this period of the year, when we reach out to the citizens to inform about the consequences of corruption, existing mechanisms to report corruption, to

listen to their experiences and personal stories and specially to create a platform where local authorities and citizens have the opportunity to meet and discuss.

One week before the outreach, we have already prepared the materials for the outreach, informed our volunteers in the villages (CCCs) and ALAC coordinators in the sectors. One important preparatory task is to write a letter to the Mayor of the District and copy the Governor of the Province and Executive Secretary of Sector, informing them about the activity and to make sure in advance that no other activities are planned at Sector level which may limit the attendance of citizens. We want to make our activity as transparent as possible and also involve the local governments in this activity.

**In 2017:
5100
participants**



**188 complaints
received in 12
Sectors**

Today, 26th May 2018, around 7 am, my colleague from GIZ and I are heading north to Musanze District, Busogo Sector. Around 20 000 citizens live in Busogo, a district just at the foot of the volcanoes and about 4 hours away from Kigali. We have just left Kigali and I am calling one of our ALAC coordinators to confirm that we have left Kigali on time. She informed me that in Busogo, they have started to prepare the sound system and benches in an open space for community meetings.

We are entering the District of Musanze and I have finished to go through my notes again. This year, we have a new and very sensitive topic on the agenda: Gender-Based-Corruption.

Through our research at TI-RW, we always find new evidences of corruption related issues and major gaps of awareness's and take them up in our Outreach activities. Today it is the first time that we will talk about it at Sector level and I am already curious to see reactions of citizens and whether we can initiate a discussion on this topic.

After picking up our ALAC Coordinator from our Musanze Office near the market, we are heading to Busogo Sector, it is cold but the sun is just coming out – perfect for gathering citizens outside. The Sector officers are there, the CCCs have started to play some music to attract citizens who have not arrived and to entertain those who have arrived. This time, about 1500 citizens participated!



We started by explaining the TI-RW mission and especially the fight against corruption which need citizens' cooperation and participation. We go on with topics of corruption in service delivery and provide information how they can inform us about corruption incidents.

Knowing what corruption is all about and knowing how to fight it, is one of the main goals of the outreach activities.

Last but not least, the topic of the day:

Gender-Based-Corruption. The citizens seem to be very interested and start asking questions what this form of corruption includes. Not surprisingly, many citizens have experienced it or know someone who have experienced it – but nobody really is aware that even these are cases to report to us!

After our talk, the citizens have been given time to react, to discuss and to raise their voices. Some complaints were solved immediately and others will be solved by local authorities.

And this is the good thing about having the Sector Office participating in this Outreach – they can be directly addressed and respond!

After about two hours, we finish our outreach and refer again to our Legal Mobile Clinic happening the next day, but also about IFATE and ALAC.

So looking back on the day, what was the immediate outcome? "Awareness raising" was one of our goals, and as far as I can judge, many citizens raised their claims at the end of the mobilization – which is a good step in the right direction of engaging citizens through awareness campaigns.

TI-RW will continue to work hand in hand with local government officials and make sure that the fight against corruption is known to all citizens!

An Example of Gender-Based Corruption in Construction Projects

As a result of our awareness campaigns, TI-RW receives an increasing number of complaints related to GBC. Through Outreach, ALAC and the Integrity Pact project, TI-RW has identified that there are several GBC cases in large infrastructure projects. In many cases, women do not have a formal working contract nor are regulations existing that deal with GBC in infrastructure projects.

We received cases where women were sexually harassed or when refusing, they were no longer eligible to work on the construction site. Therefore, TI-RW calls for a better regulatory framework for women employed as casual worker who are often not subject of a proper employment legislation and with this more vulnerable to GBC and their consequences.

EMPOWERING VOLUNTEERS TO REPORT

How Concerned Citizen Committees play a vital role for the decentralized anti-corruption movement.

TI-RW believes that fighting corruption and promoting transparent, accountable and efficient governance not only require effective laws and institutions but also active and concerted citizens' efforts. Social mobilization helps to change people's perceptions, attitudes and behaviors in ways that strengthen their capacity to resist corrupt practices that they encounter in their respective communities.

In 2015, TI-RW introduced the concept of the so called Concerned Citizen Committees (CCCs) in Rwanda, a concept that was already successfully implemented in Bangladesh by the national chapter.

Through a learning exchange meeting with TI-Bangladesh, TI-Rw developed their own, adapted framework of increasing citizen participation through volunteers. In the beginning, CCCs have been established in those districts where TI-RW was already present through other project activities.

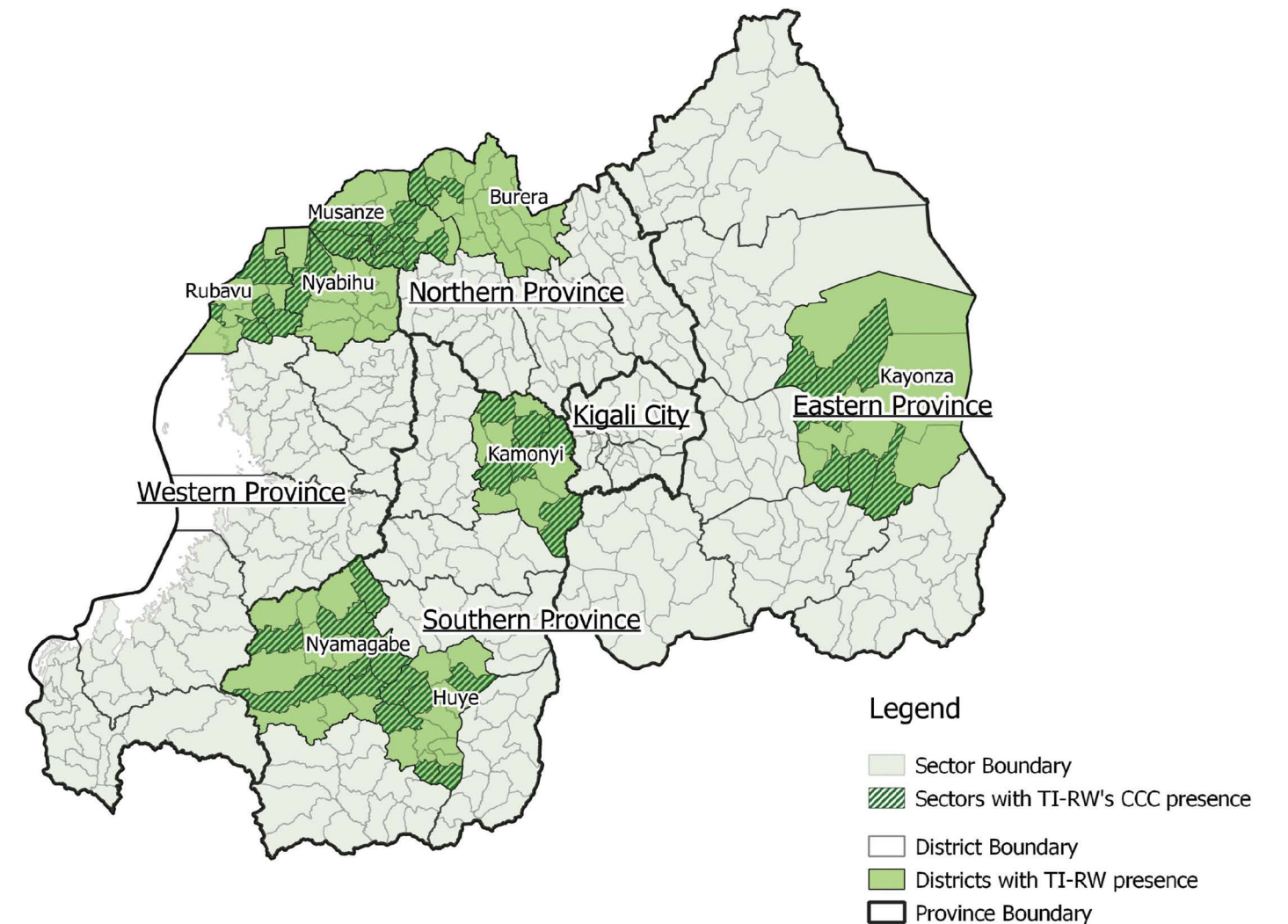
With the financial support of GIZ Rwanda (Decentralization and Good Governance Program), TI-RW started in 2015 with CCCs in 42 sectors, located in 6 districts. In the beginning of 2018, TI-RW expanded the network of CCCs to two other districts (2 sectors in each district), again with the support of GIZ Rwanda

CCCs are groups of citizens with high degree of integrity, credibility, social acceptability, and leadership capacity to inform, motivate and mobilize citizens in challenging corruption and promoting integrity in service delivery at the local levels.

CCC presence in Rwanda

In total 46 CCCs with 368 volunteers are present in 8 Districts in 4 Provinces

Our aim is to have CCC presence in all districts by 2024!



Each CCC is composed of 8 citizens, where different gender, elderly, middle age, youth and people with disabilities are represented. The committees are elected by citizens during one of Rwanda's home grown solutions, such as during the Citizens Assembly at the Cell level (Akagari).

CCC ACTIVITIES

- Receive citizens' complaints and provide basic legal advices
- Raise citizens' awareness about the fight against corruption at local level
- Mobilize and sensitize citizens to report corruption
- Help citizens to monitor service delivery
- Monitoring of infrastructure projects (INTEGRITY PACT)
- Undertake various campaigns in selected local level service delivery institutions coordinated by TI-RW

CCC VOLUNTEER CRITERIA

- A person of high integrity, free from any allegation of corruption
- Widely respected
- Having no direct or formal involvement in local government
- Active and interested to work voluntarily
- A person who shares our vision, mission and values
- A permanent citizen in the village (Umudugudu)



EXAMPLE OF CCC ENGAGEMENT

Monitoring corruption in service delivery via Suggestion Boxes

The Suggestion Boxes (SB) project started in 2011. Today, SB are installed at local administration buildings in 46 Sectors of eight Districts in Rwanda. The CCCs mobilize their fellow citizens to fill in a questionnaire about service provision and possible corruption encounters. With this survey, citizens provide information about:

- The service demanded and the specific service provider
- The time frame in which they received the service
- The fees they had to pay
- Possible corruption encounters

This allows TI-RW to monitor compliance of service provision at Sector level with the Standard Service Charter and to gather information about corruption in local administration



I have been nominated as the Executive Secretary in 2010. I had a chance to work with TI-RW in different projects, especially with the Suggestion Box project. The Suggestion Box project started when I was

the ES, first in Mugima and then in Rukama, in Kamonyi Sector. The Suggestion Box helps us to collect the opinions of the citizens related to our weaknesses in service delivery and it helps to actually improve our services.

In addition, the citizens can talk about different organs that are involved in corruption. This helps us to meet these organs and solve issues affecting the

citizens. Truly this program helps me in my daily job, more specifically in service delivery and in fight against corruption.

Jean de Dieu Nkurunziza,
Executive Secretary Rukoma.

IFATE – AN ICT TOOL TO CHANGE THE TREND ON REPORTING CORRUPTION: An interview with the TI-RW Executive Director about the IFATE journey



As part of citizen engagement, Transparency International Rwanda has put in place, a digital system for reporting cases of corruption called “IFATE” which was proposed and created by young IT-professionals during a competition organized by Transparency International Secretariat Berlin in 2012. Today the system has been upgraded with new features and TI-Rw has involved volunteers so that they can sensitize and engage their fellow citizens. Since 2014, IFATE is supported by the Decentralization and Good Governance (DGG) program of GIZ Rwanda.

We have interviewed the Executive Director of Transparency International Rwanda, Mr Apollinaire Mupiganyi, who will explain more about this reporting tool.

Q: What does IFATE means?

A: IFATE is a Kinyarwanda word and means “restrain from”. The message is to call upon citizens to restrain from bribing and corruption.

Q: How does IFATE work?

A: IFATE is a digital system for reporting cases of corruption. Complaints and information on corruption can be transmitted via an online form accessible via the website, per text message or via WhatsApp. Everything will be filed in our IFATE database, operated by Transparency International Rwanda.

Q: Where does the idea of creating a digital corruption reporting tool came from?

A: On 1st and 2nd December 2012, a hackathon was organised in Nairobi, Kenya. The aim of this event was to promote and integrate innovative and sustainable ICT solutions in the fight against corruption by involving our youth to find those solutions.

Transparency International chapters from Kenya, Rwanda, Uganda and Zimbabwe were present and shared their problems they face in the fight against corruption with around 40 young developers.

Two groups of young developers were assigned to look for solutions for the TI-RW problem, namely the gap between corruption encounters and corruption reporting. TI-RW wanted to strike a new path of reporting corruption, where anonymity is given and low costs are given. Two of the young developers came up of with the idea of an online tool to report corruption and developed a prototype. This was the birth of IFATE!

Q: Can you tell us more about the development of IFATE?

A: In 2013, TI-RW organized its own hackathon in Rwanda, which gathered young Rwandan IT-experts, who came up with innovative IT solutions. The IFATE tool was once again conceptualized and put in place by TI-RW. Transparency International Rwanda funded the hackathon and the design of IFATE which became the sole property of TI-Rwanda. Since 2014, the Decentralization and Good Governance (DGG) program of GIZ Rwanda is financially supporting all activities related to the tools.

Q: What is the added value of IFATE?

A: Compared to other forms of reporting at TI-Rw, IFATE receives less individual cases and more cases on malpractices/injustice/corruption observed e.g. in institutions, information on systemic corruption, higher level cases and corruption loopholes. By ensuring a certain level of anonymity, the citizens’ reluctance to report corruption cases has been reduced significantly.

It allows getting complaints from whistle-blowers who give information on corrupt behavior - a kind of information which is often not forwarded by other complaint channels

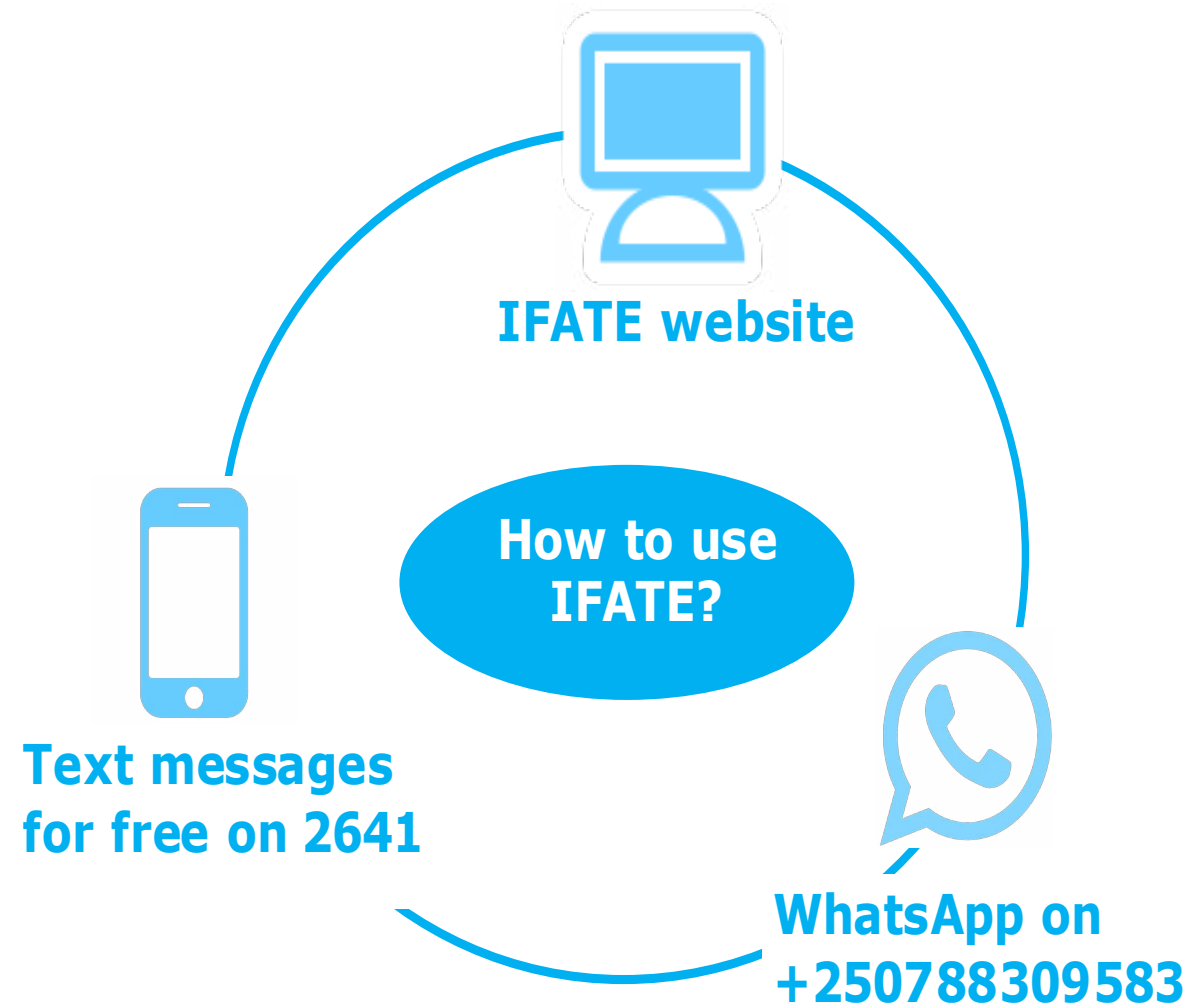
Further, the reporting mechanism is used by all income-groups in Rwandan. Especially through the free of charge channels access to legal aid is considered as more sustainable.

Q: The WhatsApp feature has been added recently, what is the change the software brought to the system?

A: Yes, the additional WhatsApp feature has been added in August 2017 and with the upgrade, the tool is now called IFATE Next generation. Back to your question: WhatsApp allows users to easily transfer images and scanned documents. The chat function has facilitated interaction between the user and TI-RW staff in charge of receiving complaints through IFATE. In addition to that, the data that are transferred via WhatsApp can be fed into the existing database. From the launch in August 2017 until June 2018, 941 messages from WhatsApp were received.

Q: How do you engage with citizens in rural area since they have limited knowledge and access to internet:

A: To ensure a smooth utilization of the tool by the general public, TI-RW has equipped 22 of its volunteers, CCC members, with a smart phone and a monthly subscription to the internet, selected on the basis of availability of internet connectivity in their areas, as well as making sure that all the districts where the CCC are operating are proportionally represented. Those volunteers were trained to use of the device and the application. Today, they assist their fellow citizens in reporting issues of corruption through IFATE.



S-Inkiko

Digital Solutions : The Supreme Court Tool S-Inkiko

In line with the project "Promotion of equitable justice in Rwanda through improved legal aid and awareness services to detainees and prisoners", funded by the European Commission in Rwanda, TI-RW has developed a digital tool for monitoring services delivered by courts and tribunals in Rwanda. Through the use of an online form on sobanuzainkiko.org or by sending a text to 2640, citizens can report their complaints. After the dissemination of the tool, it will be fully managed by the Supreme Court. The Office of the Ombudsman, National Prosecution Authority, Rwanda Bar Association and Bailiff Association will have access to all relevant cases.

The added value of the tool:

- To report corruption in courts judgment
- To report if unsatisfied with the ongoing court
- To submit injustice cases to courts and tribunals and to file complaints to the Office of the Ombudsman for judgement review

Other services

- A window for lawyers to report corruption or any corruption loophole on the ongoing courts hearings or conclusions
- A window for bailiff to report when an execution of a court judgement is difficult if not impossible
- A suggestion box which will enable users to give a feedback on services provided by the court
- The system will provide the user a case number and a window to fill for a follow up



Transparency and accountability are at the heart of the core values of the judiciary. It is therefore important that we get feedback from the public to continuously improve the administration of justice and to better serve our people."

Regis Rukundakuvuga,
Inspector General of Courts and
Judiciary of Rwanda

EMPOWERING FARMERS THROUGH SOCIAL ACCOUNTABILITY TOOLS TO IMPROVE PERFORMANCE CONTRACTS IN THE AGRICULTURAL SECTOR

Agriculture is the backbone of Rwanda's economy, providing employment to 86% of all citizens in Rwanda. Farmers in the rural areas take up the largest share of citizens in the country and are thus a very important target group when supporting citizen engagement in local governance.

The engagement of citizens in local governance, such as in planning, monitoring and evaluation of the performance contracts in the agricultural sector is pertinent, but still not satisfactory. Therefore, TI-RW have started a new project on social accountability in the agricultural sector, funded GPSA.

Direct beneficiaries:

3285 in Kayonza

2795 farmers in Nyanza

Indirect beneficiaries:

256,000 individuals in Nyanza and 189,000 individuals in Kayonza whose livelihoods depend on agriculture



World Bank Global Partnership for Social Accountability

Written by GPSA team

The Global Partnership for Social Accountability (GPSA), housed at the World Bank in Washington D.C, constructively engages governments, civil society actors and citizens, to create an enabling environment in which citizen feedback is used to solve fundamental problems in service delivery and to strengthen the performance of public institutions.

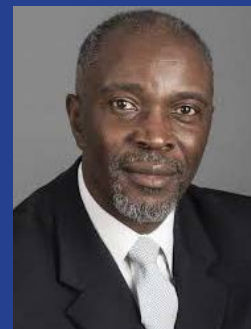
In 2017, GPSA partnered with TI-Rwanda on a five-year project that aims to address low citizen participation in policy planning, monitoring and evaluation of local and national agricultural development plans in targeted districts. Like other GPSA projects in 27 countries, the overall objective is to strengthen capacities and systems for citizen engagement in the national policy processes.

In turn, TI-Rwanda invited two other civil society groups, Imbaraga (Federation of Farmers and Pastoralists of Rwanda), and SDA-IRIBA (Associations for Development Service), both with long experience in rural development, to help implement the project on the ground.

Focusing on participatory planning and advocacy, the project is strengthening farmers' participation in the planning, monitoring and evaluation of district performance contracts, known as "Imihigo". A series of forums among farmers

and officials in Kayonza District, Eastern Province, and Nyanza District, Southern Province, have helped farmers proactively identify their priorities and needs, and to improve interaction with district agriculture specialists.

Early results from the projects are very encouraging. Officials are responding positively to farmers' local knowledge by supplying inputs better suited to their needs and going forward, the GPSA and TI-Rwanda team will look at how best to applying lessons learnt to reach more farmers in other districts.



"Community mobilization is energized when people learn that their own actions can help improve service delivery, and when they are armed with information to make clear demands for services to which they are entitled," said GPSA manager, Jeff Thindwa.



"This project has helped to put farmers in groups and to collect their priorities which were submitted to the District for their inclusion in Imihigo. The process raised awareness among farmers on their role in participation in government programs. The top priority was to address issues related to the irrigation and we have already provided 11 water pumps to facilitate irrigation."

Agronomist of Kabale sector, Kayonza District



OUR FIRST STEPS OF EMPOWERING FARMERS

- Awareness raising of farmers, farmer cooperatives, local governments
- Collecting farmers' needs/inputs for Imihigo planning cycle
- Identification of 10 farmer representatives by sector and CSOs to participate in trainings, farmers needs assessments etc.
- Fostering collaboration between CSOs and government officials at local level
- Based on farmers needs, the District office of Rwanda Agriculture Board has started to involve farmers in testing seeds in Nyanza
- Farmers collected needs were integrated in the 7-years District Development Strategy and Annual Action Plan as well as in Imihigo in both Districts
- Establishing a social accountability media imitative

Research projects: Tools for effective social change and evidence based advocacy

Transparency International Rwanda has over the last decade conducted social research as evidence-based advocacy tools for programs aiming to engage citizens in systemic change. Programs such as ALACs, outreach activities, legal mobile clinics, Integrity Pact and IFATE, played an outstanding role in the identification of citizens' complaints and needs. Based on the identified gaps and loopholes, where citizens' needs are reflected, we design our research.

The Rwanda Bribery Index, an annual survey that investigates the experiences and perception of corruption in Rwanda, constitutes a backbone of TI-RW's work in the fight against corruption. It has not only consistently used ALACs and IFATE data to improve its scope and methodology, but also serves us to bring on board citizens' concerns in a more truthful manner. These evidences are used for advocacy, for instance in the field of zero tolerance of corruption in service delivery.

As a matter of fact, some measures were taken by the government to improve service delivery. For example, by introducing electronic service provision to avoid the interactions between service provider and service seeker, which is a significant factor in reducing bribery incidence and bureaucracy in public institutions.

Kavatiri Rwego,
Program Manager and Head
of Research, Transparency
International Rwanda

An example of effective evidence-based advocacy: During our outreach activities, we receive increasing number of complaints in the area of justice. This also motivated TI-RW to conduct surveys in this sector.

In one of the most successful studies carried out in this sector, both citizens and

lawyers asserted that the existing rates of courts fees were too high and will lock out many people from accessing justice.

Recently, the court fees were re-examined by the Ministry of Justice and made more affordable to citizens. This is also an illustration of a research project that yield social change.



Prof. Anastase Shyaka,
CEO of Rwanda Governance
Board (RGB)

"TI-RW has been one of RGB's most reliable partners in a key partner of RGB in applied and social research. Its data generated through the Rwanda Bribery Index as well as the Civil Society Development Barometer contribute a big deal to the Rwanda Governance Scorecard.

For that reason, RGB highly appreciates TI-RW and has a lot of expectations in its high quality and continued research."

Examples of our Research

- Research on Corruption and Governance in Rwanda: A household and companies-based survey (2008-2009)
- Rwanda Bribery Index (from 2010 up to now)
- Rwanda Civil Society Development Barometer (from 2012 up to now)
- Research on the Performance of Mediators/ ABUNZI (September 2011-March 2012)
- Policy Research on the Process of the Execution of Court Judgements for a Sound Rule of Law in Rwanda (June-December 2011)
- Rwanda Media Barometer (November 2011-March 2012)
- Justice Sector User Perception and Victimization Study (June -December 2012)
- Situational Analysis of the Professionalism and Accountability of Rwandan Courts (2014)
- Gender-Based Corruption at Workplace (2010 and 2017)
- Survey on Corruption in the Media Sector
- Perception Survey and Baseline Study of the Rwanda Commercial Justice System (2016)
- Effectiveness of Anti-Corruption Agencies in East Africa (2017)

All our publications are available
online www.tirwanda.org

THE WAY FORWARD

There is no quick solution nor a universal remedy to curb corruption. Corruption has many facets, it can differ between global and local level, involve individual people or institutions. The fight against corruption is not an easy task and it affords ongoing collective actions.

TI-RW is following a holistic approach of various anti-corruption mechanisms and instruments, involving different stakeholders at all levels. One of TI-RW's objectives is to engage citizens in the fight against corruption, to raise the awareness, to provide feedback and complaint mechanisms and thus, to give citizens a voice.

With the support of our partners, we have already achieved a lot, but we are still facing challenges such as low level of reporting, ongoing petty and grand corruption, limited whistleblower protection and many more.

Citizens' engagement in the fight against corruption will remain on our agenda, and we even want to put it on the agenda of policy makers. On the same track, we consider fostering on digitalization to improve transparency as an indispensable component of citizen empowerment and collective action.

Negative solidarity among corrupted people has to be ended. All citizens need to be empowered to break the silence and to report it!



Breaking the corruption chain and negative solidarity requires empowered citizens to break the silence!





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