



# A.J.I.C



## ANTI-CORRUPTION, JUSTICE AND INFORMATION CENTER



A resource and support centre; providing citizens with relevant information on public policies to be used to eradicate corruption and injustices.



Center running under PPIMA project  
Funded by  
Norwegian People's Aid (NPA)



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# Anti-Corruption, Justice and Information Center

A J I C

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Center running under PPIMA project Implemented by :  
Tubibe Amahoro in partnership with Norwegian People's Aid

# 1. Introduction

The PPIMA project partners are planning to launch Anti-corruption, Justice and Information Centres (AJICs) in the four PPIMA districts. This is in line with the overall PPIMA planned activities to engage youth and communities to fight corruption and injustices in different forums. The AJICs are intended to actively involve the youth in national efforts to combat corruption, ensure justice is advocated for and also provide necessary information materials on policies and laws that will support their advocacy efforts. As a result the AJICs will be the medium through which the youth in respective communities will be mobilized to participate in anti-corruption campaign activities. The four districts AJICs will be established include; Gatsibo in Eastern province, Gakenke in Northern Province, Ngororero in Western province and Nyaruguru in Southern province

## 2. Justification of the AJICs

Although there are concerted efforts by different arms of Government to fight corruption and promote good governance in Rwanda, tendencies of corruption and injustices are still evident in the country. This is caused by insufficient awareness and participation in preventing and combating corruption by the population. The prevalence of corruption on women, youth, disabled and other vulnerable groups in the rural areas has a negative impact on their livelihood compared to the rest of the general population. It is against this background that the Anti-Corruption, Justice and Information Centres (AJICs) are to be founded. AJICs will serve as information/ data support centres that provide citizens with relevant information and offer advice about citizens'

concerns on service delivery. AJICs will also serve as communication and data exchange units enabling the use of ICT through simple technology and channels to amplify citizen's concerns, displeasures, complaints or suggestions as a means to combat injustices. These channels facilitate citizens to demand for services in everyday situations without laboring to travel long distances. It's done through SMS media and internet facilities provided by the AJIC centres.

The AJICs also support the implementation of the anti-corruption policy allowing communication through dialoguing on properly documented community concern /issues raised by the community to be addressed with service providers.

## 3. AJICs goal and objectives

The AJICs aimed to be a resource and support centre providing citizens with relevant information on public policies to be used to combat corruption and injustices.

Specific objectives include:

- i) To engage the youth in efforts to combat corruption and injustices through anti-corruption forums using different approaches;
- ii) To serve as library/resource centre equipped with most relevant policy documents, secretariat services such as photocopying, printing and scanning.
- iii) To serve as communication and data exchange units enabling the use of ICT through simple technology; operate as an internet café;
- iv) To act as a focal place where communities bring their service related concerns on corruption and injustice and are advised on where to address them;
- v) To identify and mobilize people/ groups in the communities as well



as institutions to advocate for justice and fairness and fight corrupt tendencies.

vi) To create networks of cooperation and information sharing among youth and other groups in the community to advance other development agendas.

## 4. Target group

1. Local community members (youth Especially)
2. Local leaders
3. Community Animators and paralegals
4. Other associations/ cooperatives involved in service delivery.

## 5. Expected outputs

1. Fully equipped and functional AJICs established
2. Problem areas in service delivery identified for further advocacy actions
3. Increased citizen participation in monitoring service delivery
4. Communities sensitized and are benefiting from the services offered by the AJIC facilities

## 6. AJIC strategies

1. Radio call in
2. Legal mobile clinic
3. Sensitization and outreach
4. District dialogue forum
5. Participation in JRLOS
6. Paralegals
7. Receiving complainants in the office
8. Field visit
9. Accountability and open day



## Sensitization and outreach

One of the core mission of AJIC is mobilization and sensitization. Sensitization is a non-associative learning process in which repeated administration of a stimulus results in the progressive amplification of a response. Sensitization often is characterized by an enhancement of response to a whole class of stimuli in addition to the one that is repeated.

***Nemo censefur ignorare legem***, which means that no one can say that he/she did not know the law. The law once promulgated it is binding to everyone. It is in this regard that TUBIBE AMAHORO through its AJIC has inserted the sensitization in laws awareness campaign so that the Rwandan citizens should benefit not only the knowledge of the law, but also the rights guaranteed in the promulgated law.

Policies are the second binding instrument that hit the citizen in his/her daily life. Rwanda as a country which has long-term view, and vision to achieve the progress and development, has enabled the speed in the working process. This speed require many policies and subsequent changes in order to adapt the legal framework to the results expected.

In this way the outreach is one of the strategies used to reach the citizens. Outreach is a sensitization activity, where a small law knowledge and reference are delivered to the citizens at

grassroots level. AJIC staff interact with citizens, discussing on laws provision and policy implementation. Most of citizens ignore the provision of laws and policies, but it is an opportunity time to the citizens as well as local leaders to interact, and dialogue on the issues in governance.

### 1. Education

Citizens need to be educated on their basic rights and duties under the legal framework, and how to obtain a solution to their problems in the formal or informal justice systems. Populations with poor levels of education and literacy often do not make use of their rights or duties because they simply do not know about them. Illiteracy may also prevent citizens from obtaining information on the workings of the justice systems and government programs.

#### 1.2. Available information from government and non-state institutions

Knowledge depends on good information, and virtually all the institutions within the formal and non-state justice systems have a responsibility to educate and inform the people who rely on their services. They should ensure that citizens can access information when it is requested. It is in this regards TUBIBE AMAHORO has initiated this component of giving the information to citizens so that they can be able to engage leader to be accountable.



If government and non-state institutions are reluctant or lack the resources to provide information, citizens will not know they have any means of obtaining a solution to their justice problems or know about their rights and duties.



### 1.3 Training of paralegal

Typically paralegals are persons with specialized training who provide legal advice to marginalized groups, and who are themselves often members of those groups. They are ordinary community residents who use the law collectively or individually help themselves, help citizens in their area by orienting them, accompany them and give legal advice. Both types of paralegals receive non-formal legal training from TUBIBE AMAHORO before undertaking paralegal work. They educate and help marginalized groups, children, indigenous peoples, and women regarding legal issues. They may often strive to resolve problems without going to court whether through administrative processes, alternative dispute resolution, or community action.



### 1.4. To what extent are citizens aware of mechanisms available to solve their common justice problems?

To know how to solve their justice problems, citizens will do well to understand the steps and strategies they need to take to address them. If they cannot address their justice problems on their own, they must know which institutions that they can go to for assistance.

Citizens tend to seek assistance first from the closest institutions available. This may include local authorities, such as village chiefs and other communal authorities, as well as paralegals, such as AJIC personnel and community-based volunteers. At the district or national level, there are more authorities available, including policemen, councils and prosecutors.

Around 3090 rights holders are receiving knowledge on laws and policies every year from the duty bearers so that they can enjoy their rights and fulfill their obligation. This is done in taking account on the participation of women and vulnerable group"

TUBIBE AMAHORO has established the Anti-corruption, Justice and Information Center so that citizens can report issues relating to injustice and corruption. By reporting injustice issues, citizens reach AJIC office to receive legal advice, orientation, accompaniment and advocacy of their concern.

AJIC is receiving complainants at office or by Paralegal organ established in 10 sectors of Ngororero district. When using the AJIC citizens benefit from affordability, accessibility and time saving where possible.

#### 1. Affordability

In normal way, Citizens must be able to afford the cost of using a justice



institution in order for them to be able to rely on the justice institution to solve their justice problems.

**a. Direct and opportunity costs**

Direct costs are fees citizens must pay to use the justice institution, such as a payment to a legal assistance or a charge to file a case. An opportunity cost is the income citizens lose when they spend time bringing a case before the justice institution rather than earning money (this refer to accommodation, restauration...). Imagine a citizen from Sovu, Nyange and Muhanda who want to seek legal advice from MAJ who is at district level. AJIC has established 2 person in sector, a woman and a man to help those citizens for free so that they can have legal service for free. Once issue need further advice the paralegal call the AJIC staff for additional legal advice. The paralegal can even call the AJIC staff to come to receive the citizen at field.

**b. "Up-front" costs**

They are those costs that citizens need only pay after the justice institution finds a solution to their justice problem. The execution of court judgment and Abunzi conclusion sometimes bring a heavy burden to citizen due to the lack of legal knowledge from non-professional bailiffs (executive secretaries of sectors and cells). This is why the AJIC has regular discussion with local leaders on the execution.



**Achievement**

In past five years AJIC has received 2670 cases of such complainants:



**COMPLAINTS AGGREGATED BY GENDER**



**complaints received per Paralegals & TA office**



**COMPLAINTS CLOSED VS PENDING**



## Advocacy



Radio call in on GBV together with Police organDPC

## Radio call in program

Radio call in program is one of the strategy used by AJIC in order to make sensitization and mobilization of the citizens. It is used as well to make a massive advocacy on a common issue happened in Rwandan society.

AJIC prepare the topic according to the database it has, identify the real service provider who is in good position to give explanation and commitment to citizens and go to radio giving information relating to the issue and the duty bearer who is in studio give commitment to citizens. The commitment become the follow up target of AJIC so that the citizens get what the service provider has committed to do. The radio may be used as well to give information on law and policy to citizens. Citizens are asking question relating to the theme and be responded on air by the duty bearer who is in the studio.



## Legal mobile clinic

It's an activity done by TUBIBE AMAHORO which consist the fact of moving from office to field, in order to receive complainants, give legal advice, give orientation and making accompaniment.

This activity is done 30 time in year and at any time paralegals called AJIC staffs to come and receive complaints at cell level.

### Advantage of legal mobile clinic:

1. Time saving to citizen complainant
2. Considerable reduction of up-front cost (transport, restauration and accommodation)
3. Evidence gathering is effective and easy to AJIC staff
4. It is a way of making advocacy

## Visit of detention centers

The detention centers are one of the area visited by AJIC staff to interact with detainees so that they can benefits their rights.

It is in this regards TUBIBE AMAHORO through AJIC has visited the Ngororero transit center to see the application of minimum rules applied to detainees and to sensitize about the drug abuse, and the juvenile delinquency.





## District dialogue forum



The district dialogue forum is an advocacy meeting that intends to present issues that need the district resolution or orientation. This meeting is held at the district level and collect all decision makers from sectors to district. In this domain AJIC has conducted 3 district dialogue forums:

### 1. Non-execution of court judgment

The second in 2014 dealt with the non-execution of court judgment by local authorities who are in fact the non-professional court bailiffs. The district has committed to follow those executive who do not render the justice given by court. And this has been done as we recorded 92 cases of non-execution of court judgments in 2014 and in the following year the number has reduced considerably to 32 cases

### 2. Absence of justice in VSL group

This dialogue discussed on voluntary saving and loans group known as (amatsinda yo kuzigama no kugurizanya)

embezzlement members funds, and incapacity to seek judicial remedies.

The embezzlement at this level was done by some local authorities (IDPs and ES of cells) committees of groups and some citizens entered into the

group out of the provision of their internal rules.

The incapacity of seeking the judicial remedies was due to:

1. Absence of legal personality of those groups (VSL)
2. Court fees to everyone who want to seek court
3. Perpetual attendance to police offices and sectors office to lodge the complaints without solution; and
4. Some cases that were resolved by Abunzi but which cannot have executory formula

With long discussion ahead, the recommendation were taken and are as follow:

1. TUBIBE AMAHORO shall dress list of those who are in administration and accused by citizens the embezzlement and handed it over to the executive committee;

2. The police shall call all without any distinction those who are accused and advise them to refund the money embezzled and if not charge them by dressing the dossier to prosecution;

3. TA shall resume the VSL methodology to local authorities especially cooperative officers

4. Cooperative officers shall monitor, and supervise the VSL group as grow up to the cooperative.

### 3. District Dialogue forum on VUP (direct support) and Girinka Program

From paralegals to offices we have saw that the direct support in VUP program has the big issue of bribe.

The direct support is the policy intention of a cash based poverty program. It has objective of targeting from the extreme poor at village level those households who are landless and have

no members qualifying for the public works program. To offer a level of direct support in either cash or exceptionally in kind, to improve the short term living conditions. An additional objective is to provide to those households receiving direct support the possibility, where feasible, of developing 'appropriate' skills, or encourage handicraft work or social service activities.



Issue	Discussion on issue	Recommendations
<p>1. Request of bribe in VUP and GIRINKA</p>	<p>This issue has been raised by citizens in documentary film, leaders do recognize the fact and wish that where it happened had better to inform them. The sector leaders said that due to many responsibilities some time they could not be aware of all that happen in all villages.</p> <p>AJIC has mentioned that whatever happened these programs are for the public interest with expensive cost, leaders must arrange in the way it passed with maximum supervision</p>	<ul style="list-style-type: none"> <li>- Citizens must manifest commitment of being aware of the government programs and follow their rights that goes hand in hand with those programs</li> <li>- Improving fair and good partnership with all stakeholders in order to prevent faults and crimes before they appear.</li> </ul>
<p>2. Selection of VUP and GIRINKA beneficiaries is either done in secret or is not known by citizens and not common in sectors</p>	<p>This issue is raised by citizen and leaders do not ignore that the issue may be true as there is a reduction of commitment to sensitize citizens on these two programs.</p> <p>AJIC has mentioned with emphasizes that if the program is national it has the common procedure of applicability; and if not there is a defect in applicability that gives the loophole the corruption.</p>	<ul style="list-style-type: none"> <li>- Make special attention in selection of beneficiaries of government programs and include all stakeholders in the process.</li> <li>- To increase commitment and strength in public awareness and sensitization on government programs in order to increase meaningful participation in their implementation</li> </ul>
<p>3. Equal sharing of direct support with local leaders</p>	<p>Citizens mentioned with awareness that money is requested by village chiefs and be shared with Executive secretaries of cells</p>	<p>Issues like these, will be communicated to the concerned authority and if not correct the behavior it should be reported to the hierarchical leader.</p>

## Some Success stories

1. **UWAMAHORO Clementine**  
There was a family that has 6 children living in Ngororero district, Ngororero sector, torero cell, Kanama village among them there is one man who exercises the military profession; he took their mother to the sector alleging to her that they are going to receive land title deed. Arriving there, they took it and go to the district alleging to the mother that is required, but providing that the mother did not know reading and writing, they made her signing what she really don't know. It was a land mortgage of the family land that the son would want to bring to Zigama CSS. We made advocacy to the sector level and Zigama CSS in order to aware the bank about the mortgage litigation. The bank refuses to offer the credit.

2. **MUJAWAMARIYA Devothe** is a blind woman who had faced an injustice from her brother and administration jointly. During the time they were taking a portion of UMUNANI, her brother refused to give to Marthe umunani. In mediation committee they refuse to listen to Marthe as the brother said that he will not be defeated by a blind poor woman. Marthe appealed in court under our orientation and assistance by preparing conclusion, the brother did not appear and the court rules the case by default. The judgment has not been executed as provided by the court. After along advocacy the execution was published. The brother RUKAGANA being aware that the judgment is going to be executed he opposed into court, offering corruption tone of court clerk and accept to receive the case, suspending the execu-

tion and refuse to rule the case. We made an advocacy to the president of court, he promised us to make a follow up and the case sentenced with success of MUJAWAMARIYA.

3. **BATAMURIZA Vestine** is a mother with children under 14 years. One of their neighbors has sought the mediation committee alleging that those children have committed a robbery with house breaking. The mediation committee has taken the decision of judging the filled case. With our advocacy in a long discussion with mediation committee of Rususa cell the committee took a decision of rejecting the case as it was out of their competence.

4. **MBARIRE Judith**, there was disputes into family between husband and wife, so longer the husband would want to kill his wife. The husband has the second wife at Muhanga. The lady comes to see us in order to seek advice. We advise her to seek the court in order to request divorce. After a long follow up the lady got divorce and she is with her children in peace at home.

5. **RUBAYITA Antoine** Together with other citizens have contributed so that electricity comes in their village. The village leader made tricks in objective of bringing the electricity to his home, citizens comes to our office to seek advocacy. With a follow up and advocacy the action of village leader has been cancelled by cell.

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ANNEX:

**AJIC WORKING FLOW**

