

UNAMIR

G3 OPERATIONS/PLANS - OPERATION RETOUR

14 JAN-14 APR 1995

PLEASE RETAIN
ORIGINAL ORDER

[1 CONFIDENTIAL]

EL/WG JUNE 2009

UN ARCHIVES

SERIES S-1062

BOX 135

FILE 2

ACC. 1998/0283

1
RWANDANS ARE NEEDED IN THEIR HOME COMMUNES TO HELP THE GOVERNMENT IN
REBUILDING THE COUNTRY

THE GOVERNMENT OF RWANDA EXPECTS THE DISPLACED PERSON CAMPS TO BE
CLOSED BEFORE THE _____.

THE UNITED NATIONS WILL ASSIST IN EVERY WAY POSSIBLE TO FACILITATE
THE RETURN HOME.

TO ACHIEVE THIS GOAL THE UN WILL OFFER RESOURCES SUCH AS TRANSPORT
AND PROTECTION FOLLOWING THIS SCHEDULE:

KIBEHO
CYANIKA

AFTER THESE DATES, THE UN WILL NO LONGER OFFER TRANSPORT OR
SECURITY DURING THE TRIP

ONCE IN YOUR HOME COMMUNE:

YOU WILL RECEIVE TOOLS

YOU WILL RECEIVE LAND

YOU WILL RECEIVE SEEDS

THE UN WILL PROVIDE SECURITY

FOR YOUR SECURITY, UN TROOPS HAVE MOVED IN MANY COMMUNES AND OPEN
RELIEF CENTERS HAVE BEEN OPENED. THE INTERNATIONAL COMMUNITY IS
PRESENT IN THE FOLLOWING COMMUNES

KIBUNGO - NGENDA - NYAMATA - RILIMA - BICUMBI - GISHALI -
BARE - RUKIRA - RWANTERY

BYUMBA - NYAGATARE - GATURA

GISENHYI - NYUNDO - KABALI - BUSOGO - NEMBA

MASANGO - RUHANGO - NTOGWE

BUTARE - KIGEMBE - RUNYINYA

OPEN RELIEF CENTERS OFFER BASIC ESSENTIALS TO RETURNING POPULATIONS
SUCH AS SEEDS FOOD TOOLS WATER COUNSELLING AND OTHER TYPES OF
ASSISTANCE

HUMAN RIGHTS in BUTARE⁽⁶⁾, Cyangugu⁽⁷⁾, Gikungoro⁽⁸⁾, Gitarama⁽⁶⁾, Gisenyi⁽¹⁰⁾,
Kibungo⁽⁶⁾, Kibuye⁽⁸⁾, Kigali⁽⁷⁾,

WFP → issuing food, seeds Food in all Communes.
FAC

finferi end of grain distributed
 → l'aide ne devrera pas être
 → c'est jusqu'à la prochaine récolte

ASSISTANCE
 SUCH AS SEEDS, FOOD, LOGS, WALKS, CORRECTING AND OTHER TYPES OF
 OTHER BETTER CEMENTS OTHER MUSIC ESSENTIALS TO RELIEFING POPULATIONS

BOLIVIA - KIDENBE - SONATHAY
 KUDUMBO - KUDUMBO - KUDUMBO
 CISENNAT - KUDUMBO - KUDUMBO - KUDUMBO - KUDUMBO
 KUDUMBO - KUDUMBO - KUDUMBO
 KUDUMBO - KUDUMBO - KUDUMBO
 KUDUMBO - KUDUMBO - KUDUMBO - KUDUMBO - KUDUMBO - KUDUMBO - KUDUMBO

THESE IN THE BOTTOMING COMING
 THESE CEMENTS HAVE BEEN ORDERED THE INTERNATIONAL COMMISSION IS
 NOW WORKING TOGETHER IN ORDER TO HAVE WORK IN MANY COUNTRIES AND OTHER

THE ON WITH PROLONGED SECONDLY
 AND WITH SPECIAL SEEDS
 AND WITH SPECIAL FOOD
 AND WITH SPECIAL LOGS

ONCE IN ACHER HOME COMING
 SECONDLY DURING THE FIRST
 VALUE THESE DAYS THE ON WITH NO LONGER OTHER LEAVING ON
 CLAYING
 KUDUMBO

AND PROLEGION BOTTOMING THIS SCHEDULE
 TO UCHTAE THIS COAT THE ON WITH OTHER RESOURCES SUCH AS LEAVING

THE BELONG HOME
 THE OTHER NATIONS WITH YESHIL IN PAKA MAY POSSIBLE TO FACILITATE

CROSED BEFORE IS
 THE GOVERNMENT OF KUDUMBO EXPRESS THE DISCLOSED PERSON COMES TO BE

REMITTING THE COMING
 REMITTING ARE NEEDED IN THEIR HOME COUNTRIES TO HELP THE GOVERNMENT

5246-1 (PAFF)

01 02

14 JAN 95 00 00 UUUU

UNAMIR PAFF 024

UNAMIR HQ KIGALI//MILITARY PUBLIC AFFAIRS//

SECTOR 4A HQ GIKONGORO//COMD/CHIEF MILOB/UNREO REP OP
RETOUR//

INFO : UNAMIR HQ KIGALI//DCOS OPS/HAC/MILOB HQ//
TAC HQ BUTARE//DUTY OFFICER//
UNREO KIGALI//IOC/CHRIS KAYE//

UNCLAS UNAMIR PAFF 024

SUBJ: OP RETOUR INFO CAMPAIGN

1. AS PART OF THE PRINT AND VOCAL INFO CAMPAIGN WHICH I AM RESPONSIBLE, IT WOULD BE IMPORTANT AND VERY HELPFUL TO GET FIRST HAND INFORMATION FROM THE PEOPLE WHO HAVE DECIDED TO RETURN USING OP RETOUR RESOURCES. PLSE PASS ON THIS REQUEST TO THE UNREO REP IN CHARGE OF OP RETOUR.

2. AS PEOPLE ARE REGISTERED, PLSE INCLUDE IN THE PROCESS A FEW QUESTIONS TO ESTABLISH WHAT MADE THEM DECIDE TO RETURN. ALTHOUGH THIS QUESTION IS VERY BASIC IN NATURE, IT WILL NEVERTHELESS BE THE CORNERSTONE OF A SUSTAINED PRINT CAMPAIGN.

3. PLSE SEND REPLY TO THIS HQ NO LATER THAN 19 JAN 95.

S. GRENIER CAPT, UNAMIR PAFF, 11123/2052

FROM : DCOS OPS

3000.15/1 (OPS)

TO : ZAMBATT
FORCE HQ DUTY OFFICERS
G3 AIR
FORCE HQ CAMP COMMANDANT
UNAMIR PUBLIC AFFAIRS OFFICER
IOC PSYOPS

DATE : 14 APR 95

SUBJECT : INFO CAMPAIGN FOR OP RETOUR

1. A new information campaign in DPCs in Sector 4A is to recommence with the aim of accelerating the return of the IDPs to home communes. In order to achieve this, tasks will be undertaken as follows:

a. Force HQ Duty Officer.

(1) Collect Radio UNAMIR tape(s) from Ms Patricia Tome at 1730 hrs daily from Room No 4084 in Force HQ for delivery to ZAMBATT by UN heli the following morning. The tape(s) will be delivered to UN heli at KIA by the Camp Commandant or his rep.

(2) Liaise with G3 Air regarding ETD and ETA of heli from Kigali to Gikongoro the next morning and inform Force HQ Camp Commandant and Zambatt accordingly to ensure timely delivery and collection of the tapes by Camp Commandant and ZAMBATT respectively.

b. ZAMBATT.

(1) Detail troops to provide security at landing site and to receive the info tapes from the heli as per timings to be given by the Force Duty Officer on daily basis.

(2) Confirm receipt of tapes.

(3) Detail two info teams to rebroadcast content of tape(s) in DP camps in sector 4A. Atleast four IDP Camps are to be targeted daily with priority given to camps with the largest population or according to instructions from UNAMIR HQ.

D. Submit returns, on daily basis of info campaign in daily sitrep to Force HQ.

c. G3 Air. Detail heli daily to deliver tape(s) to Zambatt

HQ at Gikongoro and info Force Duty Officer, ETD and ETA of heli from Kigali to Gikongoro 24 hrs in advance to ensure timely delivery and collection of the tapes by ZAMBATT.

d. Force HQ Camp Commandant. Liaise with the Force Duty Officer and G3 Air everyday for ETD and ETA of UN heli from Kigali to Gikongoro and ensure that the info tapes are delivered to the heli at Kigali Airport on time.

e. UNAMIR Public Affairs Officer.

(1) Vet all info tapes before 1730 hrs daily to ensure that potentially sensitive info detrimental to UNAMIR is removed before they are delivered to Zambatt.

(2) Include a written approval in the envelope containing the tapes indicating that the tapes have been vetted and should be broadcast by Zambatt info Teams at the DPCs.

7. Acknowledge.

INTEGRATED OPERATION CENTRE
(IOC)

OPERATION RETOUR- DAILLY 13 APR 95

OPERATION RETOUR No movement on 13 April.

GENERAL:

Movement: Some of the 300 people from Kivuru sector and 40 families from FUGI sector have been seen by a MINIREISO rep back in their collines.

Security: Today 1000 hrs RPA troops entered Kivuqiza camp and forced the IDPs to leave immediately. Many people ran to Kibeho camp and

some to Ruramba leaving behind their possessions. In another incident RPA soldiers told the IDPs in Rwamiko camp to leave.

Cooperation: Senbatt accompanied the RPA to make "CONSTATS DE DECES" for 2 murders, one on 6/4 in Fugi sector and the other on 7/4 in Muhembe sector.

The bourgmestre of Nyakizu commune is waiting for IDPs to return home. He expects that he will have help from International community and NGOs for emergency cases in this operation.

Camps: In Kamana camp according to chef du camp that the IDP figures has reached to 40000. The newcomers to the camp are from Nshili, Nyakizu, Kivu, and from Burundi.

In Munini, Ndago and Kibeho camp situation is reported to be calm.

Border movement: RPA, Bourgmestre Huye and MINIREISO rep met with the bourgmestres of Mwumba and Busiga (border communes in Burundi) to discuss cross-border population movement). As the Bourgmestre was unavailable, no confirmation on what effect this has had on border movements and security is known.

A peaceful march was held in Kigali today at 16:00 hrs to protest against the negative role of media, and RTLM radio station in particular , and the former defeated government in genocide.

UNAMIR has commenced work on a project with the Rwandan Government to help ease the overcrowded prison conditions.

IN.451

IN.451

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UTC Time: 95-04-14 08:33:07

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INTEGRATED OPERATIONS CENTRE
(IOC)

OPERATION RETOUR- DAILY SUMMARY 12 APR 95

OPERATION RETOUR No movement on 12 April. Yesterday Op Retour transported 42 people from Kibeho camp. Figures as supplied by UNHCR sub-office in Gikongoro are as follows:

FROM:	Kibeho	42
TO	Butare	41
	KGL Town/	01
	NYARUGENGE	

TOTAL: 42

GENERAL: Planning for the second phase of Operation Retour is progressing rapidly. The Government of Rwanda has produced several

documents for use in the information campaign, and IOC personnel will be visiting several prefectures to discuss the formation of commune committees.

IOM, who suspended all operations in Rwanda after a robbery on 2 April, have now resumed operations. IDP convoy movements were suspended between 6-10 April in respect of the national Remembrance holiday.

Yesterday approximately 6000 people held a peaceful demonstration outside UNAMIR HQ in Kigali to protest UNAMIRs withdrawal from Rwanda last year during the genocide. Today a similar demonstration was held in Gisenyi.

IN.451

IN.403

Page 1

UTC Time: 95-04-05 15:49:52

NL BURUM LES 492400056=SRVS X 5-APR-1995 15:45:21 853998

INTEGRATED OPERATIONS CENTRE
(IOC)

OPERATION RETOUR - DAILY SUMMARY 04 APR 95

OPERATION RETOUR Transported 36 people from the Kibeho and Ndago camps. Figures as supplied by UNHCR sub-office in Gikongoro are as follows;

FROM:	Kibeho	35
TO:	Butare	30
	KGL Ville/NYARENGE	2
	Byumba/MUKARANGE	3
FROM:	Ndago	1
TO:	Butare	1
TOTAL:		36

GENERAL

POPULATION MOVEMENTS. THE RWAMIKO CAMP HAS 40-50 BLINDES REMAINING FOLLOWING A MASS EXODUS OF THE CAMP. THE MAJORITY OF PEOPLE HAVE MOVED TO KIBEHO CAMP. FIELD REPORTS ALSO INDICATE MANY PEOPLE ARE

STILL LEAVING COMMUNE LOCATIONS AND MOVING TO CAMPS ORDER TO AVOID
ARREST.

A WFP CONVOY OF 25 VEHS HAS BEEN HALTED AT CYANGUGU. THE CONVOY IS
CARRYING FOODSTUFFS TO ZAIRE. WHILST NEGOTIATIONS ARE OCCURRING
BETWEEN WFP AND RPA, TWO OTHER WFP CONVOYS HAVE BEEN HALTED BY WFP AT
BUTARE AND KIGALI.

IOM HAVE SUSPENDED ALL OPERATIONS IN RWANDA AS A RESULT OF THE
ROBBERY ON THE IOM KIGALI OFFICE. IOM IS NOW SEEKING SECURITY
ASSURANCES BEFORE CONTINUING WITH OPERATIONS. SOME DISRUPTION TO OP
RETOUR MAY RESULT DUE TO IOM'S ROLE OF COORDINATING TRANSPORT
RESOURCES.

IN.403

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TELSTRA SATCOM-C SERVICE

95-04-03/16-44 UTC

MSG REF : 362090

FROM : 492400056 via Satellite

REGION : IOR (583)

LES ID : PERTH (302)

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INTEGRATED OPERATIONS CENTRE
(IOC)

OPERATION RETOUR - DAILY SUMMARY 03 APR 95

OPERATION RETOUR transported 102 people today from the Kibeho camps.
Figures as supplied by UNHCR sub-office in Gikongoro are as follows;

FROM:	Kibeho	102
TO:	Butare	84
	KGL	18
	/Ngenda	10
	/Gashora	4
	/Rabungo	4
TODAY'S TOTAL:		102

GENERAL

RWAMIKO CAMP - THERE HAS BEEN A LARGE MOVEMENT OUT OF RWAMIKO CAMP IN
THE LAST FEW DAYS, LEAVING THE CAMP ALMOST EMPTY. AN NGO SOURCE

REPORTED THAT ONLY 50 BLINDES REMAINED OCCUPIED IN THE CAMP THIS AFTERNOON. MOST OF THE CAMP'S INHABITANTS APPEARED TO BE HEADING SOUTH TOWARDS KIBEHO CAMP.

RUMOURS RELATING TO 6 AND 7 APRIL - THE IOC KNOWS OF NO EVIDENCE FOR ANY POTENTIAL SECURITY PROBLEMS RELATING TO THE 6 APRIL ANNIVERSARY.

TASK FORCE MEETING 3 APR 95 - THE INTEGRATED TASK FORCE MEETING WAS CONDUCTED AT GIKONGORO TODAY WITH THE PREFECT. THE MAJOR TOPICS WERE THE PROPOSED CLOSURE OF IDP CAMPS AND COMMUNE REHABILITATION EMERGENCY PROGRAMME.

USAID VISIT - A SPECIAL TEAM FROM USAID OFFICE IN WASHINGTON D.C. VISITED THE IOC THIS AFTERNOON, INTERESTED IN FUNDING EMERGENCY PROJECTS TO HELP JUDICIAL AND ADMINISTRATIVE STRUCTURES TO BECOME FUNCTIONAL QUICKLY. THE TEAM PLANS TO VISIT THE BUTARE AREA THIS WEEK.

IN.390

1. The Underlisted MILOBS have failed to report for duty in this sector and are therefore being declared absent. PAO

IN.459

Page 1

UTC Time: 95-04-14 18:04:25

NL BURUM LES 492400056=SRVS X 14-APR-1995 18:01:41 960457

INTEGRATED OPERATION CENTRE

(IOC)

OPERATION RETOUR- DAILY SUMMARY 14 APR 95

OPERATION RETOUR: No movement reported on 14 April.

GENERAL:

Meeting at Butare: A delegation from IOC, local authorities and representatives from international community met today at 1040 hrs in the Butare prefecture conference hall to publicise the plan of removal of IDPs from the camps. IOC representatives also briefed the gathering about the organisation of IOC and the plan formulated for COMMUNE REHABILITATION. Problems of shelter, security, transport and means of communications for Butare communes were also discussed.

IOC staff met under the chairmanship of MINIREISO DG to appreciate evolution of preparations for Operation Retour and to prepare the grounds for the visit of Minister of Rehab to Butare on 18 Apr.

Transport requirements for the 2nd phase of Op Retour for IDPs was

confirmed to be ready.

Gikongoro field officer reports new arrivals in Buhoro camp from Gikongoro prefecture. In Ndago camp approximate IDP figure is reported to be 42,000.

IN.459

492400056, VIA EIK-C LES NORWAY 29.03.1995/16:35

581493139099+

583493139097+

581492400048+

581492400053+

581492400052+

INTEGRATED OPERATIONS CENTRE

(IOC)

OPERATION RETOUR - DAILY SUMMARY 29 MAR 95

OPERATION RETOUR transported 58 people today from the Kibeho and Ndago camps. Figures as supplied by UNHCR sub-office in Gikongoro are as follows;

FROM:	Kibeho	57
TO:	Butare	48
	Gitarama/Kigoma	1
	KGL Town/Kacyiru	1
	KGL Ngenda	7
FROM:	Ndago	1
TO:	Gitarama/Kigoma	1
TODAY'S TOTAL:		58

GENERAL - Due to absense of MINIREISO representative no further information available at time of summary.

PAO

492400056, VIA EIK-C LES NORWAY 29.03.1995/11:31

583493139097+

583493139098+

581492283430+

581492400048+

581492400053+

58149240052+

581492400054+

INTEGRATED OPERATIONS CENTRE

(IOC)

OPERATION RETOUR -DAILY SUMMARY 28 MARCH 95

OPERATION RETOUR transported 98 people today from the Kibeho
and Ndago camps. The strategies used for moving
IDPs from the camps has continued to remain the same.

Figures as supplied by UNHCR sub-office in Gikongoro were as follows:

FROM: Kibeho camp

87

TO: Butare commun	68
Ntongwe	4
Kigoma	4
KGL Town	3
Ngenda	6
Gashora	1
Rusumo	1
FROM: Ndago camp	11
TO: Butare communes	4
Ntongwe	1
Ngenda	6
TODAY'S TOTAL	98

GENERAL

The IOC received a visit from the State Department and the USAID officials. After a briefing of the mission and principles of the

IOC, the officials expressed particular interest in a programme of housing which addressed the issue of those persons who have to leave houses they occupy, and who have no land or shelter. The officials were also interested in the commune rehabilitation programme and IOC procedures for institutional support to Communes. They promised to have detailed discussions on these two issues later this week.

The Heads of Cells must soon be ready with operational plans. Plans are to include the needs and priority requirements within Camps and Communes. The cells are required to organise discussion of their respective plans by 31 Mar 95. In addition, Cell personnel have been encouraged to visit Camp and Commune locations to develop a realistic plan. The timetable of Cell meetings are as follows:

ORC	-	Tue	1500 hrs
Water and Sanitation	-	Wed	0900 hrs

IN.354

IN.354

Page 2

UTC Time: 95-03-29 11:33:24

Health	-	Thu	0900 hrs
Human Rights	-	Thu	1500 hrs
Information	-	Fri	1100 hrs (Data Base Location)
Unaccompanied Children	-	Fri	1100 hrs
Transport	-	Fri	1400 hrs
Agriculture	-	Fri	1530 hrs
Field Officers	-	Sat	1230 hrs

The above meetings are conducted at the IOC Conference Room except where indicated. Any Organisations or Agencies who have an interest are welcome to attend.

NL BURUM LES 492400056=SRVS X 27-MAR-1995 17:19:10 737296

INTEGRATED OPERATIONS CENTRE
(IOC)

OPERATION RETOUR - DAILY SUMMARY 27 MARCH 95

OP RETOUR transported people from Kibeho and Ndago camps and Gikongoro Town. The total number transported for today was 230.

Figures as supplied by by UNHCR sub-office in Gikongoro were as follows:

FROM: Kibeho camp	88
TO: Butare communes	60
Gitarama-Ntongwe	1
KGL Town	2
Ngenda	15
Kanzenze	4
Kibungo-Sake	6
FROM: Ndago camp	13
TO: Butare communes	13
FROM: Gikongoro Town	129
TO: Kibuye-Rutsiro	42
Gisenyi-Kayove	86
Gisenyi-Mutura	1

INFORMATION CELL - The IOC Information Cell met this morning. An important objective of the information campaign is to encourage the IDPs to choose to go home. The information campaign, once relaunched, should take place both in the camps and in communes. The information team plans to visit communes and camps regularly. It plans to have representation located in communes and camps to continue to disseminate information and report regularly to the IOC. The team also plans to reinstate visits to camps by IDPs who have already reintegrated into communes. Posters and loudhailers will be useful tools, as will contacts with commune leaders and leaders in camps.

TASK FORCE - The Integrated Task Force held its weekly meeting this afternoon. The Commune Rehabilitation Committee presented the emergency element of its plan, to assist the priority communes due to receive most IDPs. Particular points of focus were agriculture, food, shelter (including a plan for those who may be evicted from illegally occupied houses) and water/sanitation. A working group will continue work on the revised plan for Operation Retour.

The next Task Force meeting is to be held in the field on 3 April.

IN.345

THE INTEGRATED OPERATIONS CENTRE (IOC)

HOW THE IOC BEGAN

The idea - a centre for Operation Retour

The idea for the Integrated Operations Centre (IOC) sprang from the need to enable Rwanda's internally displaced people (IDPs) to return home. A centre was needed for a full-time planning team. The team was formed in November 1994, and initially consisted of members of UN agencies and NGOs. In due course government officials took part. Temporary offices were found on 30 November 1994 which could be a focal point for Operation Retour, as the IDP return operation came to be known.

Plans gathered pace, received tacit government endorsement, and the operation was launched on 29 December 1994. The IOC's role now included coordination of operations on the ground.

Location within a government Ministry

By this time a large number of agencies were involved. So were several government Ministries, but as visitors to the IOC. The decision had already been taken that the IOC should be located in the Ministry of Rehabilitation and Social Reintegration. An NGO rapidly built an operations room, offices and a conference room in the Ministry, enabling the IOC to move in on 11 January 1995.

Coordination

Coordination during the creation and development of the IOC has been provided by UNREO, the DHA office in Rwanda, in conjunction with the government. Since UNREO is due to phase out, it is envisaged that another international organisation may soon take over the international side of the IOC's coordination from UNREO. Discussions are in progress.

THE IOC TODAY

Operation Retour - progress to date

Since its launch on 29 December Operation Retour has transported over 40,000 IDPs from camps to their homes. About the same number are thought to have walked home. During late February and March, however, numbers of willing returnees have dropped drastically. The factors causing this change are being urgently addressed by the combined team that now staffs the IOC.

IOC Kigali - Tel 250 73744/5/6/7

The IOC team

The IOC team is now over 60 strong. It includes 7 full-time Ministry staff, and 14 full-time international staff (seconded by UNHCR, UNDP, WFP, FAO, IOM, UNAMIR, UNREO). Part-time government staff number over 20 - the majority in the lead of one of the IOC cells. Part-time international staff also number around 20, choosing to coordinate the IDP aspect of their work through the IOC.

A system of counterparts

Fundamental to the IOC is that every international member works as counterpart to a government official. Counterparts work alongside each other, and over time responsibilities pass more and more fully into the hands of the official. Thus the capacity of the government, to coordinate each aspect of the IOC's work, is built up. Informal instruction is given where appropriate along the way. But formal training will also play a part, for example in computer skills training. The learning process is two ways, as international staff discover how best to operate in the context of government leadership.

STRUCTURE

Sectoral Cells

The IOC houses a number of cells or working groups, covering the main humanitarian sectors:

Food, seeds and tools cell.
Health cell.
Unaccompanied children cell.
Water and sanitation cell.
Shelter cell.
Open relief centres cell.

The Commune Rehabilitation Committee

Each of the sectoral cells is led by a Ministry official, with members drawn from relevant UN agencies and NGOs. Drawing the sectoral cells together is the Commune Rehabilitation Committee, which aims to point agencies, NGOs and donors to the most urgent priorities of commune rehabilitation.

Operations Room to coordinate day-to-day operations

Current day-to-day operations are coordinated from the Operations Room, which provides guidance to the organisations working in the field on Operation Retour, publishes a daily summary of operations, and reacts to events on the ground. A number of field officers, from the government and from UN agencies, are linked to the Operations Room and assist with coordination in the field.

Information Campaign

An IOC team, again with government leadership, runs an information campaign in the

camps. The aim is to counter false rumour by providing factual information on the situation in home communes, and on the practicalities of going home. This enables IDPs to make better-informed decisions on whether to return home.

Human Rights Cell

A Human Rights Cell, chaired by a government official with participation from Human Rights and UNHCR protection officers, keeps human rights issues in Operation Retour under review and recommends appropriate action.

Database and digital mapping

An American NGO, ResponseNet, has assisted the creation of an integrated humanitarian database. This uses digital mapping to display humanitarian data, enabling government and participating organisations to identify gaps in assistance, and any areas of overlap. Soon to be fully operational, this is a powerful management tool which will enhance humanitarian decision-making.

THE INTEGRATED TASK FORCE

The "Think Tank"

Planning and policy are developed by the Integrated Task Force. This senior group is chaired by the Director-General of the Ministry of Rehabilitation, meets weekly, and gives operational guidance to the IOC and to Operation Retour. It also provides policy advice to Ministers and Heads of Agencies. This is the "think tank" where differing points of view are hammered out into joint strategies, enabling the international humanitarian community to work with the government on agreed operational plans. Membership includes the Ministries of Interior, Justice, Defence (RPA and Gendarmerie) and Rehabilitation; UNHCR, ICRC, Unicef, WFP, FAO, UNAMIR, IOM and UNREO. NGO and donor representation is also planned.

THE IOC'S ACHIEVEMENTS SO FAR

A forum for consensus

The IOC has provided the forum for the Integrated Task Force to build substantial consensus between government and international partners on a strategy for IDPs.

Coordinated operations

This consensus has translated into coordinated action. As a result around 80,000 IDPs have so far returned home.

An information centre

The IOC is used by the UN agencies and NGOs as the information centre for IDPs, for the rehabilitation of communes, and increasingly for other humanitarian issues.

Government leadership

The government is at the head of both IOC and Task Force, and is increasingly taking the reins in practice. Cooperation is close, direct, and increasingly efficient. Through Operation Retour, the Task Force and the IOC, Ministry officials are learning to coordinate international organisations, in consensus-building and in practical action.

FUTURE CHALLENGES

Management of Operation Retour

As Operation Retour progresses, the Task Force and IOC can tackle obstacles as a team. The major challenge in this operation is how to handle the "hard core" of IDPs who cannot go home because of their involvement in the genocide of 1994. Issues of national security, justice and humanitarian principle must be held together as strategies are devised and implemented. The Integrated Task Force has been working on an agreed strategy for this for some weeks.

The IOC's usefulness - not just IDPs

Now fully operational, the IOC is the obvious centre for the integrated coordination of several other humanitarian operations. These may include the massive refugee repatriation programme, with UNHCR as the lead UN agency. They may also include national or local rehabilitation programmes. If a volcano erupts, or regional political events cause a mass inflow of refugees, the IOC's capacity for crisis management could greatly assist the humanitarian effort.

Sustainability - the government's capacity to coordinate

As international staff phase out, it is vital that the government capacity created in the IOC be sustainable. The challenge here is to use appropriate training and technology that enables the government to carry out its own programmes. The danger to avoid is to allow the short-term priorities of the international community to dominate the IOC, paying only lip service to government leadership and capacity-building for the future.

Kigali, 26 March 1995

DCOS OPS

INTERGRATED OPERATIONS CENTRE - UPDATE PAPER

1. The Intergrated Operations Centre (IOC) has prepared the attached paper for general distribution to explain the IOC's role, function and organization.
2. The paper was given to the G2 Section to assist in information collection planning and we were asked to distribute the paper within the Headquarters as the IOC is not certain that this paper was sent to UNAMIR.
3. Please advise on its distribution.

 apt.

GK Leduc
G2 Coll
15 Apr 95

1. Noted: no news except genesis was UNAMIR - something hard to glean from a
2. Suggested distr:

G3 Ops
G3 Plans
CHAO

~~PAFFO~~

FMO

Ausmed Legal O



15.4.

038
PAO

IN.362

Page 1 UTC Time: 95-03-30 14:21:47

Restricted

Restriction of

492400056, VIA EIK-C LES NORWAY 30.03.1995/14:17

Prolet of Kibungu

581493139099+

583493139097+

Possible insur

583493139098+

A routine check

581492400048+

Arrested on 17

581492400053+

those arrested w

581492400052+

to be members

581492400054+

581492400055+

Rwamiko secu

UNAMIR rep

camp, robbery

INTEGRATED OPERATIONS CENTRE

NUMBERS

(IOC)

OPERATION RETOUR WEEKLY REPORT 20 - 26 MARCH 1995

Low numbers

Very few

Kigali, 27 March 1995

were 17,500

report

SUMMARY

therein

The government reiterated its desire to see IDPs return home as soon as possible, through a revitalised Operation Retour.

The Integrated Task Force focused on immediate action to rehabilitate basic commune infrastructure, alongside the plan to empty the camps.

Numbers of IDPs transported under Operation Retour remained low.

20 Mar - 190

23 Mar - 86

21 Mar - 64

24 Mar - 85

22 Mar - 65

This brings the total number transported by vehicle since Operation Retour began on 29 Dec 94 to 41,050.

CAMPS

New arrivals in camps

Buhoro camp was reported to have received new arrivals from Nyabisindu, Maraba, Ngoma, Muyira and Ngenda communes. Gisunzu camp was reported to have recently received 48 new arrivals, mainly from Huye, Maraba and Runyinya communes.

Calm in camps

All camps were reported to be calm during the reporting period.

New Kibeho camp figure

Kibeho camp is now reported to have a population of around 84,000, considerably lower than previously thought. Previous figures were largely drawn from food registration lists, which are routinely inflated.

Government visit to Kibeho

The Minister of the Interior, the Minister of Information and the Chief of Staff of the Gendarmerie visited Kibeho camp on 24 Mar. They held discussions with the inhabitants of the camp on the

prospects of returning home, and current moves towards peace and national reconciliation.

Government urgency for camp closure

The Prefet of Gikongoro, a senior local government official, insisted on 23 Mar that a revitalised operation to close the camps be operational within two weeks. He wished Kamana camp - the southernmost - to be emptied first, and then for the operation to work north. He announced new curfew arrangements, and the forcible closure of markets - two measures which he intends to impose in Ndago and Rwamiko camps.

Liaison between Kigali and local government

Meetings in the field between central and local government are planned to ensure good consultation and coordination over Operation Retour.

Operation "Topaz"

A further 315 people were transferred from Groupe Scolaire (Butare educational establishment) to newly built facilities in Runyinya under "Operation Topaz". The operation has been arranged by local officials with the help of international agencies, in order to enable Groupe Scolaire to reopen. Those moving are people originating from Gikongoro communes but who are unable or unwilling to return home until the IDP camps there diminish. Groupe Scolaire has until recently been occupied by about 10,000 IDPs. A lack of water in Runyinya is being tackled by Unicef, who will provide

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water pending a longer-term solution.

COMMUNES

Communes in south-west Butare

The communes of Runyinya, Gishamvu and Nyakizu in the south-west of Butare prefecture are reported to be ready to absorb large numbers of returning IDPs, with few security problems. As many as 90,000 people currently in the Gikongoro camps are thought to come from these three camps, which are within 20 km of Kibeho camp. At the moment almost none of these IDPs take the opportunity to go home.

Commune rehabilitation

A detailed plan for commune rehabilitation is nearing finalisation. The aim is to mobilise funds for institutional support at commune level. Basic infrastructure assistance (office equipment, transport for officials, etc) is needed very quickly in communes due to receive most returning IDPs.

INFORMATION CAMPAIGN

Target communes

It will be for the information campaign to target communes that will receive most people from the camps and are most ready to receive new arrivals. As other communes are judged by the Task Force/IOC to be ready for large inflows, the information campaign can also include those communes.

Sake

The bourgmestre of Sake has been addressing the sectors of his commune in an attempt to calm those who because of rumours may be thinking of leaving Rwanda for Burundi.

DATABASE

CARE International and WHO are contributing to the integrated humanitarian database. The British Overseas Development Agency also expressed interest in participating alongside the other organisations already involved.

VISITS

Ambassador Khan, the SRSG, visited the IOC on 24 Mar.

COORDINATION

The Integrated Task Force was attended by a Ministry of Justice official for the first time for many weeks - a very welcome addition. The Commune Rehabilitation Committee was tasked to produce a detailed written plan by the next Task Force meeting.

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UTC Time: 95-03-14 16:04:30

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INTEGRATED OPERATIONS CENTRE (IOC)

OPERATION RETOUR - DAILY SUMMARY 14 MAR 95

OP RETOUR

Op Retour was cancelled yesterday, 13 Mar 95, because local staff were detained while the RPA carried out a search of all houses in Butare looking for items missing during the war. The search restricted operations between 0600hr and 1200hr. No UNAMIR or NGO living in the subject areas were searched.

Movement figures for 14 Mar 95 are as follows:

CAMP	COMMUNE	NUMBERS
KIBEHO	BUTARE	165
	KIGALI TOWN	4
	GASHORA	23
	NGENDA	25
	KANZENZIE	1
	BICUMBI	1
	NTONGWE	15

	NYAMABUYE	2
	BYUMBA	1
	TOTAL KIBEHO	238
NDAGO	BUTARE	9
	KIGALI TOWN	3
	BYUMBA	2
	TOTAL NDAGO	14
KAMANA	NGENDA	34
GISUNZU	BUTARE	24
MUNINI	NGENDA	2
	MURAMA	3
	TAMBWE	2
	TOTAL MUNINI	7
TOTAL MOVED FOR DAY 14 MAR 95		317

GENERAL

RPA Troops have deployed in Mulindi and Rushaki in Sector 1. A new roadblock has been estb on the Kigali-Kagitumba Rd at Gr 358559.

RPA troops have arrested the Director of the Gaskura Tea Factory on allegations of participation in the Genocide. The arrest was not supported by locals who claim that he was a strong opponent of the former regime.

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UTC Time: 95-03-14 16:04:30

In Gitarama two prisons have been located, one for persons allegedly involved in the genocide and the other for ordinary criminals.

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Page 1

UTC Time: 95-03-14 16:41:30

NL BURUM LES 492400056=SRVS X 14-MAR-1995 16:39:05 596313

TO: HQ UNAMIR MIL

FROM: IOC

DATE: 14 MAR 95

THE IOC DAILY SUMMARY SENT TO YOU THIS AFTERNOON SHOULD PLEASE BE
DISTRIBUTED AS FOLLOWS:

POLITICAL ADVISORS/SRSG (KRISTEN SCOTT)

FC

OPS

P AFF O

RADIO UNAMIR - ATTN PAULINE

MANY THANKS

INTEGRATED OPERATIONS CENTRE
(IOC)OPERATION RETOUR - DAILY SUMMARY 17.2.95

OVERVIEW - Figures transported are still low, probably because of low numbers willing to move from Kibeho, the largest southern camp. Contributing factors include the fact that both the information campaign and the main transport effort are currently concentrated in the more northern camps, most of which no longer have food supplied. In addition, more "hard core" elements are filtering into Kibeho, having walked from the north. Today also saw very heavy rain - a further discouragement to move.

TRANSPORT - Kanyinya and Mugano camps were provided with transport for the first time today, but heavy rain prevented trucks from reaching the camps themselves. Soldiers walked to invite people to walk to the trucks, but no IDPs were willing to walk, in heavy rain, from the camps to the trucks waiting some distance away. Transport was provided from Musebeya camp for the first time, and met with a good response.

CAMPS - Several camps are reducing in size, including Nyamigina, Gisunzu, Mbuga, Kanyinya and Mugano. Many people are believed to have walked from these to the southern camps.

MEDICAL SCREENING - The Australian Medical Battalion will no longer be doing medical screening in the camps. We now need more NGOs to come forward to take on this important task. All interested NGOs should contact UNHCR or the UNREO field officer at Butare or Gikongoro, or the IOC coordinator in Kigali.

OPEN RELIEF CENTRES (ORCs) - In general these are working well as light structures which assist bourgmestres and can reassure returning IDPs, providing shelter if necessary. The ORCs in Ntyazo and Nyakizu (Butare prefecture) have yet to be used, but remain as a safety net for the time being.

Provisional figures for today as supplied by UNHCR sub-office in Gikongoro are as follows:

		TOTAL
FROM:	Kibeho camp	113
TO:	Butare communes	85
	Gitarama communes	2

	Kigali Town	7
	Ngenda	17
	Byumba	1
	Ruhengeri	1
FROM:	Karambi camp	4 (Karambi is now closed)
TO:	Butare communes	2
	Ngenda	1
	Gashora	1
FROM:	Nyamigina camp	23
TO:	Kigali Town	3
	Ngenda	13
	Kibungo	7
FROM:	Gisunzu camp	19
TO:	Butare communes	5
	Kigali Town	4
	Ngenda	8
	Gashora	2
FROM:	Musebeya	212
TO:	Kigali Town	13
	Ngenda	148
	Gashora	42
	Kibungo	9
TODAY'S TOTAL		371

Total overnighting at Kigali Waystation: 279

INTEGRATED OPERATIONS CENTRE
(IOC)OPERATION RETOUR - DAILY SUMMARY 16.2.95

Numbers were slightly up on yesterday's low figure. Karambi camp was confirmed empty today by UNHCR.

Investigations continue into the whereabouts of the man reported abducted from Gatigita village by RPA soldiers after the incident at Mbuga camp on 14 Feb.

In the evening of 15 Feb, 350 refugees arrived from Burundi at the Sake Open Relief Centre (ORC). UNHCR were coordinating. About 150 of them were due to travel home to Birenga today, with the remainder staying in Sake, their home commune.

It is reported that between 1 and 7 Feb, 471 people crossed from Rwanda into Burundi. It is thought that the majority of these were coming from camps in the Gikongoro prefecture.

In Muyaga commune (eastern Butare prefecture) the hospital at Gakoma is in need of an NGO to help run the hospital. Interested NGOs should contact the IOC coordinator.

The IOC now has 3 telephone numbers: 73744; 73747; 73752, open normally between 0800 and 1800 daily. Other means of communication include VHF radio (UNAMIR channel 8) callsign "IOC" and INMARSAT-C no 581492400056.

Provisional figures for today as supplied by UNHCR sub-office in Gikongoro are as follows:

		TOTAL
FROM:	Kibeho camp	184
TO:	Butare communes	130
	Gitarama communes	4
	Kigali Town	11
	Ngenda	39
FROM:	Karambi camp	97
TO:	Butare communes	77
	Gitarama communes	6
	Kigali Town	4
	Ngenda	4

	Gashora	6
FROM:	Mbuga camp	0
FROM:	Nyamigina camp	126
TO:	Butare communes	81
	Ngenda	45
FROM:	Kigeme camp	7
TO:	Ngenda	7
FROM:	Gisunzu camp	19
TO:	Butare communes	9
	Gitarama communes	7
	Kigali Town	2
	Butamwa	1
FROM:	Gikongoro Town	47
TO:	Butare communes	23
	Gitarama communes	13
	Kibungo communes	11
TODAY'S TOTAL		480

IOC

Renforcement du système d'information terrain/Kigali

Propositions à élaborer

- But: renforcer le système d'information du gouvernement rwandais à travers le pays.
- Objectif #1: Établir un système d'information standardisé et régulier entre Kigali et les différentes préfectures.
- Objectif #2: Utiliser ce système plus spécifiquement pour retracer les PDI.
- Objectif #3: Mettre sur pied une campagne d'information/sensibilisation cohérente et intensive panrwandaise.
- Objectif #4: Renforcer le système d'information de l'IOC.

Problématique

Après quelques semaines de mise en oeuvre de l'IOC (Integrated Operation Center) et de l'Opération Retour, les principaux acteurs ont pu identifier une certaine carence au niveau de la circulation de l'information, principalement entre le terrain et Kigali. L'identification de cette carence à multiple facettes, s'est faite sur une base quotidienne, dans l'exercice de l'Opération Retour. Nous tenterons ici de définir les différentes facettes de cette carence et de proposer des solutions rapides en suggérant les acteurs principaux parmi les parties concernées.

Facette #1:

L'Opération Retour prévoit le retour des PDI (Personnes Déplacées à l'Intérieur du Rwanda) dans leur commune dans la dignité et la sécurité. Pour ce faire, la campagne d'information à l'intérieur des camps et PRÉCEDANT le départ des PDI doit être intensifiée par TOUS les moyens. On doit lui accorder la TOTALE PRIORITÉ. Présentement, la campagne compte 2 équipes de 4 personnes de la MINUAR (Zambat), 3 agents-terrain UNREO et 5 interprètes. Ce n'est pas suffisant. Il faut offrir aux population la même intense présence dont les procureurs de la rumeurs profitent. Il faut donc avoir plusieurs équipes qui parcourent les camps afin de diffuser une information générale

sur l'Op Retour mais également aptent à répondre aux questions et craintes qui sont formulées par la population des camps. Les visites des Bourgmestres et des Préfets ont un impact positif indéniable mais encore trop faible pour l'ampleur du problème à surmonter. Ceci fort probablement dû à l'aspect sporadique de ce moyen d'information.

De plus, l'information collectée sur le terrain doit être procédée dans un maximum de 48 heures (communications MINUAR), surtout dans le cas d'incidents, afin d'être diffusée honnêtement dans les camps avant que la rumeur n'y fasse des dégâts, souvent très longs à réparer. Pour ce faire, la campagne d'information a besoin de la participation ACTIVE de chacun des acteurs impliqués.

Solution proposée: 1) Déléguer un maximum d'agents représentant chacune des parties concernées afin d'intensifier la campagne d'information dans les camps. Chaque agent identifié participera à un sérieux et complet briefing avant de commencer son travail dans les camps. Une logistique minutieuse devra être rapidement mise sur pied (hébergement, repas, transport, outils de travail, etc.)

acteurs: Min. Rehabilitation, Intérieur, Défense, Justice, agences des Nations-Unies, MINUAR et UNREO.

2) Mettre en place un système de collecte de données rapide et efficace (surtout dans le cas d'incidents) par, entre autres, des échanges d'informations francs et réguliers entre les parties et utiliser les communications de la MINUAR pour la diffusion à Kigali.

acteurs: Min. Intérieur (Préfets et Bourgmestres), Min. Rehabilitation (représentants-terrain), Min. Défense (APR), MINUAR (Milobs), UNREO (agents-terrain)

Facette # 2:

L'Opération Retour prévoit que les PDI seront enregistrées à leur départ du camp et à l'arrivée dans leur

commune, à l'ORC (Open Relief Center) s'il y en a un ou au bureau communal. Il a été constaté que plusieurs PDI quittent les camps et rentrent dans leur commune d'origine en marchant. Ils ne sont donc enregistrés ni au départ ni à l'arrivée. De plus, certaines personnes transportées par les facilités du HCR/IOM/MINUAR semblent pouvoir éviter l'enregistrement à l'arrivée. Ce manque d'informations précises a des répercussions négatives sur les communes d'origine; à savoir le manque de préparation d'accueil de la part des autorités locales et de la communauté internationale.

Il est essentiel que la population des camps soit informée de la nécessité de s'enregistrer. Cette procédure facilite la surveillance ("monitoring") dans les communes et précise l'intensité d'assistance à apporter dans la région (nourriture, semences, réhabilitation du système de santé d'urgence, etc.).

Solution proposée: 1) Intensifier l'information dans les camps en promouvant/organisant les retours massifs en marchant (voir facette #1).

acteurs: ibid facette #1

2) Système d'enregistrement pour tous (transport motorisé ou à pied) par la même agence au départ des camps.

acteurs: UNHCR

3) Système d'enregistrement standardisé par un formulaire et systématiquement appliqué à l'arrivée ou à la prise de connaissance de nouvelles personnes dans les cellules/secteurs ou communes par les autorités locales.

acteurs: UNHCR, autorités locales

4) Transmission hebdomadaire de ces informations au Bourgmestre qui lui les transmettra mensuellement au Préfet. Le Préfet ou ses représentants les diffuseront à l'IOC de Kigali sur réception par système radio ou téléphone, selon le cas.

acteurs: autorités locales

5) Circulation rapide (voire immédiate) de l'information spécifique au mouvement des

PDI des camps vers Kigali puis vers les Préfectures (voire communes) par communication radio pour faciliter l'accueil.

acteurs: UNHCR, IOC, Autorités locales (Min. Intérieur, Défense) et agents-terrain UNREO.

6) S'assurer d'une présence d'un garde MINUAR ou APR dans le camion avec les PDI afin que tous descendent au bureau communal ou à l'ORC pour l'enregistrement sans pouvoir intimider le chauffeur.

acteurs: UNHCR, MINUAR et APR

7) Retracer les PDI pour les chiffres de base de départ à travers le pays, là où il n'y a pas d'agent-terrain UNREO, informer les bourgmestres/Préfets du système de collecte qui doit être mis en place dans leur région, informer IOC de la situation actuelle dans le pays (old case load, new case load, commune à succès, à problèmes, etc.)

acteurs: UNREO

Facette # 3:

Certains des incidents que l'on rencontre dans les communes et reliés aux PDI ont trait à une certaine attitude de vengeance et à une mésinformation générale de la population locale face aux personnes de retour. Cette population-cible devrait être informée de manière intensive sur le système judiciaire et les pénalités qui suivent de tels actes. Elle devrait également être informée de ce que le gouvernement et la communauté internationale mettent en place présentement pour reconstruire le Rwanda et assister les Rwandais, du moins jusqu'à la prochaine récolte. De plus, pour renforcer positivement les attitudes pacifiques, une large campagne de sensibilisation doit être diffusée dans les meilleurs délais et par tous les médias disponibles afin de minimiser les incidents, les actes de vengeance, bref une certaine criminalité qui risque d'augmenter comme cela s'est vu après les guerres dans d'autres pays. Il ne faut surtout pas oublier que le retour des PDI n'est que quelques gouttes dans l'océan lorsque l'on songe au retour massif qu'effectueront éventuellement les réfugiés. Il faut donc préparer toute la population (camps et communes) à cette

inévitable cohabitation.

Solution proposée: 1) Campagne d'information/sensibilisation pour le public en général par tous les médias accessibles: radio**, posters, théâtre et chansons, forums publics, banderoles, journaux et communiqués, etc.

** Radio Rwanda est perçu principalement pour le moment comme étant une radio "Tutsi". Cependant, l'information à diffuser s'adresse pour une large partie à cette population, demeurant dans les communes et peut donc être un outil très utile. Il faudrait voir également à passer une entente avec Radio Burundi afin de diffuser plus largement l'information.

acteurs: Min. Information, Réhabilitation, Justice, Défense, UNHCR, UNREO et ONG spécialisées en réconciliation.

Facette # 4:

Au niveau même de l'IOC, la circulation de l'information laisse à désirer et il est primordial d'y remédier au plus tôt afin que la reprise complète de l'IOC par le gouvernement rwandais prévue pour très bientôt, se déroule dans les meilleures conditions possible. Aussi faudra-t-il y instaurer un système simple mais efficace tout en demeurant flexible aux exigences de l'Opération Retour et ses subséquentes, s'il y a lieu. L'information semble affluer de partout à la fois sans contrôle et surtout sans compilation ou d'enregistrement systématique. Il ne s'agit pas nécessairement de manipuler un système complexe et sophistiqué mais bien d'établir une mise à jour quotidienne d'enregistrement pour une consultation facile, rapide et efficace.

Solution proposée: 1) 1 personne de l'IOC et 2 homologues** du Min. Réhabilitation, devraient être exclusivement affectés à la collecte de données (informatiques ou non).

** la présence de 2 homologues est pour assurer la mise à jour quotidienne de l'information dans le cas de maladie ou de vacances de l'un d'entre eux.

acteurs: Min. Réhabilitation, UNREO

2) Tous les employés de l'IOC doivent être conscientisés à rapporter toute information AUTOMATIQUEMENT aux personnes affectées à cette tâche.

acteurs: UNREO

3) Les réunions quotidiennes de l'IOC doivent comporter systématiquement un volet information, transmise verbalement à l'assemblée et par écrit aux personnes affectées à la collecte des données.

acteurs: UNREO, Min. Rehabilitation

4) Toutes données des différentes parties impliquées (ministères, agences UN, ONG, etc.) doit être collectées et insérées dans un seul et même système facile d'emploi.

acteurs: UNREO, Min. Rehabilitation

5) Le système de communication de l'information proposé dans les facettes précédentes implique un réseau radio qui doit être manipulé et entretenu par une équipe de techniciens qualifiés. Il faudra prévoir une équipe radio d'au moins 4 personnes (2 terrain et 2 permanence radio) sans oublier les 4 homologues gouvernementaux.

acteurs: UNREO, agences UN, ONG

RECAPITULATION

Si nous désirons que la circulation d'information s'améliore sensiblement, il faudra tenir compte de TOUTES les facettes en terme d'unités d'un tout et non pas en terme d'unités dissociables.

Les besoins requis à un tel renforcement sont relativement bas: ressources humaines détachées spécifiquement de leur organisation pour ce renforcement et ressources matérielles se résumant ainsi:

- Équipement radio pour chacune des préfectures (11);

- Motocyclettes pour les communes les plus éloignées du chef-lieux;
- Bicyclettes pour les secteurs les plus éloignés du bureau communal;
- Impression d'un formulaire standard d'enregistrement dans les secteurs et/ou cellules;
- Composition d'une équipe radio professionnelle (avec homologue Rwandais) pour l'IOC;
- Provision salariale de 6 mois pour les homologues Rwandais de l'équipe radio pour assurer la continuité minimale après le départ de UNREO et donner le temps au gouvernement de trouver des fonds;
- Un véhicule et un interprète pour le retracement avec la participation des Milobs.

En terminant, nous croyons qu'il est essentiel de rappeler le point suivant. Malgré la grande flexibilité qu'une telle opération requiert (Op Retour), il est primordial de se souvenir que certains postes doivent demeurer constants et que les personnes s'y rattachant ne peuvent pas être déléguées à d'autres tâches, même si celles-ci semblent urgentes. Si le système et son importance sont bien expliqués à tous les acteurs, du terrain à Kigali, et qu'ils s'y adaptent facilement par sa simplicité, le renforcement de la circulation d'information ne pourra être qu'un succès. Et n'oublions pas que de cette opération d'aujourd'hui dépend le Rwanda de demain....

Chentale de Montigny

Chentale de Montigny
6 février 1995

présente à Marc Frohardt
c.c.: Randolph Kent
Chris Kaye
Major McNeil
Margaux van der Fliert
Evode Ntagwera
Jean-Luc Stalon
Barney Mayhew

INTEGRATED OPERATIONS CENTRE
(IOC)

Kigali

13 February 1995

OPERATION RETOUR - WEEKLY REPORT
PERIOD 6 TO 12 FEBRUARY 1995

SUMMARY

An eventful week saw the closure of three camps, including the large camp at Rukondo. A first experiment at an organised foot convoy was successful. After the closure of Rukondo camp transport figures dropped as some of its population walked to more southern camps and unsettled IDPs there. Many others walked home. The information campaign continued as a central plank of the Operation Retour strategy, alongside increasing focus on the rehabilitation and monitoring of the home communes.

NUMBERS

A total of 4,262 internally displaced people (IDPs) were transported by vehicle from camps during the reporting period. This is a decrease of 2,603 over the previous week. The main reason for this seems to be the unsettling effect of some people leaving Rukondo camp and joining other camps further south, bringing a fresh injection of rumour and speculation to those camps. Nevertheless, people continued to arrive at home communes on foot, and this still appears to be an increasing trend. Daily figures were as follows:

6 Feb - 2,328	9 Feb - 588
7 Feb - 358	10 Feb - 337
8 Feb - 651	

The number of IDPs transported by vehicle from camps under Operation Retour now stands at 35,161. The total number of IDPs who have gone home since the operation began, by foot or vehicle, is much higher - conservatively estimated at 70,000.

TRANSPORT

Transport focused primarily on Rukondo camp until it effectively closed on 7 February. Since then the strategy has been to continue providing transport to the large southern camps (Kibeho, Ndago, Munini, Kamana) while focusing the main transport effort on northern camps which have already received their last food distribution. This strategy is planned to continue for the days ahead, at least until the situation settles and the northern camps reduce dramatically.

The first, experimental, foot convoy was organised on 8 February from Munini and Kamana camps, primarily to Nyakizu commune. The convoy drew 241 people to register and walk home,

with the RPA and UNAMIR jointly providing security. A second foot convoy on 9 February drew only 30, reflecting once again the volatile mood in the camps. One objective of the foot convoys is to encourage more people to walk home on their own initiative.

Because of consistently low numbers taking transport on Saturdays, no transport was provided to camps on Saturday 11 February.

CROSS-BORDER MOVEMENTS

A number of people are reported to cross from Rwanda into Burundi each week, particularly from Kigali and Kibungo prefectures. Some claim to have left IDP camps. Exact figures are not known. Conversely, refugees in Burundi regularly apply to UNHCR for repatriation into Rwanda.

SECURITY

No major security incidents affecting Operation Retour were reported. Isolated violent incidents continue to occur, both in camps and in home communes. A man's hand was severed in Kibeho camp on 11 February during a fight over food. His attacker was immediately arrested by UNAMIR for delivery to the proper authority. Overall, however, the general security situation appears calm.

The RPA began regular patrolling in Kamana camp on 7 February. Nervousness among its population increased noticeably. Previous experience in the northern camps showed a marked increase in confidence after the first nervous days of a fresh RPA deployment: it is hoped that Kamana will see the same, with a corresponding reduction in intimidation by militiamen.

CAMPS

The reporting period has seen the closure of Rukondo camp (previous population over 70,000); Kiraro camp (5,000) and Murambi camp (5,000). Rukondo is the second major camp to close under Operation Retour. In Rukondo's case just over 10,000 were transported home by truck, with at least 10,000 more, particularly women and children, walking home. Many of the remainder, particularly men, walked south to other camps whose size has swelled accordingly.

COMMUNES

The focus of Operation Retour is increasingly on the home communes. A new Commune Rehabilitation Committee within the IOC is working on the integrated rehabilitation of communes, starting with 12 priority communes judged to be in greatest need. The new Human Rights Cell is working on improving security and human rights monitoring at commune level. Open Relief Centres (ORCs) in 13 communes assist this process.

An integrated humanitarian database using digital mapping is in the process of creation in the IOC. On 8 February, agency operations officers attended a workshop on the database, which

- should enable better allocation of resources to the most needy communes.

FOOD

The ICRC is now the only significant distributor of food in IDP camps, covering 8 camps in the southern Gikongoro area. There is general consensus that, for the time being, food distribution in those camps will assist Operation Retour by providing stability while numbers in these large camps reduce.

INFORMATION CAMPAIGN

Two teams of 4 UNAMIR soldiers, coordinated by the IOC, tour selected camps daily providing factual information about home communes and about Operation Retour. False rumour continues to be a major influence on numbers of people willing to return home.

In addition, Bourgmestres are assisted to travel to camps to speak to the people. In Kamana camp on 11 February the Bourgmestre of Nyakizu commune and Operation Retour staff addressed over 2000 people. The meeting seemed to have considerable impact: despite a mixed response during the gathering, many people afterwards privately expressed a strong wish to go home, if their security fears could be reduced.

COORDINATION

The Integrated Task Force met for the first time on 6 February with the Director General of the Ministry of Rehabilitation in the chair. Ministries of Justice, Interior and Defence were represented, as were senior officers of UN agencies and UNAMIR. The Task Force expects to meet weekly to agree policy advice for Ministers and heads of agencies, and to give operational guidance to the IOC.

The IOC was visited on 11 February by Maj-Gen Baril, Military Adviser to the Secretary General of the United Nations.

INTEGRATED OPERATIONS CENTRE
(IOC)

KIGALI

6 FEBRUARY 1995

OPERATION RETOUR - WEEKLY REPORT
PERIOD 30 JANUARY TO 6 FEBRUARY 1995**SUMMARY**

Numbers of Internally Displaced People (IDPs) transported by vehicle under Operation Retour reduced during the reporting period. Low vehicle transport figures are probably due to lingering concerns about general security; continued food distribution in some camps; and an increasing readiness to walk home rather than use the vehicles provided. A foot convoy is now planned, to encourage those with fears about security en route to walk to their homes. The week saw no major security incidents.

NUMBERS

During the reporting period 6,865 IDPs were transported from camps under Operation Retour. 30,899 people have been moved on busses and trucks since Operation Retour began on 29 December 1994. The weekly total is lower than the previous week's total of 9,086. This could be due to a number of factors, including general security perceptions and the pattern of food distribution.

The daily totals were as follows:

30 Jan - 1495	2 Feb - 1533
31 Jan - 955	3 Feb - 1423
1 Feb - 1131	4 Feb - 328

TRANSPORT

Transport was provided to Rukondo, Kibeho, Ndago, Kiraro, Gikongoro, Muko and Mugano camps.

A steady stream of IDPs boarded the trucks out of Rukondo and Kibeho camps over the past week. A great number of people have departed Rukondo on foot, some going to their home communes, others to camps in the south, notably Kibeho, which now has a population of over 115,000 IDPs. It is difficult to assess accurately how many people may have crossed to Burundi. These movements emphasize the need to improve conditions and the accuracy perceptions about

conditions in the home communes, in order to provide a stronger attraction for the population to go home and subsequently remain there.

Rukondo camp was the target camp for transport under the Operation Retour camp closure schedule during the reporting period. It is expected that the camp will empty in the next few days. Rwamiko camp, with an IDP population estimated at over 10,000 (figures of 20 January 1995), is likely to be the next target camp for transport under Operation Retour.

Transport was provided to the smaller camps in the south when people expressed the desire to leave. It is planned that this practice will continue if transport capacity allows.

A foot convoy is planned to go from Munini and Kamana camps to Nyakizu commune in the coming week. The plan is in response to the IDP's expressed fears of insecurity between camps and communes. This will be the first such convoy from camps to communes under Operation Retour. A new task is the provision of security along the route of a foot convoy. This will be provided jointly by the RPA and UNAMIR.

FOOD

ICRC is responsible for food distributions in Kamana (35,000), Munini (20,500), Ndago (53,500) Bivumu (4,000), Ruramba (5,060), Buhoro (4,000) and Rwamiko (10,000) camps.

INFORMATION CAMPAIGN

On Monday, 30 January several hundred people from Kamana camp met with the deputy bourgmestre of Nyakizu as well as representatives of the Ministry of Rehabilitation in Butare and of the RPA in Nyakizu. Interesting discussions were held, but the population continues to be resistant to move. Nyakizu commune is located 10 km from Kamana camp.

On Tuesday, 31 January several hundred of people from Munini camp met with the bourgmestre of Nyakizu and Representatives of the Ministry of Rehabilitation in Butare and the RPA in Nyakizu. Interesting and sincere discussions were held between the parties. The population seemed to be receptive for the next departure out of the camp.

Two UNAMIR information campaign teams toured Rukondo and other northern camps each day providing factual information on home communes. This process will continue. Increasing emphasis is placed by the information campaign field coordinators on liaison visits to bourgmestres in receiving communes.

COORDINATION

The first Integrated Task Force Meeting will take place on 6 February 1995 at the Director General Level. The ministries of Defense, Interior, Justice and Rehabilitation and Social Reintegration will be represented, alongside representatives of the international community. The aim is for an integrated forum at the senior level to give operational guidance to Operation Retour through the Integrated Operations Centre (IOC).

**CENTRE DES OPERATIONS INREGREES
(IOC)**

Kigali

6 Février 1995

**OPERATION RETOUR-RAPPORT HEBDOMADAIRE
Période du 30 Janvier au 6 Février 1995**

Résumé

Le nombre de personnes déplacées de l'intérieur transportés par véhicule dans le cadre de l'Opération Retour, durant la période du 30 Janvier au 6 Février, a diminué. Ce fait est sans doute dû aux craintes persistantes au sujet de la sécurité; aux distributions de nourriture qui continuent dans certains camps. D'autre part, on a remarqué une nette augmentation des personnes désireuses de rejoindre à pieds leurs communes d'origine plutôt que d'utiliser les transports qui leur sont offerts. Un convoi à pieds est maintenant planifié afin d'encourager la population déjà en route. Pas d'accident grave à signaler cette semaine.

Chiffres

Pendant la période du 30 Janvier au 6 Février 6.865 PDIs ont été transportés dans le cadre de l'opération "Retour". Ce qui porte le total de personnes transportées depuis le début de cette opération (le 29-12-94) à 30.899. Le chiffre de cette dernière semaine est légèrement inférieur à celui des semaines précédentes. Plusieurs facteurs pourraient en être cause: d'une part les inquiétudes des déplacés au sujet de leur sécurité, d'autre part le plan de distribution alimentaire.

Les chiffres sont les suivants:

30 Janvier	1495	2 Février	1533
31 Janvier	995	3 Février	1423
1 Février	1131	4 Février	328
Total	30.899		

Transport

Le transport a été assuré vers les camps de Rukondo, Kibeho, Ngado, Kiraro, Gikongoro, Muko et Mugano.

Un nombre régulier de déplacés est monté à bords des véhicules la semaine dernière dans les camps de Rukondo et Kibeho. Un grand nombre de personnes a choisi de partir à pieds, certains pour rejoindre leurs communes, d'autres pour se diriger vers les camps du sud dont celui de Kibeho, sa population s'élève désormais à 115.000 PDIs. Il est difficile de dire avec certitude combien de personnes traversent la frontière pour se rendre au Burundi. Ces mouvements montrent bien le besoin qu'il y a d'améliorer les conditions de vie dans les communes d'origine et de le faire savoir pour rendre le retour plus attractif aux déplacés.

Le camp de Rukondo était le camp "cible" des opérations de la semaine dernière. La fermeture de ce camp est envisagée pour les jours qui viennent. Le camp de Rwamiko, population de plus de 10.000 déplacés (chiffre du 20 Janvier 1994) devrait être la prochaine cible de l'opération retour.

Lorsque les déplacés en ont exprimé le désir des transports ont été organisés au départ des plus petits camps du sud du pays. On envisage de continuer cette pratique si la capacité de transport le permet.

Un convoi pédestre devrait partir la semaine prochaine, des camps de Munini et Kamana pour se rendre à Nyakizu. Ce projet a été organisé pour répondre aux demandes des IDPs qui craignent pour leur sécurité pendant le parcours entre les camps et leurs communes. Ce sera le premier convoi de ce genre, organisé dans le cadre de nos opérations. Une nouvelle tâche est donc d'assurer la sécurité des déplacements à pieds, elle sera assurée par le FPR et la MINUAR.

Alimentation

Le CICR est responsable de la distribution alimentaire dans les camps de Kamana (35,000), Munini (20,500), Ndago (53,500), Bivumu (4.000), Ruramba (5.060), Buhoro (4.000), Rwamiko (10.000).

Campagne d'information

Le lundi 30 Janvier, plusieurs centaines de résidents du camp de Kamana ont rencontré à Butare, le Député Bourgmestre de Nyakizu ainsi que des représentants du Ministère de la Réhabilitation. Ils ont rencontré, à Nyakizu, des représentants du FPR. Les échanges ont été très

continue à ne pas vouloir bouger. La commune de Nyakizu est à 10 kms du camp de Kamana.

Le Mardi 31 Janvier, plusieurs centaines de personnes du camp de Munini ont rencontré, à Butare, le Bourgmestre de Nyakizu et des représentants du FPR à Nyakizu. Les discussions ont été intéressantes et sincères. La population semble être ouverte à l'éventualité d'un prochain départ de ce camp.

Deux équipes de L'UNAMIR participant à la campagne d'information ont fait chaque jour le tour de Rukondo et d'autres camps du nord délivrant des renseignements à propos des communes d'origine. Ils vont continuer. De plus en plus d'importance est donnée par les coordinateurs sur le terrain aux contacts avec les bourgmestres dans les communes de retour.

Coordination

La première réunion du "Task Force" au niveau directorial aura lieu le 6 Février 1995. Les Ministères de l'Intérieur, de la Justice ainsi que le Ministère de la Réhabilitation et de la Réintégration Sociale seront représentés. Il y aura aussi des représentants de la communauté internationale. Cette réunion vise à ce qu'un "Forum" intégré de hauts responsables puisse, à travers le Centre des Opérations Intégrées, donner des conseils tactiques pour l'opération Retour.

MEMORANDUM

To: Stefane
From: Kent
Date: 1 Feb 95
Subject: Call from Chris Kaye, 72951

1. Chris called today to pass on the following ref the IOC letterhead:

- a. they do not want Op Retour nor the Op Retour logo on it as the IOC will be involved in more than just Op Retour;
- b. they felt there should be a logo but it should represent more than just walking home, eg. reconstruction, reconciliation, etc. - perhaps a picture of a person working on a roof;
- c. for the footer, remove "Homeward Bound" but leave "An initiative of the Rwandan Government, NGO's and the United Nations";
- d. they would like to have either a Ministry of Rehabilitation logo, top center and UN logo, bottom center or these two logos, top left and top right;
- e. the pictograms are great;
- f. they would like the tone of any future news releases to emphasize that this is an integrated initiative, eg. less UNAMIR;
- g. finally would like some feedback from the Mil Obs one page reports.

P.S. I will be going to their Info Cell meeting on Fri at 1100 hrs - any tips?

Kent

(t 'u) Kent Page,
UNAMIR

INTEGRATED OPERATIONS CENTRE
(IOC)

SUMMARY MINUTES OF HEADS OF CELL MEETING
31 JANUARY 1995

Information Campaign. The information campaign will focus more on encouraging people to walk home. The team are compiling information on home communes for use in the information campaign in the camps.

Cyanika camp clear-up. The emptying of Cyanika is a significant success: help will be needed with clearing up the site. UNICEF agreed to put together a plan for the clean-up and report at the next meeting. In future clean-up should begin as a camp contracts, if possible, without waiting for it to close.

Transport plan. Transport will now be focused on Rukondo and Kibeho, to be followed soon by Ndago.

New IDP camp in Runyinya. More information is needed on the plan to construct a new camp in Runyinya for IDPs currently occupying schools in Butare.

Cell plans. Cell plans are requested in writing before the next meeting on 7 Feb. Each cell is asked to produce the following as part of their cell plans:

Description of how the cell's part of the operation is configured.

Resources available, and how they can be mobilised.

Problems anticipated, with plans to meet them.

Other information in line with the document "Summary of Tasks of Heads of Cell" (distributed with last week's minutes and available from the IOC).

ORC Cell. Some IDPs transported by Operation Retour were not returning via ORCs but going straight to their homes. This means that some returnees are not being registered, which will make follow-up difficult. All returning IDPs should be registered by the bourgemestre, with the lead NGO in that commune's ORC at least being informed of who has been registered.

The information campaign should tell IDPs that they will not be given food on arrival at home communes.

Some standardisation of ORCs is required, while taking account of varying needs from commune to commune.

Shelter Cell. The Shelter Cell plans to focus on reconstruction now that emergency shelter needs have subsided. This includes:

- Standardisation of housing
- Legal issues
- Cooperatives
- Assessment of damages

Transport Cell. Currently about 40 IOM vehicles and 20-25 UNAMIR vehicles are involved in the operation. Normal daily capacity is 2000, though 3000 is possible. For one day only, capacity can reach close to 4000, but this necessitates much smaller figures in the following days as IDPs dropped at Waystations are transported to their home communes. The capacity of the Butare Waystation is around 2500.

Some contingency planning is now to commence for a possible mass return of refugees from Goma.

As requested, the Cell discussed the question of what happens to sick people when a camp is closing. MSF advised that health facilities in camps would remain open for as long as sick people needed to remain there for treatment.

Food Cell. FAO has indicated that funds are available for agricultural assistance (eg livestock or tools) in communes. The Food Cell will follow up.

Health Cell. Confirmed that health facilities in camps would remain open for as long as necessary to avoid premature movement of patients. Health needs are coordinated as far as possible at local level.

Water and Sanitation Cell. Unicef has been producing a plan of action for rehabilitation, to be coordinated with bourgmestres. The Cell produced a summary of its activities.

Commune Rehabilitation Committee. This new committee is to be in place and approved by next week. The idea is to enable the rebuilding of commune infrastructure, assisting with the coordination of rehabilitation activities. The intended result is to boost the capacity of the communes for social reintegration.

List of participants

Dr Antoine Serufulira	WHO	Health Cell
Evode Ntagwera	MINIREISO	Information Campaign
Chris Kaye	UNREO	Information Campaign
Lt (N) Kent Page	UNAMIR	Information Campaign
Maria Jose Torres	UNHCR	ORC Cell
Ken Semmler	LWF	ORC Cell

Paul Alezrah	IOM	Transport Cell
Paul Howard	IOM	Transport Cell
Maj Steve Moore	UNAMIR	Transport Cell
Masti Notz	UNHCR	
Adam Amberg	UNDP	Shelter Cell
Leon Haguma	WFP	Food, Seeds & Tools
Francesco Del Re	WFP	Food, Seeds & Tools
Steve Lawrence	Unicef	WatSan Cell
Jean-Luc Stalon	Unicef	Commune Rehab Cttee
Margaux van de Fliert	UNREO	Commune Rehab Cttee/ORC
Maj Fidelis Mhonda	UNAMIR	IOC Ops officer
Maj Andrew Moore	UNAMIR	Project Management
Mark Frohardt	UNREO	Task Force Coord
Bob Turner	UNREO	Asst/Mark Frohardt
Lt Col Tom Mullarkey	UNAMIR	Task Force Coord
Ndazaro Lazare	MINIREISO	IOC Coord/HACU
Barney Mayhew	UNREO	IOC Coord
Col Jan Arp	UNAMIR	
Col Kelvin Tutt	UNAMIR	

Barney Mayhew
Deputy IOC Coordinator

2 February 1995

CENTRE DES OPERATIONS INTEGREES

Compte rendu des chefs de cellule du 31 Janvier 1995.

Campagne d'information : Elle visera à inciter les gens à rejoindre leurs communes d'origine à pieds. L'équipe réunit actuellement des renseignements à propos des communes d'accueil. Ils seront utilisés dans les camps, lors de la campagne d'information.

Cloture du camp de Cyanika : La fermeture du camp de Cyanika représente un franc succès, il faudra, bien sur, de l'aide pour nettoyer le site. UNICEF à accepter d'établir un plan à cette fin, et le présentera à la prochaine réunion. Dans le futur, la remise en état des sites devrait se faire si possible, au fur et à mesure ou le camp se vide.

Projets de Transport: Les efforts seront dirigés vers les camps de Rukondo et Kibeho, suivi bientôt par le camp de NDAGO.

Nouveau camp à Runyinya : Il faut réunir plus de renseignements à propos de la construction d'un camp à Runyinya pour les déplacés qui occupent certaines écoles de Butare.

Projets de cellules : Des "projets de celules" sont exigés , par écrit, avant la prochaine réunion du 7 Février. Chaque projet devra inclure les points suivants;

Description du fontionnement de la cellule au sein de l'IOC.

Ressources disponibles et comment elles peuvent être mobilisées

Anticipation de problèmes éventuels et plans pour y remédier.

Toutes autres informations pouvant figurer dans le document "Summary of tasks of Heads of cell" que l'on peut d'ailleurs obtenir à l'IOC.

Centres d'Appui Ouverts : Un certain nombre de Déplacés, transportés par les véhicules de l'opération "Retour", ne rentrent pas chez eux via les centres d'appui, ils ne sont donc pas enregistrés. Ceci risque de rendre le suivi extrêmement difficile. .
Tous les retours devraient être enregistrés par le Bourgmestre et l'ONG responsable du centre d'appui de cette commune devrait être notifié de tout enregistrement.

La campagne d'information devrait faire savoir aux PDIs (IDPs) qu'il n'y aura pas de distribution de nourriture à l'arrivée dans leur commune.

Une certaine uniformisation des CAOs (ORCs) est nécessaire, tout en prenant en considération les besoins différents de chaque commune.

Habitat : Cette cellule envisage, maintenant que les abris d'urgence ont été établis, de se consacrer à la reconstruction . Ce projet comportera :

- Normalisation de l'habitat
- Problèmes d'ordre légal
- Coopératives
- Evaluation des dégats

Transport : Actuellement à peu près 40 véhicules IOM et 20 à 25 véhicules MINUAR participent à l'opération "Retour". La capacité journalière de transport est de l'ordre de 2000 à 3000, si possible. Certains jours, seulement, la capacité peut atteindre jusqu'à 4000 mais ceci entraîne une diminution des chiffres dans les jours suivants puisque les PDIs (IDPs) qui se sont arrêtés dans les centres d'appui doivent alors être transportés jusque dans leurs communes d'origine. La capacité du centre d'appui de Butare est d'à peu près 2500.

Des plans d'urgence vont être mis en place pour un éventuel retour en masse des réfugiés de la zone de Goma.

Comme il le lui avait été demandé la cellule a discuté du problème des malades lors de la fermeture d'un camp. MSF a conseillé que les camps restent ouverts aussi longtemps qu'il y aurait des malades à soigner.

Alimentation-Nourriture: Fao a annoncé que des fonds sont disponibles pour une aide à l'agriculture (bétail , outils) dans les communes. La cellule suivra ce projet.

Santé: la cellule a confirmé que l'infrastructure hospitalière dans les camps, resterait en place aussi longtemps qu'elle serait nécessaire, ceci pour éviter un déplacement prématuré des malades. Les besoins du secteur santé sont coordonnés autant que possible au niveau local.

Eau et Sanitaires; En coordination avec les Bourgmestres, UNICEF a établi un plan d'actions pour la réhabilitation La cellule eau et sanitaires présentera un résumé de ses activités.

Comité de Rehabilitation des Communes: Ce nouveau comité sera mis en place et approuvé d'ici la semaine prochaine. Ceci afin de permettre la reconstitution de l'infrastructure communale de même que d'aider à la coordination des activités de réhabilitation. Le résultat attendu étant d'augmenter la capacité de réintégration sociale des communes.

Traduit par N.Howard-Scherrer

Liste des participants

Dr Antoine Serufilira
 Evode Ntagwera
 Chris Kaye
 Lt (N) Kent Page
 Maria Jose Torres
 Ken Semmler
 Paul Alezrah

WHO
 MINIREISO
 UNREO
 UNAMIR
 UNHCR
 LWF
 IOM

Health Cell
 Information Campaign
 Information Campaign
 Information Campaign
 ORC Cell
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 Transport Cell

Paul Howard
 Maj Steve Moore
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IOM
 UNAMIR
 UNHCR
 UNDP
 WFP
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 Unicef
 Unicef
 UNREO

Transport Cell
 Transport Cell
 Shelter Cell
 Food, Seeds & Tools
 Food, Seeds & Tools
 WatSan Cell
 Commune Rehab Cttee
 Commune Rehab
 Cttee/ORC
 IOC Ops officer
 Project Management
 Task Force Coord
 Asst/Mark Frohardt
 Task Force Coord
 IOC Coord/HACU
 IOC Coord

Maj Fidelis Mhonda
 Maj Andrew Moore
 Mark Frohardt
 Bob Turner
 Lt Col Tom Mullarkey
 Ndazaro Lazare
 Barney Mayhew
 Col Jan Arp
 Col Kelvin Tutt

UNAMIR
 UNAMIR
 UNREO
 UNREO
 UNAMIR
 MINIREISO
 UNREO
 UNAMIR
 UNAMIR

Barney Mayhew
 Adjoint au Coordinateur IOC
 le 2 Février 1995

NEWS RELEASE

UNAMIR NR-95.010

OPERATION "RETOUR"
CLOSES ITS FIRST CAMP

KIGALI, RWANDA (Jan. 30, 1995) -- Operation "RETOUR" has closed the first internally displaced person camp in south western Rwanda. Cyanika camp, which initially contained over 30 000 displaced Rwandans, was officially closed on Saturday Jan. 28, 1995 as the last Rwandans boarded UN vehicles to begin their journey home with dignity.

The peaceful and gradual closure of this first is a good indication that the normalisation process is well on its way in Rwanda. This is a direct result of the consolidated effort by the United Nations, Non-Government Organisations (NGO) and the Rwandan Government to bring displaced people back to their homes.

Operation "RETOUR" was officially launched in late December 1994 by the Special Representative to the Secretary General for Rwanda, Mr. Shaharyar Khan, after a long, detailed and careful planning process. This consolidated approach aims at offering to hundreds of thousands of displaced Rwandans an alternative to the life in camps. Those who wish to go back home are provided with the basic tools, support and aid which they require to resume a normal life back in their home villages.

- 30 -

Note to editors: For more information, please contact the UNAMIR Spokesman, Mr. Benamadi Zouaoui ext. 11065 or Capt Stephane Grenier ext. 11124 in Kigali. To reach Kigali dial (212) 963-9906.

DUSUBIRE MU BYACU

HASHIZE AMEZI MENSHI AMAHANGA AFASHA ABAKUWE MU BYABO N'INTAMBARA ABAVURA AKABAHA IBIRYO, AMAZI NDETSE AKANITA K' UMUTEKANO WABO.

UBUNGUBU, MU GIHUGU CYOSE UMUTEKANO WARAJE UKABA UKOMEJE KUBUMBATIRWA N'INGABO Z'IGIHUGU, ABAJANDARUME, NDETSE N'INGABO Z'UMURYANGO W' ABIBUMBYE.

BITEWE N'UKO MU GIHUGU CYOSE HARI UMUTEKANO, UBUZIMA BUKABA BWARAGARUTSE GUVERINOMA YAFASHE ICYEMEZO CYO GUFUNGA INKAMBI KUGIRANGO MUSUBIRE IWANYU MUFATANYE N'ABANDI KUBAKA IGIHUGU MU MUDENDEZO NO MU BWUBAHANE.

ICYO CYEMEZO CYA GUVERINOMA TURAGISHYIGIKIYE KANDI TUZAKIBAFASHAMO. NI MURI URWO RWEGO INGABO Z'UMURYANGO W'ABIBUMBYE, ABASHINZWE KUBAHIRIZA UBURENGANZIRA BW'IKIREMWA MUNTU, IMIRYANGO Y'ABAGIRANEZA ITAGENGWA NA LETA UBU BOHEREJWE MU MAKOMINE YANYU BAKABA BARATANGIYE IBIKORWA BYO GUFASHA ABAHUNGUKA BAFATANYA N'ABATEGETSI B'AMAKOMINE MUKWITA KU MIBEREHO YANYU.

MUBYUMWERU BIKE BIRI IMBERE UMURYANGO W'ABIBUMBYE UZABAFASHA KUGIRANGO MUSHOBORE KUGERA I WANYU NEZA. MUZAHABWA IMODOKA ZIZABAGEZA I WANYU ZIKAZAGENDA ZIHEREKEJWE N'ABASIRIKARE B'UMURYANGO W'ABIBUMBYE.

MU MAKOMINE YANYU HASHYIZWE IBIGO MUZAJYA MUFATIRAMO IMFASHANYO IBYO BIGO BIKAZAKOMEZA GUKORA IGIHE CYOSE BIZABA ARI NGOMBWA. NIMUGERAYO BAZABAKORERA IBI BIKURIKIRA :

BAZABAVURA

BAZITA KW'ISUKU YANYU

BAZABAHA: IBIKORESHO, IMBUTO YO GUTERA N' IBIRIBWA.

MBERE Y' UKO MUJYA MU MADOKA ABAJYANA I WANYU NI BYIZA KO BURI MURYANGO UREBA KO ABAWUGIZE BAHARI KUGIRANGO BAGENDERE HAMWE. NTIMUZASIGE ABANA INYUMA.

DUSUBIRE MU BYACU

Hashize amezi menshi **Amahanga** afasha abakuwe mu byabo n'intambara abavura akabaha ibiryo, amazi ndetse akanita k'umutekano wabo.

Ubungubu, mu gihugu cyose umutekano waraje ukaba ukomeje kubumbatirwa n'Ingabo z'igihugu, abajandarume, ndetse n'ingabo z'umuryango w' Abibumbye.

Bitewe n'uko mu gihugu cyose hari umutekano, ubuzima bukaba bwaragarutse **Guverinoma** yafashe icyemezo cyo gufunga inkambi kugirango musubire iwanyu mufatanye n'abandi kubaka igihugu mu mudendeze no mu bwubahane.

Icyo cyemezo cya **Guverinoma** turagishyigikiye kandi tuzakibafashamo. Ni muri urwo rwego Ingabo z'umuryango w'Abibumbye, abashinzwe kubahiriza uburenganzira bw'ikiremwa muntu, Imiryango y'abagiraneza itagengwa na leta ubu boherejwe mu makomine yanyu bakaba baratangiye ibikorwa byo gufasha abahunguka bafatany n'abategets b'amakomine mukwita ku mibereho yanyu.

Mubyumweru bike biri imbere **Umuryango w'Abibumbye** uzabafasha kugirango mushobore kugera i wanyu neza. Muzahabwa imodoka zizabageza i wanyu zikazagenda ziherekejwe n'abasirikare b'Umuryango w'Abibumbye.

Mu makomine yanyu hashyizwe ibigo muzajya mufatiramo imfashanyo ibyo bigo bikazakomeza gukora igihe cyose bizaba ari ngombwa. Nimugerayo bazabakorera ibi bikurikira :

BAZABAVURA

BAZITA KW'ISUKU YANYU

BAZABAHA: IBIKORESHO, IMBUTO YO GUTERA N' IBIRIBWA.

Mbere y' uko mujya mu madoka abajyana i wanyu ni byiza ko buri muryango ureba ko abawugize bahari kugirango bagendere hamwe. Ntimuzasige abana inyuma.

- ①
1. THE INTERNATIONAL COMMUNITY HAS BEEN ASSISTING DISPLACED RWANDANS FOR MANY MONTHS IN AREAS SUCH AS MEDICAL ASSISTANCE, IMMUNIZATION FOOD DISTRIBUTION, WATER PURIFICATION AND SECURITY.
 2. LIFE IN RWANDA IS RETURNING TO NORMAL AND RWANDANS ARE NEEDED IN THEIR HOME COMMUNES TO REBUILD THEIR HOMES, CULTIVATE THEIR LAND AND RESUME THEIR LIVES WITH DIGNITY. UNITED NATIONS TROOPS, OBSERVERS AND HUMAN RIGHTS MONITORS ARE VERY MUCH PRESENT IN MANY HOME COMMUNES. LOCAL AUTHORITIES ARE ALSO PRESENT AND ARE WORKING FOR THE WELL BEING OF THE RETURNING POPULATIONS.
 3. THE INTERNALLY DISPLACED CAMPS MUST NOW CLOSE. FOR THIS REASON THE UNITED NATIONS AND MANY NON GOVERNMENT ORGANIZATION HAVE STARTED TO PROVIDE THEIR SERVICES IN MANY COMMUNES AND IN ALL PREFECTURES. 2
 4. THE UNITED NATIONS WILL ASSIST IN EVERY WAY POSSIBLE TO FACILITATE THE RETURN HOME *And after - - - How (1)*
 5. TO ASSIST YOU IN RETURNING HOME WE ARE OFFERING RESOURCES SUCH AS TRANSPORT AND PROTECTION FOR THE RETURN HOME BUT DUE TO LACK OF VEHICLES WE ASK THAT THE MOST HEALTHY BEGIN WALKING HOME *distance*

6. RELIEF CENTERS HAVE BEEN SET UP IN YOUR HOME COMMUNE. THESE CENTERS WILL PROVIDE YOU WITH:

HEALTH SERVICES

SANITATION SERVICES

TOOLS

SEEDS

AND FOOD

THESE OPEN RELIEF CENTERS HAVE BEEN OPENED IN THE FOLLOWING COMMUNES AND WILL BE OPENED IN MANY MORE.

GITARAMA - NTONGWE - KIGOMA
 KIBUNGO - SAKE
 BYUMBA - NYAGATARE - GATURA
 GISENHYI - NYUNDO - KABALI - BUSOGO - NEMBA
 MASANGO - RUHANGO - NTOGWE
 BUTARE - KIGEMBE - RUNYINYA - NYAKIZU - GISHEMVU
 KIGALI - KANZENZE - GASHORA - NGENDA

- Emphasize on Security

- whose decision?
 why

②
 FABIAN
 Me donner vos impressions
 sup. Pouvez vous aussi ne
 dire ce que le message enlève
 2 Dit, et si vous considerez
 que nous devrions utiliser des
 Partis de ce msg dans celui-ci.
 CAOT GENIE
 FPAO
 11/24
 20/1/95
 13409

AMAHANGA ARIMO GUFASHA ABANYARWANDA GUSANA IGIHUGU CYABO GUVERINOMA Y'U RWANDA // MINISITERI YO
GUSANA IBYANGIRITSE NO GUCYURA IMPUNZI

Abategetsi ba Guverinoma y'u Rwanda, i Kigali no mu ma perefegitura, barashaka ko musubira mu ngo zanyu. Ibihugu by'amahanga byemye kubafasha gutaha mu mutekano no mu cyubahiro gikwiriye ikiremwa muntu. Ummuryango w'abibumbye uri ino kugirango ubafashe unafasha igihugu cyanyu. Amahanga yohereje abakozi b'Ummuryango w'abibumbye nab'Imiryango itagengwa na Leta kugirango byoroherewe abanyarwanda akababaro. why?

1. **** Ingabo z'Ummuryango w'abibumbye zubahiriza umutekano, zambaye ingofero z'ubururu, zizaherekeza amakamyo muzagendamo mutaha iwanyu. ✓ 4

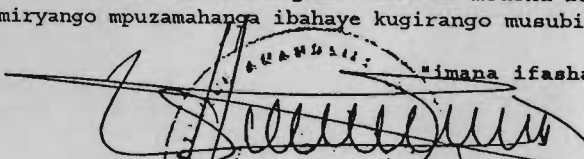
2. **** Abakozi b'Ummuryango w'abibumbye n'ab'imiryango itagengwa na Leta bafatanije n'abategetsi bo mu makomine yanyu bazabagezaho imfashanyo y'ibiribwa, imbuto zo gutera n'ibikoreshe byo mu rugo mu masigiteri yanyu. Amahanga arakora uko ashoboye kugira ngo murushaho kugira ubuzima bwiza kandi n'amazi abagereho mu makomine yanyu. ✓ 3

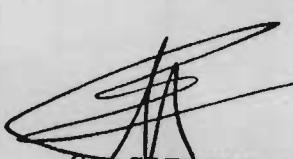
3. **** Ummuryango w'abibumbye urimo urashyamba ibigo bitanga imfashanyo muri Ngenda, Gashora, Kanzenze, Ntyazo, Runyinya, Ntongwe, Masango, Murama, Gashamba, Kigembi, Niakazu, Kigoma na Sake. Ingabo z'Ummuryango w'abibumbye zishinzwe umutekano zamaze koherezwa muri ayo ma komine. ✓

4. **** Ibindi bigo bizafungurwa mu yandi makomine. Mushobora kujya mujyaye gusaba inama no gufata imfashanyo y'Ummuryango w'abibumbye n'ya Guverinoma.

5. **** Ni ngombwa ko abagize umuryango umwe bagendera hamwe. Mugihe umwe mu bagize umuryango arwaye, mugomba kugana abakozi bashinzwe ubuzima mu nkambi. Ntimugasige abana inyuma. Nimugera mu makomine buri umuryango uzakabwira imfashanyo. ✓

6. **** Gufasha abantu kugera iwabo mu modoka bizakorwa mu gihe gito. Ntimucikwe n'ubwo buryo imiryango mpuzamahanga ibahaye kugirango musubire mubanyu mutavunitse. 5


Dr. Jacques Bihozagara
Minisitiri wa Gusana Ibyangiritse no Gucyura Impunzi


S. GRENIER CAPT, UNAMIR PAFF, 11124/2052

①
THE INTERNATIONAL COMMUNITY HAS BEEN ASSISTING DISPLACED RWANDANS FOR MANY MONTHS IN AREAS SUCH AS MEDICAL ASSISTANCE, IMMUNIZATION FOOD DISTRIBUTION, WATER PURIFICATION AND SECURITY.

LIFE IN RWANDA IS RETURNING TO NORMAL AND RWANDANS ARE NEEDED IN THEIR HOME COMMUNES TO REBUILD THEIR HOMES, CULTIVATE THEIR LAND AND RESUME THEIR LIVES WITH DIGNITY. UNITED NATIONS TROOPS, OBSERVERS AND HUMAN RIGHTS MONITORS ARE VERY MUCH PRESENT IN MANY HOME COMMUNES. LOCAL AUTHORITIES ARE ALSO PRESENT AND ARE WORKING FOR THE WELL BEING OF THE RETURNING POPULATIONS.

THE INTERNALLY DISPLACED CAMPS MUST NOW CLOSE. FOR THIS REASON THE UNITED NATIONS AND MANY NON GOVERNMENT ORGANIZATION HAVE STARTED TO PROVIDE THEIR SERVICES IN MANY COMMUNES AND IN ALL PREFECTURES.

THE UNITED NATIONS WILL ASSIST IN EVERY WAY POSSIBLE TO FACILITATE THE RETURN HOME.

TO ASSIST YOU IN RETURNING HOME WE ARE OFFERING RESOURCES SUCH AS TRANSPORT AND PROTECTION FOR THE RETURN HOME BUT DUE TO LACK OF VEHICLES WE ASK THAT THE MOST HEALTHY BEGIN WALKING HOME

RELIEF CENTERS HAVE BEEN SET UP IN YOUR HOME COMMUNE. THESE CENTERS WILL PROVIDE YOU WITH:

HEALTH SERVICES

SANITATION SERVICES

TOOLS

SEEDS

AND FOOD

THESE OPEN RELIEF CENTERS HAVE BEEN OPENED IN THE FOLLOWING COMMUNES AND WILL BE OPENED IN MANY MORE.

GITARAMA - NTONGWE - KIGOMA

KIBUNGO - SAKE

BYUMBA - NYAGATARE - GATURA

GISENHYI - NYUNDO - KABALI - BUSOGO - NEMBA

MASANGO - RUHANGO - NTOGWE

BUTARE - KIGEMBE - RUNYINYA - NYAKIZU - GISHEMUN - NT/220

KIGALI - KANZENZE - GASHORA - NGENDA

②
Fabien
He donne vos impressions
sur. Pouvez vous aussi me
dire ce que le message enlève
2 dit, et si vous considérez
que nous devrions utiliser nos
partis de ce msg dans celui-ci.

capit Gervin
FPAO
11/24
20/1/95
13409

01 01

11 JAN 95 00 00 UUUU

UNAMIR PAFF 021

UNAMIR HQ KIGALI//MILITARY PUBLIC AFFAIRS//

TAC HQ BUTARE//DUTY OFFICER/OPI OP RETOUR//
SECTOR 4A HQ GIKONGORO//COMD/CHIEF MILOB//INFO : UNAMIR HQ KIGALI//DCOS OPS/HAC/MILOB HQ//
UNREO HQ KIGALI//IOC//

UNCLAS UNAMIR PAFF 021

SUBJ: OP RETOUR PAMPHLET DROP

1. IOC HAS REQUESTED THIS OFFICE TO ASSIST IN THE PASSAGE OF INFORMATION IN CAMPS IN SUPPORT OF OP RETOUR. THE ATTACHED TEXT IN RWANDESE IS GOING TO INCLUDED ON A PAMPHLET DROPPED OUT OF HELICOPTERS TODAY AT 13H30 OVER SOME CAMPS TO BE MOVED TODAY.
2. YOUR HQ MIGHT EVENTUALLY BE REQUIRED TO ASSIST IN HAVING THIS TEXT READ IN CAMPS USING LOUD HAILER DURING FUTURE OP RETOUR ACTIVITIES. PLEASE KEEP HANDY AND BE READY TO ASSIST IOC IF REQUIRED.
3. ENSURE YOUR 10 LOUD HAILERS ARE OPERATIONAL AND READY FOR USE. ALSO COORD WITH IOC REP IN BUTARE THE HIRING OF INTERPRETERS FOR SUCH ACTIVITIES.
4. RWANDESE TEXT FOLLOWS:


S. GRENIER CAPT, UNAMIR PAFF, 1112⁴/2052

AMAHANGA ARIMO GUFASHA ABANYARWANDA GUSANA IGIHUGU CYABO GUVERINMA Y'U RWANDA // MINISITERI YO
GUSANA IBYANGIRITSE NO GUCYURA IMPUNZI

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**** Ingabo z'Umuryango w'abibumbye zubahiriza umutekano, zambaye ingofero z'ubururu, zizaherekeza amakamy mu muzagendamo mutaha iwanyu.

**** Abakozi b'Umuryango w'abibumbye nab'Imiryango itagengwa na Leta bafatanije n'abategetsi bo mu makomine yanyu bazabagezaho imfashanyo y'ibiribwa, imbuto zo gutera n'ibikoreshe byo mu rugo mu masigiteri yanyu. Amahanga arakora uko ashoboye kugira ngo murushaho kugira ubuzima bwiza kandi n'amazi abagereho mu makomine yanyu.

**** Umuryango w'Abibumbye urimo urashyamba ibigo bitanga imfashanyo muri Ngenda, Gashora, Kanzenze, Ntyazo, Runyinya, Ntongwe, Masango, Murama, Gashamba, Kigembi, Niakazu, Kigoma na Sake. Ingabo z'Umuryango w'Abibumbye zishinzwe umutekano zamaze koherezwa muri ayo ma komine.

**** Ibindi bigo bizafungurwa mu yandi makomine. Mushobora kujya mujyaye gusaba inama no gufata imfashanyo y'Umuryango w'abibumbye n'iya Guverinoma.

**** Ni ngombwa ko abagize umuryango umwe bagendera hamwe. Mugihe umwe mu bagize umuryango arwaye, mugomba kugana abakozi bashinzwe ubuzima mu nkambi. Ntimugasige abana inyuma. Nimugera mu makomine buri muryango uzakabwira imfashanyo.

**** Gufasha abantu kugera iwabo mu modoka bizakorwa mu gihe gito. Ntimucikwe n'ubwo buryo imiryango mpuzamahanga ibahaye kugirango musubire mubanyu mutavunitse.

"Imana ifasha uwifashije"

Dr. Jacques Bihozagara
Minisitiri w'Gusana Ibyangiritse no Gucyura Impunzi

S. GRENIER CAPT, UNAMIR PAFF, 1112⁴/2052



28 Jan 95

To: DCOs Ops

Info: G-3 Plans

From: UNAMIR PAHQ

Subject: Psy Ops cell Op Retour

1. A Russian Military Observer presently deployed to the Kibungo area has expressed a desire to take actively take part in Psy Ops regarding Operation Retour. He has indicated that he has previous experience in similar operation.
2. For your consideration.

Kibungo //ch 15
CU 1.

Alexander RYSHKOWSKI

Doctor of Philology
Russian, English, Chinese Interpreting

9-393 Krasnoyarskaya str., Tel.: (095) 4545007
Moscow, 107589, (095) 4695170
Russia.

From: DCOS OPS

File No: 3000.15/1(Ops)

To: TAC HQ BUTARE
SECTOR 4A(N)
SECTOR 4A(S)
ZAMBATT
UNREO KIGALI
IOC CELL
FORCE PAO

Date: 20 JAN 95

Subject: OP RETOUR INFO CAMPAIGN

1. In support of Op Retour, UNAMIR has accepted to coord the vocal and print part of the current info campaign. Force PAO will be in-charge of the campaign.
2. Zambatt will provide two Public Relations mobile teams for this op. Each team will comprise of the following:
 - a. One light veh.
 - b. One driver.
 - c. One Co-driver.
 - d. Two armed escorts.
 - e. One/two interpreters (to be provided by UNREO/IOC).
3. One of the two co-drivers will be a senior NCO to lead the two PR teams and coord their activities. Each team will have an interpreter who will use loud hailer to read messages to the DPs. The messages will be prepared by the Force PAO and forwarded to Tac HQ Butare and Zambatt.
4. This campaign will commence on 23 Jan 95 and will last for a period of four weeks. The PR teams are requested to draw four loud hailer with spare batteries from Tac HQ Butare by 22 Jan 95.
5. Both the PR teams will be present at Gikongoro landing zone at 0730 hrs on 23 Jan 95 to receive a briefing from the Force PAO after which they will move to the camps and commence the op.
6. Acknowledge.

01 01 19 JAN 95 00 00 UUUU UNAMIR PAFF 028

FROM : UNAMIR HQ KIGALI//DCOS-OPS//

TO : TAC HQ BUTARE//COMD//
SECTOR 4A GIKONGORO//SECTOR COMD//

INFO : UNAMIR HQ KIGALI//FC/DFC/COS/DCOS SUP/G3-OPS/G3-AIR
OPS//
UNREO KIGALI//ED/IOC INFO CELL//

UNCLAS UNAMIR PAFF 028

SUBJ: OP RETOUR INFO CAMPAIGN

1. IN SUPPORT OF OP RETOUR UNAMIR HAS ACCEPTED TO COORDINATE THE VOCAL AND PRINT PART OF THE CURRENT INFO CAMPAIGN. THE OFFICE OF PRIME INTEREST (OPI) FOR THE CAMPAIGN WILL BE THE FORCE PUBLIC AFFAIRS OFFICER (FORCE PAO) LOCAL 11124 AT UNAMIR HQ KIGALI.
2. SECTOR 4 A SOUTH IS TO PROVIDE TWO PUBLIC RELATION MOBILE TEAMS FOR THIS OPERATION. EACH MOBILE TEAM WILL REQUIRE A VEHICLE AND WILL BE COMPRISED OF 1 DRIVER, 1 CO-DRIVER AND 2 ARMED SOLDIERS. ONE OF THE TWO CO-DRIVERS TO BE A SENIOR NON COMMISSIONED MEMBER/JUNIOR OFFICER TO LEAD PR TEAMS AND COORD ACTIVITIES. EACH TEAM WILL BE SUPPLEMENTED WITH AN INTERPRETER WHO WILL USE LOUD HAILERS TO READ MESSAGES TO DISPLACED PERSONS IN CAMPS. INTERPRETERS TO BE SUPPLIED BY UNREO/IOC. TEAM WILL ALSO BE REQUIRED TO HAND OUT PAMPHLETS ONCE THEY HAVE BEEN PRODUCED. FORCE PAO TO COORD
3. THIS TASK IS FOR A PERIOD OF AT LEAST 3 WEEKS AND IS TO COMMENCE ON MONDAY 23 JAN 95.
4. MESSAGES WILL BE PREPARED BY OPI AND FORWARDED TO TAC HQ BUTARE AND SECTOR 4 A SOUTH.
5. FORCE PAO TO FLY TO GIKONGORO MONDAY 23 JAN 1995 TO PERS BRIEF TEAMS AND TO LAUNCH OPERATION. PR TEAM TO BE READY TO RECEIVE BRIEF AS OF 0745 HRS MONDAY 23 JAN 1995. ONCE BRIEFING HAS BEEN GIVEN PR TEAM WILL BE REQUIRED TO MOVE TO CAMP AND COMMENCE OPERATION. PR TEAM TO OBTAIN LOUD HAILERS FROM TAC HQ BUTARE PRIOR TO MONDAY MORNING.
6. SENIOR MEMBER OF PR TEAM TO ATTEND DAILY BRIEF AT TAC HQ FOR DAY TO DAY OPERATIONS.
7. TAC HQ IS AUTHORISED TO ISSUE MIN OF 4 OPERATIONAL LOUD HAILERS AND SPARE BATTERIES TO APPOINTED STAFF PRIOR TO SUNDAY.
8. PLSE ACKNOWLEDGE RECEIPT OF THIS MSG TO THIS HQ ASAP.

J. ARP, COLONEL, DCOS OPS, 11186

Weekly visits

23 to 29 January

Tuesday 24 January

Rukondo camp

10 persons to visit KIGOMA (Gitarama)

departure from camp: 06h00

ETA in Kigoma: 09h30

pick-up time in Kigoma: 15h00

ETA in camp: 17h00

Kibeho camp

10 persons to visit GISHAMVU (Butare)

departure from camp: 06h00

ETA in Ghishamwu: 08h30

pick-up time in Gishamwu 15h00

ETA in camp: 17h30

Friday 27 January

Rukondo camp

10 persons to visit NYABISINDU (Butare)

Maheresho camp

10 persons to visit Nyabinsindu

departure from Rukondo 06h00

departure from Maheresho 06h30

ETA in Nyabisindu 09h00

pick-up time 15h00

ETA in Maheresho 17h30

ETA in Rukondo 18h00

Kibeho camp

10 persons to visit NYAKIZU (Butare)

departure from Kibeho 06h00

ETA in Nyakizu 09h00

pick-up time in Nyakizu 15h00

ETA in Kibeho 17h30

Butare, 18 January 1995

IOC



UNAMIR - MINUAR

NEWS RELEASE

UNAMIR NR-95.006

January 18, 1995

OPERATION "RETOUR"
OVER 10 000 PEOPLE BACK HOME

KIGALI, RWANDA -- The consolidated effort by the United Nations, Non-Government Organisations (NGO) and the Rwandan Government to bring displaced people back to their homes is now well under way. In less than a month, Operation "RETOUR" has managed the safe transport of over 10 000 people to their communes of origins.

Operation "RETOUR" was officially launched in late December 1994 by the Special Representative to the Secretary General for Rwanda, Mr. Shaharyar Khan, after a long, detailed and careful planning process. This consolidated approach aims at offering to hundreds of thousands of displaced Rwandans an alternative to the life in camps. Those who wish to go back home are provided with the basic tools, support and aid which they require to resume a normal life back in their home villages.

The Force Commander of the United Nations Assistance Mission in Rwanda, Maj.-Gen. Guy Tousignant, met yesterday with several UN and NGO officials to further discuss this consolidated approach. Although no major changes to the operation are expected, UNAMIR will nevertheless attempt to increase its presence in many more communes and will remain committed and supportive to Operation "RETOUR".

The dissolving of the displaced person camps in south western Rwanda currently under way, is the first step in settling the humanitarian problem which has been overshadowing the country. Displaced persons in camps are subjected to a

mischievous misinformation campaign mounted by those criminals who oppose the normalisation process presently taking place in the country. Displaced Rwandans now have the freedom to choose. They can safely travel back to their home communes and finally regain their dignity by rebuilding their lives and their country.

- 30 -

Note to editors: For more information, please contact the UNAMIR military public affairs officer, Capt S. Grenier in Kigali at (212) 963-9906 ext 11124.

OPERATION RETOUR

The consolidated effort by the United Nations, Non-Government Organisations (NGO) and the Rwandan Government to bring displaced people back to their homes is continuing to show growing success. This joint operation has now formally registered and transported 23 057 displaced Rwandans back to their home communes.

The United Nations and the International community has come together with the Rwandan Government in a consolidated effort to assist and promote the return of displaced persons within Rwanda to their home communes. The success of this operation is a direct result of a gradual change in philosophy of both the military and humanitarian community to re-focus efforts and adopt a pro-active attitude in solving the global problem.

Operation "RETOUR" was officially launched in late December 1994 by the Special Representative to the Secretary General for Rwanda, Mr. Shaharyar Khan, after a long, detailed and careful planning process by members of the international community. This consolidated approach aims at offering to hundreds of thousands of displaced Rwandans an alternative to the life in camps. Those who wish to go back home are now provided with the basic tools, support and aid which they require to resume a normal life back in their home villages.

The dissolving of the displaced person camps in south western Rwanda currently under way, is the first step in settling the humanitarian problem which has been overshadowing the country. Displaced persons in camps are routinely subjected to mischievous misinformation by those who oppose the normalisation process presently taking place in the country. Displaced Rwandans now have the freedom to choose. After spending months in camps, they can safely travel back to their home communes and finally regain their dignity by rebuilding their lives and their country.

The presence of several hundreds of thousands of displaced persons in south western Rwanda presents a serious internal security problem to Rwandan

Authorities. Many of the authors of acts of Genocide which took place during the last war are believed to be present in significant numbers in those camps. These large concentrations of people within the country offers safe havens and potential bases from which criminal elements can initiate small scale raids in an attempt to destabilise the country.

The dissolving of these camps is the first step in settling the humanitarian problem presently overshadowing the country. Nevertheless, displaced persons in camps are victims of a mischievous misinformation campaign mounted by those criminals who oppose the normalisation process presently taking place in the country. Rwandans must be free to travel back to their home communes to plant seeds, harvest crops and finally regain their dignity by rebuilding their lives and their country.

VISITS PROCEDURES

18 January 1995

Unreo 7 is responsible for coordination of the whole visits schedule and will be working in South camps of Gikongoro.

Unreo Golf will be working in North camps of Gikongoro.

- 1) 2 visits per week from North camps
2 visits per week from South camps
- 2) Visits will be schedule on Mondays and Thursdays (see note)
- 3) Each visit will be accompanied by an Unreo Responsible (North or South) to the visited commune. Then, the visitors will be "handed over" to Unreo Field Officer or Unamir's Milobs (if necessary). Unreo Field Officer will follow the visit until visitors are back in the truck to return to the camp. Before Unreo Responsible leaves the visited commune, all parties will be informed of its role for that visit: aim, communication system, schedule, etc.
 - 3.1 when possible, visits from different camps to the same destination will be coordinate together (trucks meeting in Butare waystation)
 - 3.2 visits will last 1 or 2 days. Only 2 days visitors will get military ration.
 - 3.3 departure time will always be 06h00 FROM THE CAMP. Unreo Responsible will take visitors' names and sectors of origin to be visited before departure and will give the list to Unreo Field Officer upon arrival and keep a copy for Butare's file.
 - 3.4 Ops Officer in Butare is responsible to inform both Milobs and Unamir troops of the visit in home communes (date, schedule, request of transport when possible and escort for visitors). Also, communications with UNAMIR in visited communes will be requested through Butare's Ops Officer.
- 4) Local authorities will be informed by Unreo Field Officer in the targeted area 48 hours in advance (when possible). If impossible for Unreo Field Officer to do so (leave, sickness, etc.) Milobs of the area will be asked to take that responsabilitz. In that case, request will be done through Butare's Ops Officer.

- 5) Follow-up in the camp to be organized by Unreo Responsibles
 - 5.1 presence of the Responsible when visitors return to camp
 - 5.2 make sure that visitors came back with friends/parents from commune and take names and sectors of origin
 - 5.3 let visitors and friends tell their story unformally in the camp and facilitate general meeting for later in the day and the following day
 - 5.4 organize return transport for friends/parents with regular IPD movement when possible
 - 5.5 facilitate information flow in the camp with vehicle/loud speaker with camp authorities/general population/interpreter (announce of visits, results of visits, meetings, schedule of trucks for movement, etc.)
 - 5.6 arrange for visited local authorities to adress camp population especially if the flow out seems slow
- 6) Report every day to general Butare 17h00 meeting

Note: For next week only visits will be hold on Tuesday and Friday. The team will evaluate the visits of this week in order to improve the procedures and solve any problems that might occured.

TO: Elizabeth Stanic, Executive Officer, UNREO
FROM: William Clarence, Chief, HRFOR
DATE: 17 January 1994
RE: Update and Overview on HRFOR Activities

INTRODUCTION

1. The HRFOR has been operational since September 1994. The mandate of the Operation contains two main elements: 1) to report to the High Commissioner of Human Rights, the General Assembly, the Security Council, ECOSOC and the Commission on human Rights, on the on going human rights situation in Rwanda and; 2) to begin formal inquiries and the compilation of systematic information on acts of genocide and grave violations of humanitarian law, to be used for prosecution by the established International Tribunal.

2. In addition to field monitoring and to conducting the preliminary genocide investigation, the HRFOR is working with the civil authorities, through its Technical Cooperation Unit (TCU), to rehabilitate the justice system and to promote human rights through education and training.

DEPLOYMENT

3. Presently, 74 professional staff comprising both the Human Rights Field Officers (HRFOs), the Technical Cooperation Unit and the Special Investigation Unit (SIU) are deployed in eight sectors countrywide. The following list shows the locations and number of HRFOs in each sector:

Butare	6
Cyangugu	7
Gikongoro	8
Gitarama	6
Giseyni	10
Kibungo	6
Kibuye	8
Kigali	7
SIU	4
TCU	5
Information	1

DAILY ACTIVITIES

4. HRFOs: Each field team has a team leader who is responsible for coordinating the overall activities of the team. The day to day activities of each team vary depending on the demands of a particular sector. However, each team has a similar internal structure and is responsible for monitoring and reporting to the

Chief of the Mission on the following areas: prisons, technical cooperation, the IDP situation, receiving and following up on reported human rights violations, and SIU liaison (which includes documentation of mass grave sites and recording preliminary information on potential witnesses).

5. SIU: The SIU is comprised of experts, seconded by foreign governments, who have specific responsibility and expertise in preparing cases for prosecution. To date, it has conducted forensic examination documenting numerous mass grave sites throughout the country. Investigators have conducted interviews and taken affidavits of witnesses to the atrocities including NGO and UNAMIR personnel. Due to the highly sensitive nature of the work, the reports are confidential. The SIU reports to the Chief of Operations and since the establishment of the International Tribunal to the Chief Prosecutor, Justice Richard Goldstone. In the upcoming months, the SIU will work closely with the Prosecutor to ease the transition of information.

6. TCU: The TCU concentrates its activities in two primary areas: rehabilitation of justice and human rights education and training. In the sphere of rehabilitation of justice, the TCU has facilitated an Inter-Ministerial working group, which meets bi-weekly. It is comprised of the Minister of Justice, the Minister of Rehabilitation, the Minister of Defense, the National Prosecutor, a CLADHO representative and a HRFO who serves as the coordinator. The working group has identified a number of short term and long term projects ranging from material and personnel needs to developing alternative dispute resolution mechanisms. The education arm of the TCU, has been involved in basic human rights education for the national gendarmes and will be working closely with the Minister of Education to develop a uniform human rights education program.

HRFOR ROLE IN OPERATION RETOUR

7. As the HRFOR is not a humanitarian operation, its role in Operation Retour, will be limited to supporting and staffing the ORCs; specifically to ensure that arrest and detention procedures comply with both Rwanda's internal law and its obligations under international law and; to be available to returnees who may wish report a violation.

HRFOR REPORTING PROCEDURES

8. Due to highly sensitive nature of the information received by the HRFOs, the HRFOR maintains strict reporting guidelines geared to ensure confidentiality. For this reason, the HRFOR refrains from publicizing information pertaining to the present human rights situation. HRFOs report directly to the Chief of Operations who in turn reports to the High Commissioner of Human Rights.



UNAMIR - RWANDA

The United Nations in Rwanda

The people of Rwanda have lived through terrible times. Now they are working to rebuild a future for their country, and the international community has come together to help that reconstruction. This leaflet briefly describes the work of the United Nations for Rwanda.

The UN's immediate duty is to protect Rwanda's people, relieve their distress, safeguard their human rights and re-establish their public services. The next aim is to resettle in peace and security the millions of Rwandese who are refugees and displaced persons.

The UN Security Council has established an Assistance Mission for Rwanda (UNAMIR), headed in Kigali by the Special Representative of the Secretary-General. Throughout Rwanda, and wherever Rwandese have sought refuge, the vehicles, flags and symbols of many UN agencies can be seen. UN soldiers and civilian workers are working with independent non-governmental organisations from at least 30 different countries.

Peace and security

Millions of Rwandese have fled their homes, many of them into exile. The first need is to dispel their fears and ensure their safety when they go home. UN soldiers and Military Observers are the eyes and ears of the international community, monitoring the new peace, ensuring the safety of civilians, helping to direct the humanitarian effort to where it is most needed.

Relieving distress

The displaced people of Rwanda need clean water, food, medical care and basic services, until they are ready to go safely home. These necessities are provided by specialised UN agencies.

For example, the specific needs of children and families are met by the UN Children's Fund, UNICEF, which also co-ordinates water supplies. The UN's World Food Programme distributes food. UNESCO, the agency for education, provides (with UNICEF) basic schooling. Rwandese now in neighbouring countries are the special responsibility of the UN High Commissioner for Refugees.

UN agencies work closely with many non-governmental voluntary groups, such as Medecins sans Frontieres and CARE. The International Committee of the Red Cross contributes its expertise in caring for the sufferers, by helping to reunite families, reporting on human rights, and providing practical care.

Justice and human rights

Terrible crimes have been committed in Rwanda. The international community intends that the guilty shall be punished, and that safeguards be established against such things happening again.

The UN Security Council has appointed a Commission of Experts, to recommend procedures for bringing the guilty to justice; its three members made their first report at the end of September. The UN High Commissioner for Human Rights is sending to Rwanda more than 100 Human Rights officers, to gather evidence of human-rights abuses. The UN also contributes to justice and peace in Rwanda by training gendarmes and police.

The public services

Rwanda's public services have been destroyed by war and looting; schools, hospitals, water supplies, power and telephone lines, and the national radio network. In each of these areas UN agencies, military specialists, foreign donor governments and voluntary NGOs have shared out the work of repair. Almost every day another part of Rwanda's vital public services is restored.

For example, the Australian and British armies provide medical services; so does the non-governmental Medecins sans Frontieres, and other private agencies. Electric power is being restored with help from UNAMIR. The national radio and telecommunications networks receive help from Canadian military specialists and logistical teams.

The economy

UN experts and military specialists have already put Rwanda's international airport back in service under Rwandese control. The World Bank has sent a mission to reactivate essential development projects. In the countryside, the UN Development Programme distributes tools and seeds so that farmers can plant for the next harvest. Military engineers from several countries have rebuilt damaged bridges and reopened ruined roads. The UN is arranging to clear minefields and explosives from roads and houses.

Refugee return

Since the civil war and the massacres that accompanied it, up to one million people have fled into neighbouring countries. In exile they face exposure, hunger, disease and intimidation. Under the leadership of the UN High Commissioner for Refugees they have been organised in vast camps, with safe water, shelter, food, sanitation and medical care. Under UN protection, and with help from UN transport, they have begun to return to their normal, productive lives. To create the conditions for their safe and willing return is the greatest challenge for the world humanitarian effort in Rwanda.



MINUAR - RWANDA

Umuryango w'abibumbye mu Rwanda

Abaturage b'u Rwanda bamaze igihe bari mu bihe bikomeye cyane, ariko none ubu barakora kugira ngo bongere bubake igihugu cyabo. Imiryango mpuzamahanga ubu yarahagurutse kugira ngo itere inkunga icyo gikorwa cyo gusana ibyangiritse. Iyi nyandiko irerekana akazi k'umuryango w'abibumbye mu magambo ahinnye.

Inshingano yibanze y'umuryango w'abibumbye mu Rwanda ni ukurinda abaturage, kubaruhura umubabaro, kubungabunga uburenganzira bwabo no kubagarurira ibikorwa rusange by'amajyambere. Indi nshingano ni ukongera gutuza mu mahoro no mu mutekano abanyarwanda batagira ingano bahunze n'abavanywe mu byabo.

Inama y'umuryango w'abibumbye ishinze umutekano yashyizeho MINUAR (umutwe w'intumwa z'umuryango w'abibumbye ushinze gufasha u Rwanda) uyoborwa n'intumwa yihariye y'umunyamabanga mukuru w'umuryango w'abibumbye. Mu Rwanda hose n'ahandi hose abanyarwanda bahungiyeho haboneka amamodoka, amadarapo, n'ibindi byose biranga amashami anyuranye agize umuryango w'abibumbye. Abakozi b'abasirikare n'abasiviri b'umuryango w'abibumbye bakorana n'imiryango yigenga, itagengwa na leta, ituruka mu bihugu bigera kuri 30 binyuranye.

Amahoro n'umutekano

Abanyarwanda batagira ingano bahunze ingo zabo. Abenshi bahungiyeho hanze y'igihugu. icyifuzo cy'ibanze ni ukubakuramo icyoba, bakizezwa umutekano bagarutse iwabo. Abasirikare b'umuryango w'abibumbye bagize igice cy'abasirikare bashinze kubahiriza umutekano, ni amaso n'amatwi by'inama ishinze umutekano y'umuryango w'abibumbye mu kubungabunga umutekano w'abasiviri, gushimangira inzira y'amahoro no mu kuyobora imfashanyo z'abagiraneza zigashyirwa aho zikenewe cyane.

Kuruhura umubabaro

Abanyarwanda bavanywe mu byabo bakeneye amazi meza, ibiribwa, kwitabwaho ku buzima no gukorerwa indi mirimo yibanze kugeza ubwo bazashobora gutaha nta nkomyi. Ibyo byangombwa byose bitangwa n'amashami yabigenewe y'umuryango w'abibumbye.

Nk'urugero; ibyangombwa bikenerwa n'abana n'umuryango byitabwaho n'ishami ry'umuryango w'abibumbye ryita ku bana (UNICEF), iryo shami rikanahuza ibikorwa byo gukwirakwiza amazi. Ishami ry'umuryango w'abibumbye ryita ku biribwa, ritumiza rikanasaranganya ibiribwa. UNESCO ni ishami ry'umuryango w'abibumbye ryita ku burezi, rifatanya na UNICEF gutanga inyigisho zibanze. Abanyarwanda bo mu bihugu bidukikije bagize inshingano yihariye y'ishami ry'umuryango w'abibumbye ryita ku mpunzi (HCR).

Amashami y'umuryango w'abibumbye akorana binononsoye n'imiryango y'abagiraneza myinshi itagengwa na leta nka Médecins Sans Frontières na Care. Umuryango mpuzamahanga wita ku mbabare (CICR) ukoresha ubuhanga bwawo mu kwita ku mbabare ufasha imiryango y'abanyarwanda kwongera guhura, utanga inyandiko ku birebana n'uburenganzira bw'ikiremwa muntu, ukanatanga inkunga ifatika ibungabunga ubuzima.

Ubutabera ni uburenganzira bw'ikiremhamuntu

Mu Rwanda hakorewe ibyaha by'agahomamunwa. Imiryango mpuzamahanga yifuza ko abanyabyaha bazahanwahakanakorwa ibishobotse byose byatuma ibintu nk'ibyo bitazongera kuba.

Inama y'umutekano y'umuryango w'abibumbye yashyizeho akanama k'impuguke ngo gatange inama ku buryo abakoze ibyaha bashyikirizwa ubucamanza. Abagize ako kanama batatu batanze inyandiko yabo ya mbere mu mpera z'ukwa cyenda. Nanone ishami ry'umuryango w'abibumbye ryita ku burenganzira bw'ikiremhamuntu rizohereza abantu barenze 100 bakurikiranira hafi ibyo uburenganzira bw'ikiremhamuntu kugira ngo bakoranye ibimenyetso ku bikorwa biyana no kutubahiriza uburenganzira bw'ikiremhamuntu. Umuryango w'abibumbye utanga n'inkunga mu byerekeye ubutabera n'amahoro, wigisha abajandarume n'abapolisi mu Rwanda

Ibikorwa rusange by'amajyambere

Ibikorwa rusange by'amajyambere byangijwe n'intambara n'ubusahuzi. Ibyo ni nk'amashuri, ibitaro, impombo z'amazi, intsinga z'amashanyarazi n'iza terefoni, ndetse n'ibyuma bya Radiyo Rwanda. Muri ibyo bivuzwe haruguru, amashami y'umuryango w'abibumbye, impuguke z'abasirikari, imiryango y'abagiraneza itagengwa na leta, n'ibihugu by'amahanga, byagabagabanye imirimo yo kubisana. Hafi buri munsu haba hari igikorwa cy'amajyambere cyibanze gisubizwa uko cyari kimeze.

Urugero : abasirikare b'abanya-ositarariya n'abongereza batanga inkunga mu buvuzi kimwe n'abaganga ba Médecins Sans Frontières, ndetse n'indi miryango. Amashanyarazi arimo gusanwa hatanzwe inkunga ya MINUAR. Radiyo y'igihugu n'itumanaho bifite inkunga y'abasirikari b'abanyakanada babizobereyemo hamwe n'amatsinda ashinzwe gutwara ibikoreshe.

Umutungo

Impuguke z'umuryango w'abibumbye n'abasirikare babizobereyemo basubije ikibuga cy'indege imikorere nyayo bagishyira no mu maboko y'abanyarwanda. Banki y'isi yose yohereje intumwa zo kuvugurura imishinga y'amajyambere yibanze. Mu cyaro, umuryango w'abibumbye wita ku majyambere uratanga imbuto kugira ngo abahinzi bategure umusaruro utaha. Ba enjannyeri b'abasirikari baturuka mu bihugu binyuranye basannye amateme, banafungura imihanda yangijwe. Umuryango w'abibumbye unategura ibisasu byatezwe mu mihanda no mu mazu.

Itahuka ry'impunzi

Abanyarwanda batagira ingano bahungiyemo mu bihugu bidukikije nyuma y'intambara n'ubwicanyi bwajyanye nayo. Mu buhungiro bahuye n'ingorane z'amoko yose : inzara, ibyorezo, kwanama no guterwa ubwoba. Ubuyobozi bw'umuryango w'abibumbye wita ku mpunzi bwabakoranirije mu nkambi nini bushyiramo amazi meza, amahema, ibiribwa, amavuriro n'ibindi byose biyanye no kubungabunga ubuzima. Babifashijwemo n'umuryango w'abibumbye, uborohera urugendo kandi ukanabarinda, batangiye kugaruka mu byabo gutangira ubuzima bwabo busanzwe. Gutegura ukuntu izo mpunzi zatahuka zumva ko zifite umutekano, kandi zigatahuka biturutse ku bushake bwazo, ni yo ntego yibanze mu gikorwa cyatangiwe n'amahanga cyo gufasha imbabare mu Rwanda.



MINUAR - RWANDA

UPDATE ON ORCs

BUTARE ORCs

Lead NGO: Feed the Children

- 4 ORCs are presently up and running (Kigembe, Nyakizu, Gishemvu, Runyinya) in S and S/E Butare
- no. 5 (Ntyazu) will be up tomorrow

Shelter

- The ORCs have the capacity to shelter 1000 persons (can be increased up to 4000)
- At present very few people are processed through the ORCs

Health

HEALTH

Covered by MSF, Feed the Children, Prefet
Generally insufficient; predominantly lack of trained medical staff
(Half of health centres still not open. UNICEF plan to rehabilitate health centres in collaboration with Ministry of Health and NGOs).

SANITATION

Approximately 17 latrines per ORC in place.

WATER

Water is available in the vicinity of the ORCs.
However, the prefet objected to the IDPs using communal water

SHELTER (in the communes)

Problematic

Many houses have been destroyed.

Prefet has requested NGOs to work on reconstruction.

By the end of January results from a reconstruction evaluation are expected on the basis of which action can be taken.

REGISTRATION

No registration currently carried out in the ORCs. Registration is done by the local authorities.
Apparently rumours are circulating in the camps about ORCs being places where many arrests are made (selection procedure) so people are scared to go there.
People as a result are dropped off not at the ORCs but at the sectors or at the commune office

SECURITY

There apparently is no permanent UNAMIR presence at the ORCs (irregular patrols)
This will be taken up with UNAMIR as they have been tasked to permanently guard the ORCs.

PROTECTION

Arrest procedures in the presence of UNAMIR are in practice not taking place. The Human Rights monitors suggested writing a letter (issued by the IOC) to the relevant Ministries to address problems in arrest procedures.

PROBLEMS

Bad reputation (of place where a selection is made) in the camps.

ORCs in Butare do not function according to the HCR guidelines (no registration, local authorities insufficiently involved)

IDPS do not necessarily pass by the ORCs. (IOM should transport straight to the ORCs).

RURAL KIGALI ORCs

Lead NGO: IRC

- 3 ORCs are presently up and running (Kanzene, Gashora, Ngenda) in rural Kigali
- A big tent and a small rubber hall have been set up in Ngenda, a tent has been set up in Kanzene and in Rilima (Gashora) IDPs can find shelter in existing buildings located right next to the UNAMIR Rilima base.
- The ORCs thus have sheltering capacity, but mostly people go straight home.
- People are registered at the ORCs and frequently assistance is given on transporting people home.
- ORC in Ngenda is located in the commune offices (ORC site some 20 metres away)
ORC in Kanzene is located near the commune offices (ORC site 1 km away)
ORC in Gashora is located near UNAMIR base in Rilima (ORC shelter buildings adjoining)
- Returning IDPs mainly women and children.

HEALTH

Covered by CUAMM, ZOA, WORLD VISION

No particular problems.

SANITATION

Latrines and sanitation facilities provided at ORC sites..

UNICEF, IRC

WATER

Water is covered by CUAMM, ZOA, PRODEVA, UNICEF

No particular problems.

SHELTER (in the communes)

80% of Kanzenze housing has been destroyed. The NGOs ACORD and OXFAM-QUEBEC are currently working on reconstruction activities.

REGISTRATION

Registration is carried out by IRC staff at the ORCs, in collaboration with the local authorities. IDPs are dropped off at the ORCs for registration purposes.

SECURITY

Rilima is right next to a UNAMIR base. Ngenda and Kanzenze ORCs are guarded by UNAMIR platoons..

PROTECTION

Investigations by the HCR protection officer for Skigali are ongoing and will be carried out in collaboration with ICRC and Human Rights Monitors..

KIBUNGO ORC

Lead NGO: IRC

- 1 ORCs are presently set up in Kibungo (Sake)
- Plastic shelter has been set up in the vicinity of the ORC to cater for IDPs. Latrines are in place (some 10 latrines).
- The ORC is located 1 km from the commune office.
- Returning IDPs mainly women and children.

HEALTH

No particular problems.

SANITATION

Latrines and sanitation facilities provided at ORC sites (8 latrines).
UNICEF, IRC

WATER

No particular problems. IRC will have a bladder filled by UNHCR for emergency purposes.

SHELTER (in the communes)

Every house not destroyed is illegally occupied. It is not yet a problem (because of the low number) but is going to be one of the major problems once there is a greater influx of returnees.

REGISTRATION

Registration is implemented, but has started slowly.

SECURITY

A platoon of GhanBatt is permanently stationed near the ORC site. Procedures of arrest have not yet been fully implemented. Cooperation between RPA and GHANBATT is very good.

PROTECTION

HCR and Human Rights monitors to report.

GITARAMA ORCs

Lead NGO (Kigoma): OXFAM QUEBEC

Lead NGO (Ntongwe and to follow Murama and Musango): LWF

- 2 ORCs are presently up and running (Ntongwe and Kigoma)

- ORC in Kigoma is located in the commune office (Shelter available in building next to the commune office).

SANITATION

40 latrines have been requested from UNICEF. 10 latrines have already been dug in Kigoma.

WATER

Water Jerricans for the ORCs have been requested from UNICEF.

SHELTER (in the communes)

80% of housing in Ntongwe is in good condition so there is no problem of shelter.

SECURITY

UNAMIR has deployed in Ntongwe and Kigoma..

PROTECTION

HCR and Human Rights and ICRC to follow up on protection issues.

REGISTRATION

Registration is being carried out. There is a team of 4 persons in Kigoma ORC to assist with registration.

PROBLEMS

There is at present a communication problem. Communication passes through UNAMIR channels, through UNAMIR based in ORC communes

FROM: MILOB HQ SEC 4A

TO: UNAMIR FHQ KIGALI
MILITARY PUBLIC AFFAIRS.

INFO: MILOB GP HQ.

SUBJECT: INTERVIEWS OF REGISTERED DPs.

REF: MSG OP RETOUR INFO CAMPAIGN dt 14/01/95.

1. MILOB HUM TEAM INTERVIEWED SEVERAL REGISTERED DPs AT RUKONDO AND CYANIKA CAMP ON 16 AND 17 JAN 95. THE QUESTION "WHAT MADE YOU DECIDE TO RETURN ?" WAS ANSWERED AS FOLLOWS:

16 JAN 95 - RUKONDO CAMP.

DP.NO.1: PERSONALLY I KNOW THAT SECURITY IS PREVAILING IN MY ORIGINAL COMMUNE (MUKINGI). I HAVE BEEN MAINTAINING CONTACT WITH MY RELATIVES THERE AND THEY INFORMED ME OF ENJOYING PEACE THERE.

DP.NO.2: I'M GOING HOME BECAUSE I KNOW THAT THOSE WHO REMAINED AT THE COMMUNE ARE STILL ALIVE. DUE TO MEETINGS HELD BY UNAMIR AND UNHCR I MADE UP MY MIND TO RETURN. I HAVE ALSO CONFIDENCE IN THE RPA SOLDIERS DEPLOYED IN MY COMMUNE (NGENDA).

DP.NO.3: AT ALL MEETINGS HELD BY UNAMIR AND UNHCR I WAS TOLD THAT PEACE AND SECURITY IN MY COMMUNE (NYABISINDU) IS GUARANTEED.

DP.NO.4: I DECIDED TO RETURN AFTER ATTENDING A MEETING HELD BY UNAMIR AND UNHCR. I'M NOT AFRAID OF THE RPA AND I'M SURE THEY PROVIDE SECURITY AT MY COMMUNE (NYABISINDU).

DP.NO.5: I DECIDED TO RETURN AFTER AN ANNOUNCEMENT ON THE RADIO THAT SECURITY AT MY COMMUNE (NYABISINDU) IS GUARANTEED AND I KNOW THAT GOD THE ALMIGHTY WILL PROTECT ME WHEREVER I AM.

DP.NO.6: ACCORDING TO MEETINGS HELD AT THE CAMP THERE IS SECURITY AND PEACE IN MY COMMUNE (NYABISINDU). FOR INNOCENT PERSONS THERE IS NO REASON TO REMAIN AT THE CAMPS. WE HAVE TO GO BACK TO OUR PROPERTY.

17 JAN 95 - RUKONDO CAMP.

DP.NO.1: WE DON'T ENJOY TO LIVE IN THE CAMP. WE ACTUALLY DON'T KNOW WHAT'S GOING ON AT OUR COMMUNE (NGENDA) BUT WE HOPE TO FIND OUR NEIGHBOURS THERE.

DP.NO.2: ACCORDING TO VARIOUS MEETINGS AT THE CAMP WE KNOW THAT SECURITY IS GUARANTEED AT OUR COMMUNE (NGENDA). WE ARE GRATEFUL FOR THOSE MEETINGS.

DP.NO.3: I DECIDED TO GO HOME BECAUSE UNAMIR ASSURED SECURITY AT MY COMMUNE (NGENDA). ALTHOUGH I DON'T KNOW WHAT WILL HAPPEN TOMORROW.

17 JAN 95 - CYANIKA CAMP.

DP.NO.1: THERE IS NO USE TO REMAIN AT THE CAMP. EVEN THOSE WHO HAVE COMMITTED A CRIME HAVE TO GO BACK AND HAVE TO BE JUDGED ACCORDING TO THE LAW. UNAMIR WILL ASSIST US AND I KNOW THAT SECURITY IS PREVAILING IN MY ORIGINAL COMMUNE (NYABISINDU). I'M ALSO CONFIDENT IN OUR ARMY.

DP.NO.2: ACCORDING TO VARIOUS MEETINGS AT THE CAMP WE KNOW THAT THERE IS PEACE AT OUR COMMUNE (NYABISINDU). BUT I DON'T KNOW WHAT WILL HAPPEN TOMORROW. PERHAPS WE WILL FACE SHORTAGE OF FOOD AND SECURITY.

DP.NO.3: WHEN I ANALYSE THE SITUATION I RECOGNIZE THAT THERE IS NO OTHER WAY. I HAVE TO GO BACK TO WORK AT MY FIELDS. I ALSO HAVE TO TAKE CARE OF MY CHILDREN, WHO REMAINED AT HOME (NGENDA).

For Sec Cdr

[Signature]

CLENTARD, M23

CR-H

INTEGRATED OPERATIONS CENTRE

OPERATION RETOUR INFORMATION CAMPAIGN

The first two weeks of Operation Retour have demonstrated the difficulty of counteracting the disinformation campaigns that exist within the camps of the south west. The campaign to date has involved the following:

1. Central Government Officials

A comprehensive visit schedule by representatives of the Ministries of Rehabilitation, Justice, Interior and Defence has been undertaken in ten camps with an estimated population of 244,000. These trips have been undertaken with the logistical support of the International community.

2. Leaflet Drops.

Three leaflet drops have taken place over the past three weeks. The first was a simple message encouraging people to go home and begin the process of rebuilding Rwanda. The second was more detailed and gave information on the security arrangements that exists for those wishing to return, the assistance provided by the humanitarian community and local authorities in the home communes and advise on family health and security. Both leaflets were dropped over Munini, Ndago and Cyanika. The third leaflet contained the same information as the second with the addition that transportation to home communes would only be available for a limited period. The leaflet was dropped on Cyanika and Rukhondo.

3. Local Government Officials

A number of trips have been arranged for Bourgmestres and Prefets from home communes, particularly from south Kigali. These have been sporadic and not organised in a systematic fashion.

Although considerable effort has gone into the information campaign it is considered to have had a limited impact and has been insufficient in terms of its scope and depth. There has been no monitoring or assessment and therefore it has been impossible to ascertain the influence and impact of any of the methodologies employed. However, field representatives of various agencies have clearly articulated that many more resources need to be devoted to strengthen the campaign in order that those residing in the camps are fully aware of ;

- a) the situations in the home communes
- b) the procedures involved in returning

It is clear that Operation Retour is further battling against a strong disinformation campaign organised by those elements in the camps whose interest it is that the camps structures remain.

It is against this background that the Information Cell of the IOC has developed a strategy that will provide a continuous flow of information to camp populations that is flexible enough to adjust to prevailing conditions. It will achieve this by using three modes of delivery that will complement each other. It is essential that these methods are used consistently in order that people develop the confidence to rely on them.

METHODOLOGY

1. VISITS

a) Camp to Commune

A programme of visits for members of the camp populations has been devised. Representatives of people from communes that make up a significant percentage of a camp will be identified and taken back to their respective home commune in order that they can report on the conditions to those considering returning. UNREO fielded personnel with the assistance of IOM and other agency and NGO personnel will be responsible for identifying appropriate individuals within the camps and facilitating these trips. Each trip will involve an overnight stay in the home commune and meetings with local government authorities. Representatives of the NGO responsible for the ORC in the home commune will be responsible for ensuring that the necessary arrangements are made for meeting and accommodation etc. Milobs will be advised accordingly and will ensure the necessary security is provided for.

b) Communes to Camps

It is widely felt that visits from local government officials have had a positive effect on the attitudes of those residing in the camps. It is planned therefore that such visits will become more regular and more systematic. Representatives from UNREO in collaboration with agency and NGO partners will identify and prioritise those camps with significant populations from specific communes and arrange through UNREO base and relevant field offices for visits to be made by representatives of the local administrations. Transportation to and from the camps will be arranged using local transportation assets where possible or alternatively with the assistance of UNAMIR helicopters.

2. INFORMATION PROVIDED DIRECTLY TO CAMP POPULATIONS

a) Vocal Information

UNAMIR will provide vehicles fitted with public address systems that will travel throughout camps passing short messages that will focus on essential influential messages required to convince people to return home. This will ensure the widest reach to camp populations. Messages will be developed by Force Public affairs officer in consultation with IOC and UNAMIR staff with Psy Ops experience and delivered in Kinyirwanda

b) Print Information

Generic cartoon style pamphlets will be produced with slogans and short messages depicting the current repatriation process. These pamphlets will be complemented by posters showing the same. This process is widely used in developing countries to explain election process and alleviate fears. Experience has proven this to be effective. The pamphlets would

be distributed on the ground and possibly by helicopter.

3. PUBLIC INFORMATION

In collaboration with the Ministry of Information, the IOC will produce daily reports of the operation which will be reported daily on Radio Rwanda at 0630, 1245 and 1900 as part of a regular news bulletin. It is proposed that with the assistance of the IOC the Ministry for Information will facilitate regular programme slots on Radio Rwanda that will include interviews with:

- i. people who have successfully returned from the camps and reintegrated within their home communes.
- ii. prefets and bourgmestres within those receiving communes
- iii. those people still residing within the camps to discuss and pacify their fears and concerns.

The collaboration between the IOC and the Ministry for Information will ensure that information on the situation in home communes is broadcast on Radio Rwanda in an objective and transparent manner as part of an overall confidence building measure in both the Government and the International community.

Radio programmes presented on Radio Rwanda will be coordinated by the Ministry of Information to ensure that the information provided is as relevant to the current status of the operation as possible and complementary to other efforts being undertaken as part of the information campaign.

- Artist found, - working with group Rwandan in town
 - Aust Psy Ops pers consulted
 - 4 Feb ready

} Poster / Pamphlet
 No helicopter

- Msg ABOUT to be finished

Ready to go ~~Friday~~ Monday.

~~in d.t. obs vehicle~~
 in UN vehicle with Translator

- Cue Cards.. PASS on today to key STAFF

Aim Plse Review + Comment

- Newsletter UN

- Cue Cards pass on
- Newsletter MSs repeat
- check Budget.



17 Jan 95


To: UNREO (ED)

Info: FC / D COS Ops

From: UNAMIR PAffO

Subject: OP RETOUR INFO CAMPAIGN//POSTERS & PAMPHLETS

1. In accordance with discussions held last week with the info cell of Op Retour, I have found a local contractor who has developed drawings which will be the focal point of the next pamphlet/poster campaign for the IOC. These products are 100% graphic and self explanatory. It will therefore be impossible for criminal elements to censor the information.
2. To speed up and initiate the production of these information tools, I have agreed with local contractor (COREC) on avenue de la Paix downtown Kigali, to have them design and produce the posters/pamphlets. They have already worked several hours on the project and have produced good sketches.
3. COREC required a down payment to carry on with the production to initiate production immediately. I therefore advanced them \$500.00 US from my UNAMIR public affairs petty cash.
4. As understood with the SRSG in Dec 94, such information projects can be considered as joint ventures between UNAMIR and UNREO. The cost can therefore be shared. It is therefore requested that the balance of \$ 669.00 be payable by UNREO once I confirm receipt of the 1000 posters.


S. Grenier
Captain
UNAMIR PAffO
11124

This is to certify that COREC has received from Capt Grenier a down payment of \$500.00 US for the production of 1000 posters. I understand that the balance of payment of \$669.00 will be paid upon delivery to occur prior to 4 Feb 1995.



CONTRAT DE PRODUCTION D'AFFICHES

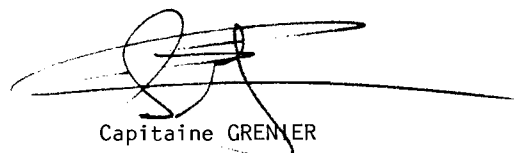
Entre COREC SARL, B.P. 1105 KIGALI, fournisseur d'une part, et Capitaine GRENIER C/o Q.G. de la MINUAR client d'autre part, il est conclu un contrat de production de mille affiches en 4 couleurs 50 X 70 cm sur bristol 120 gr à raison de 1.169 \$ US payables en deux étapes:

1ère étape tout de suite : US\$ 500.

2ème étape à la livraison: US\$ 669.

Date de livraison avant le 4 février 1995.

Fait à Kigali, le 17 Janvier 1995.


Capitaine GRENIER

POUR COREC SARL :
GASATU MANUTRES audidas





Avenue de la Paix
Quartier Commercial
B.P. 1105 KIGALI
Tél. 7 3485 - 7 5499
Téléx: 22685 COREC RW
FAX: 250 73485
R.C.A. 277/KIG

Facture n°
112859

SERVICES MINUTES

NOM
PRENOM Cptaml GRENIER

JOUR 17
MOIS 1
AN 95


QTE	DESIGNATION	P.U.	P.T.
	Paiement avance pour la product° de nos affiches		
TOTAL		US\$	500

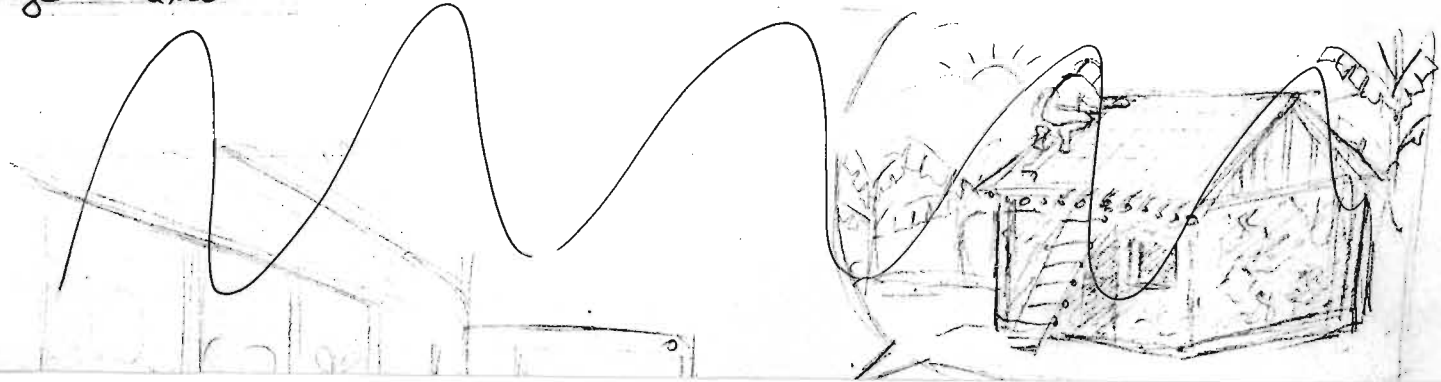
Nous disons: Cinq cents dollars Américains

Signature [Signature] **PAVE**
CASH ☒
CHEQUE ☐
BC N° ☐ TOTAL US\$ 500

1



- IL FAUT INDiquer QUE CECI N'EST PAS URAI. COMMENT PESTON FAIRE?
un X petit itre?  ? Que pensez vous? ou autre Bulle
image 2 qui



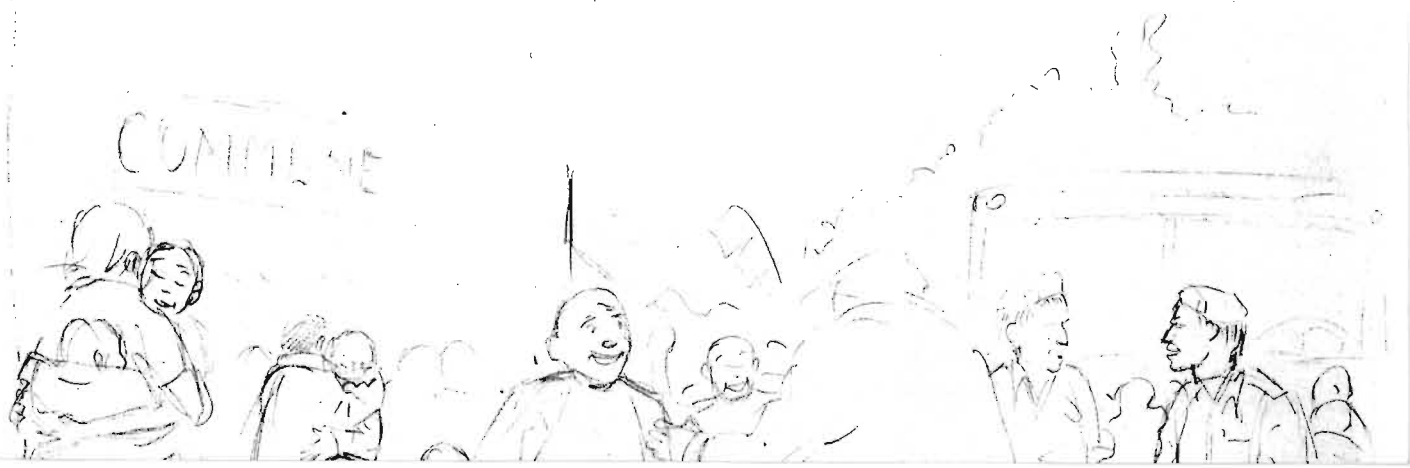
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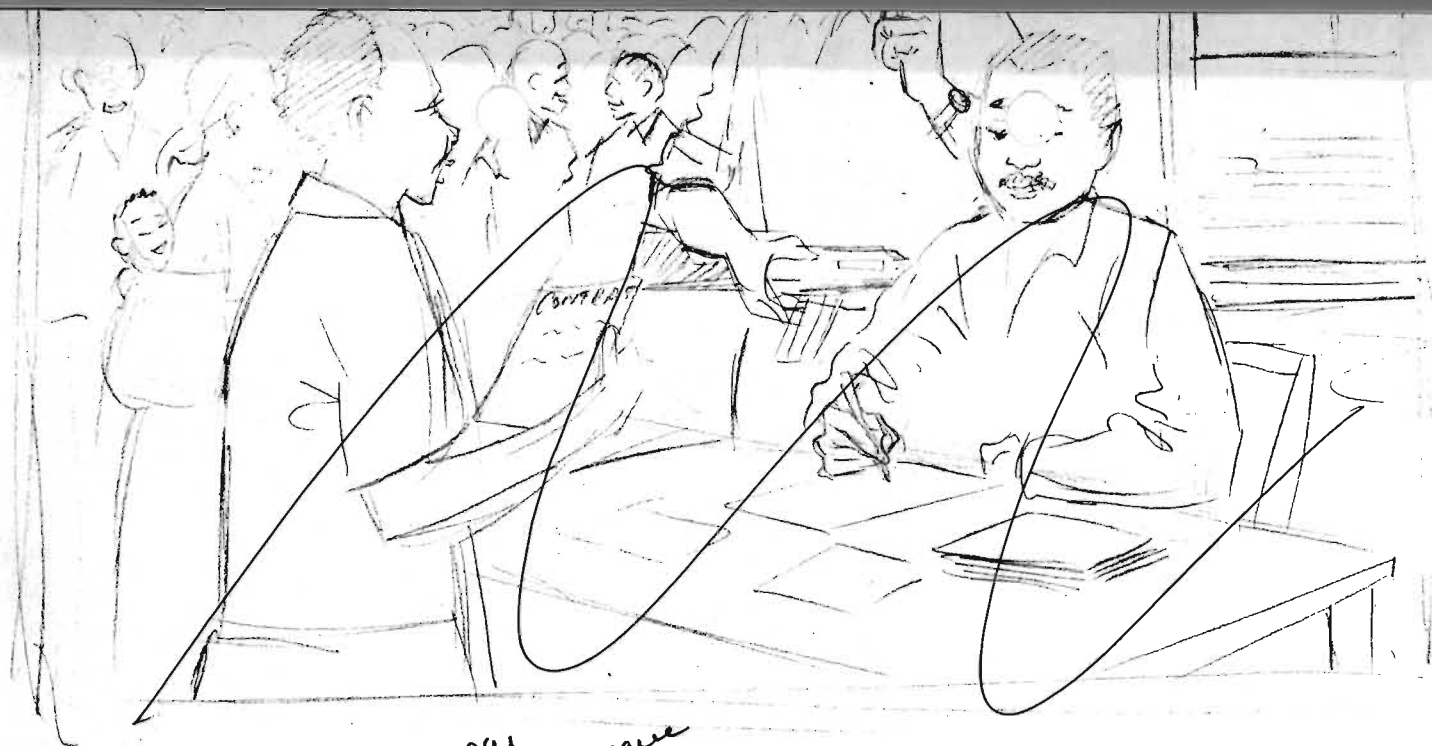
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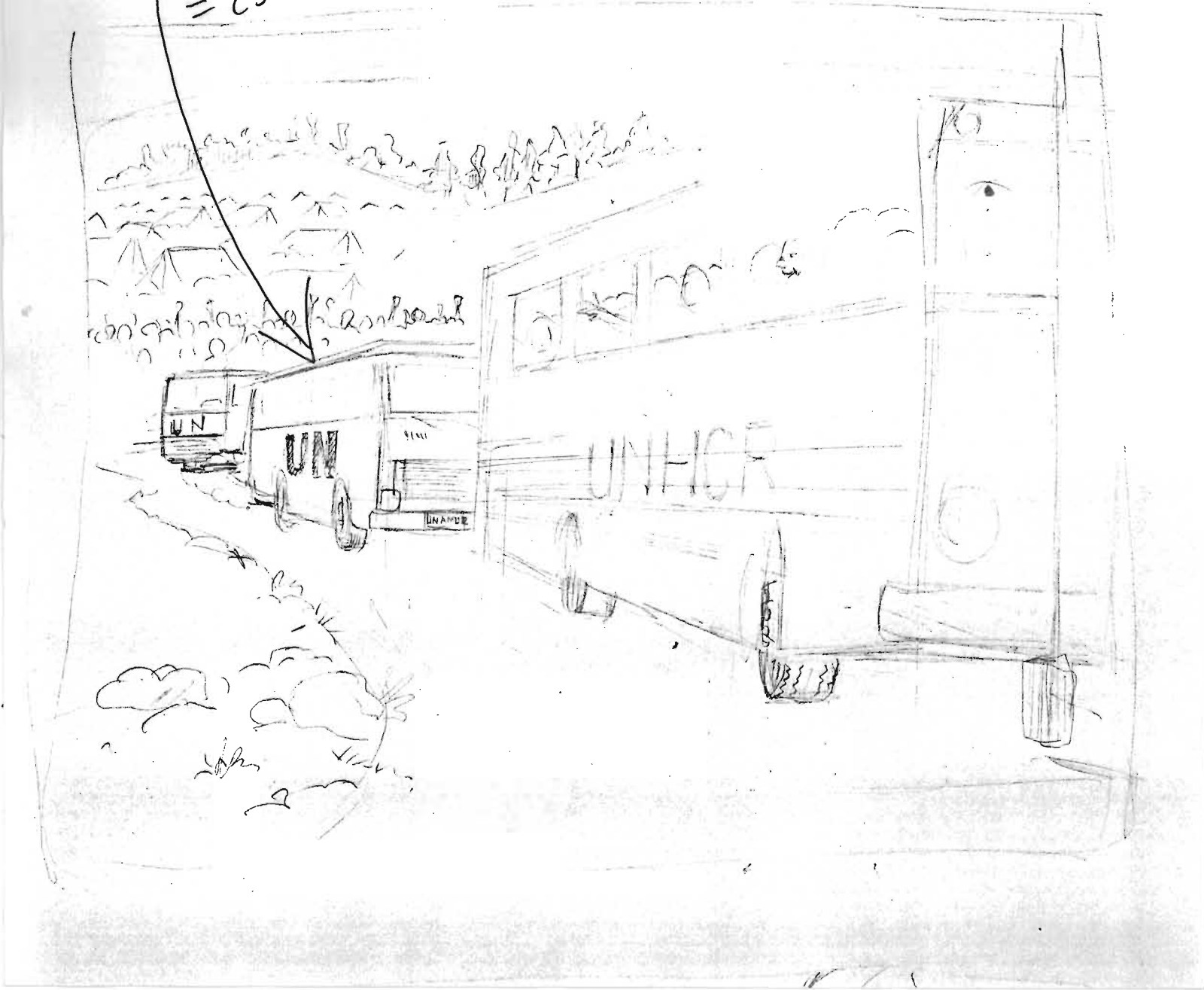


CONTINUE





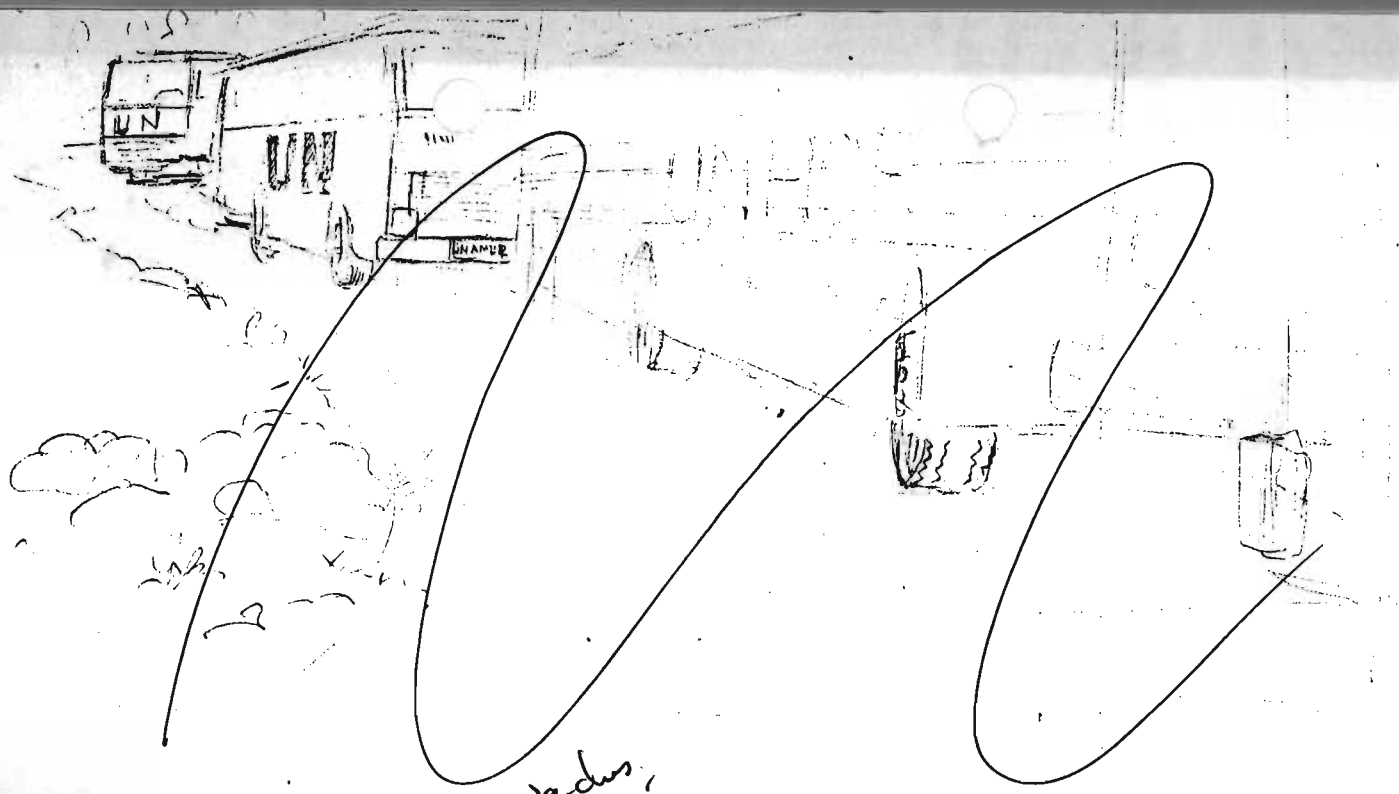
Remplir ce bus par
camion MINUAR avec casque
Blen assis à l'arrière
= escorte de convoi (4)





les casques bleus ont l'air méchant. sourire SUP.
un Africain et un Blanc.

Casque Bleu = gentil = aide les ~~gens~~
gens.

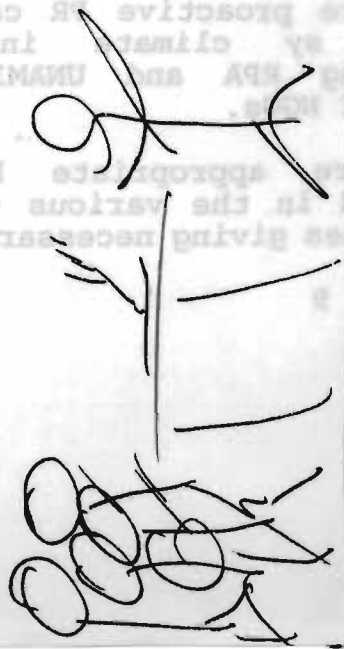


6

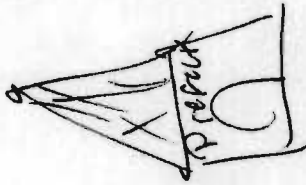
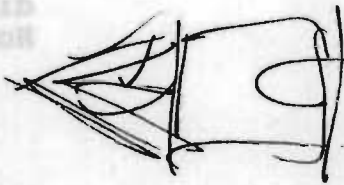
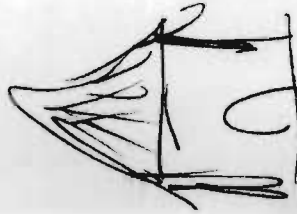
Plus de vados
Plus d'activités



Registration

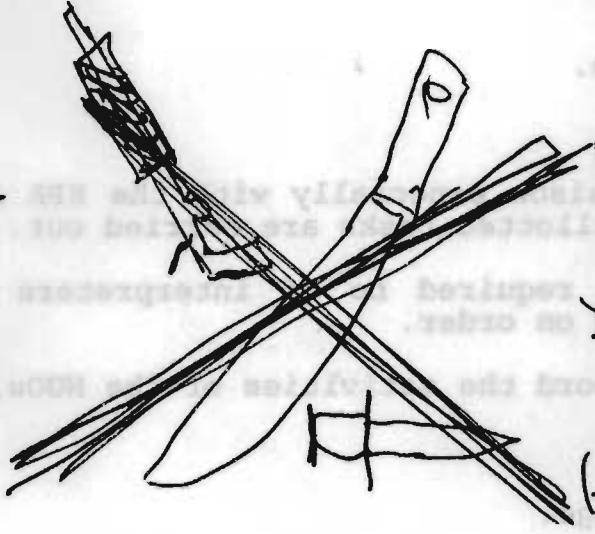


2nd Registration



π

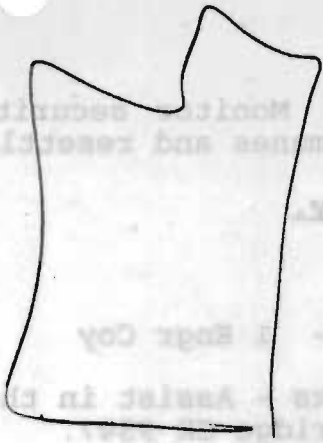
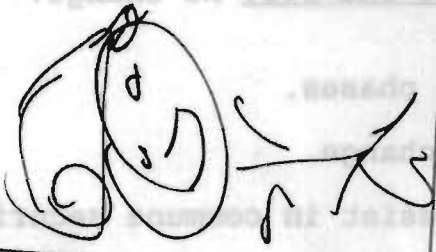
No Wpn.



For Your Security

COMBAT Your Copy.

14 Aug 11
New Life



Escort?
Security?
Escort!

ab. Monitor security situation of home communes and resettled IDPs.

(11) Force Engr Coy.

(a) Phase I.

i. Gp - 1 Engr Coy

ii Tasks - Assist in the prep and repair of BUSORO bridge GR 9547.

(b) Phases II and III. No change.

(12) CIVPOL. - All phases.

(a) Gp - No change.

(b) Tasks - Assist in commune security.

(13) G3 AIR OPS. - Provide heli sp for ptl, recon, liaison and AME.

(14) CLO. All phases.

(a) Gp. No change.

(b) Tasks.

i. Coord liaison especially with the RPA and ensure all allotted tasks are carried out.

ii. Provide required no of interpreters to units and HQ on order.

(15) HAC. Brief and coord the activities of the NGOs.

(16) PAFFO All phases.

(a) Gp. No Change.

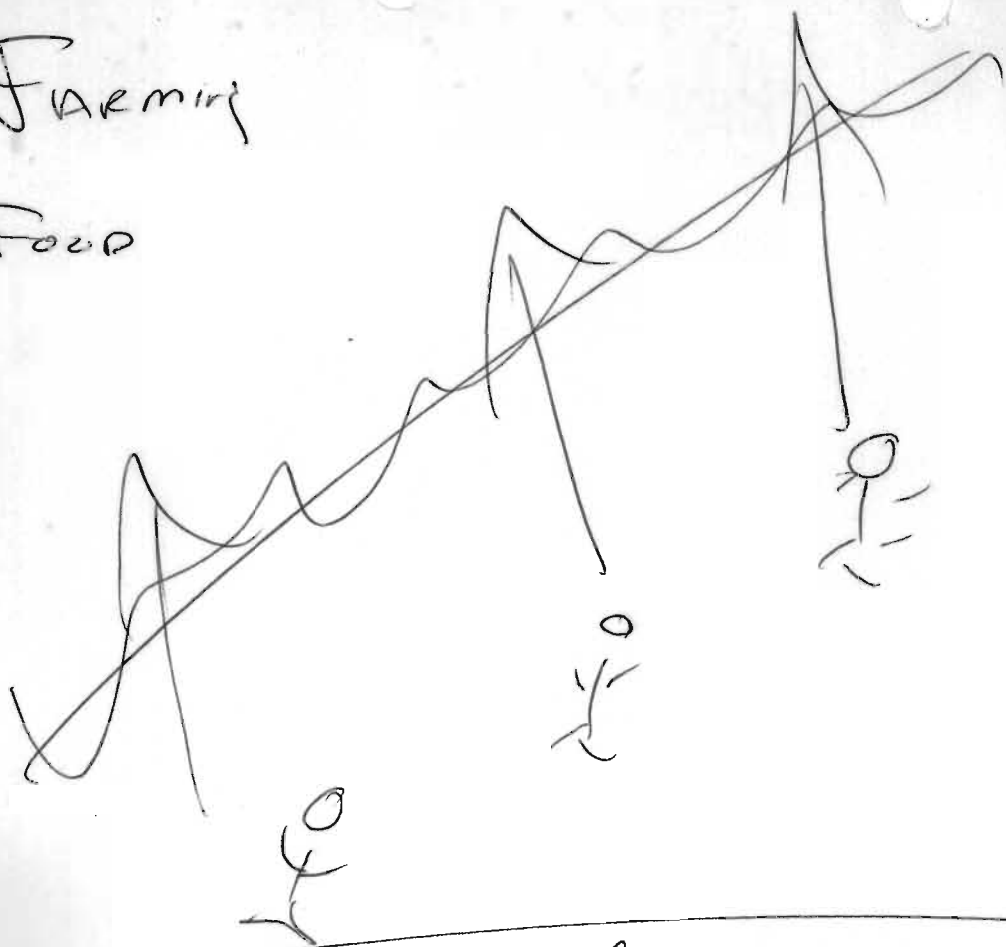
(b) Tasks.

aa. Prepare proactive PR campaign aimed at promoting sy climate in the communes highlighting RPA and UNAMIR presence and presence of NGOs.

ab. Prepare appropriate handouts to be distributed in the various target camps and Home Communes giving necessary details of the

Farming

Food



Speakers / Here. stuff
Ravio

No wpr =