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To: Distribution List

From: Col H. Osae-Addae, COO, TAC HQ Butare

Date: 29 September 1994

Subject: OPERATION HOMEWARD

References: A. Estimate prepared by LCol P Desnoyers dated 16 September 1994
B. Fragmentary Order to Operation Order No. 18 Op Homeward dated 18 September 1994

Background

1. On 16 September, LCol Desnoyers, newly appointed as Deputy Chief HAC created reference A to take advantage of a temporary surplus of UNAMIR vehs. The intent was to use these vehicles to assist NGO's in the return of IDP's to their homes before the rains render the camps difficult/impossible to support. The stated aim was "to propose a military option to assist relief agencies" in the relocation of IDP's. HQ UNAMIR adopted this proposal and issued reference B two days later. LCol Desnoyers called and chaired a meeting of NGO's and UN agencies at TAC HQ Butare on 29 September at which it was obvious that the civilian attendees had no prior knowledge of the initiative. At subsequent working meetings at TAC HQ it was obvious that the same individuals/agencies were both suspicious and unclear about what was perceived as a military solution foisted on them by UNAMIR: much laborious and repetitive explanation was required to reinforce the concept that UNAMIR was merely to help facilitate their actions. Further, it was obvious that they could not make themselves ready at the speed envisaged in the original estimate.

2. Preliminary meetings were held on 20 and 21 September and working/coordination conferences on 23, 24, and 25 September. Op Homeward began 26 September. Coordination meetings are held at TAC HQ every night except Fridays. They are meant to include all NGO's and UN agencies as well as RPA and Prefecture reps and of course TAC HQ which includes Brit MovCon.

Aim

3. To examine Op Homeward to identify lessons learned and recommend a way ahead.

Factors

4. The factors considered at reference A will be re-assessed in light of practical experience as follows:

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a. Will to Return Home:

- (1) Security. The perception of safety is as important as the reality. Rumours of RPA retribution and, at the least, RPA harshness, abound. They come from various sources but share the common feature that they are easier to start than to stop. From the outset TAC HQ has vigorously pursued rumours and dubious/incomplete reports of all natures from all sources but TAC HQ's resources are not equal to the task. The lack of a massive, high-level counter-propaganda campaign is crippling, at best. Further, the NGO's and agencies will have no part of any such campaigns and resist so strongly that it may reasonably be argued that their lack of active support for relocation is perceived by the Rwandese as tacit support of the stay-put attitude. Since UNAMIR assists relief agencies and since the agencies control, in one way or another, the movement, the perception of safety as portrayed by the agencies outweighs the reality;
- (2) Humanitarian Assistance Dependency. The view from TAC HQ is that the IDP's are already dependent on the relief effort. More to the point, as long as a lack of safety is perceived, the indignity of a refugee camp is the lesser of two evils. It is noteworthy that if the rainy season will reduce/curtail the relief effort to some camps, it will at the same time reduce security within those camps by reducing the hours and randomness of observation by both UNAMIR and the relief agencies. It is argued by some that this is part of the RPA hidden agenda;
- (3) Propaganda. Discussed above; and
- (4) Deduction. The IDP's presently lack the will to return home as they perceive themselves better off where they are. This situation must deteriorate with the onset of the rains by which time the task of relocation/support will be more difficult and resources less plentiful. The desire to return home must be injected now if the status quo is to be avoided.

b. Health Conditions. Medical screenings are not always done and are usually cursory at best. They should be considered desirable not mandatory;

c. RPA Verifications. The RPA steadfastly refuse to conduct screenings in camps. To date they have been somewhat intransigent about improving their system to increase throughput. Cooperation is improving in some areas but high-level pressure must be applied to gain full cooperation and maximum efficiency in the verification process. As a start, direction from the RPA Chief LO that the local LO attend all coordination conferences and be available 7/24 (assignment of assistants?), would be most useful;

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- d. Final Destinations. Attendance of the receiving Prefects at coordination conferences is sporadic. Further, their ability to project themselves into the receiving commune/sector either personally or through their subordinates is either lacking or not being pursued aggressively. Prefects must place more emphasis on and effort into the positive reception of returnees: this must include positive control of the RPA garrison;
- e. Road Conditions. The assumption made by LCol Desnoyers remains valid. However, see staging;
- f. UNHCR/IOM Staging. We have avoided overnight staging where possible. As 90% of the population live away from urban centers, so they also live well off surfaced roads. This means that military-type vehicles are required for both ends of a trip although not necessarily in the middle. Overnighting, therefore, reduces available lift and should be avoided. We have developed alternate methods of providing the essential start-up ingredients;
- g. Mass Population Effect. No impact yet observed as relocation effort is in the hands of relief agencies who will not be seen to encourage return;
- h. Location of Camps. Although most are in Sector 4 as stated, the estimated population is questioned for several reasons. Airborne/satellite sensing devices should be employed to accurately identify the dimensions of the problem including internal migration on a regular and frequent basis;
- j. Available UNHCR/IOM Resources. Assumption correct but not necessarily pertinent. See Staging; and
- k. Available UNAMIR Resources. Assumption was optimistic. A more reasonable assumption is 30-50 vehicles.

Other Factors

- 5. Other factors worthy of consideration are:
 - a. Will to Walk. Considered by LCol Desnoyers under Mass Population Effect as the willingness to walk home once the migration had started. This view is not shared by TAC HQ. The Rwandese walked for their lives and, given the degree of support available in the camps, will probably not walk home unless forced to;
 - b. Reception on Return. One aspect overlooked is the return of refugees from previous conflicts. They now live in the homes of the current IDP's and bear a grudge;

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- c. RPA Hidden Agenda. The RPA are intransigent to an almost inexplicable degree. Assurances given at national level in Kigali are not translated into action on the ground. One argument advanced is that the RPA are as well-behaved as they are because they know their turn is coming when the rains isolate the camps from prying eyes. This is perhaps reinforced by an often-stated RPA point of view (local) that those in Sector 4 probably have something to hide. The status quo in Sector 4 can thus be perceived as a target of opportunity. While this hypothesis is not necessarily supported, its' potential implication are too great to be overlooked; and
- d. Appropriate Agencies. The initial meeting and the subsequent coordination conference included the agencies from Butare area. It became clear later that the Gikongoro area reps of those agencies must also be included in the operation as they are almost separate entities and communications between different offices of the same agency is not what we are accustomed to in the Army. Including them in the coordination Conferences however is cumbersome and problematic. For the time-being it is sufficient that the Butare rep coordinates with the Gikongoro rep after a TAC HQ conference but this is potentially a weak link. Care must be taken to ensure coordination between different Sector reps of agencies is effected.

Conclusions

- 6. It is concluded that:
 - a. Op Homeward, while disappointing to date, is probably the best available option albeit in a modified form. It enjoys the advantage of being in place so that relief agencies don't have to be reconvinced;
 - b. current UNAMIR capability will achieve at best a limited result;
 - c. the agencies and NGO's must either positively support Op Homeward and BBGNU resources employed to a much greater degree for best results;
 - d. more UNAMIR resources should be dedicated to counter-propaganda;
 - e. rumour quashing must receive higher priority;
 - f. the RPA must be compelled to effect closer liaison with TAC HQ;
 - g. local civil authorities must be more closely integrated;
 - h. overnighing should be avoided; and
 - j. the number of IDP's must be more accurately identified.

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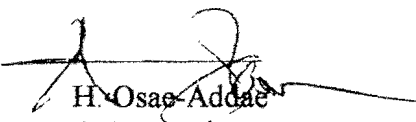
Options

7. There appear to be three options:
- a. maintain status quo. Op Homeward will, at best, achieve extremely limited results;
 - b. cancel Op Homeward. While this would avoid a very heavy resource bill for minimum return this option is unconscionable; or
 - c. adopt a more vigorous approach to Op Homeward.

Recommendation

8. It is recommended that Op Homeward continue (Option C) with the following modifications:

- a. the relief agencies or the BBGNU be coopted to pursue a vigorous relocation propaganda campaign;
- b. every effort be made to maximize transport resources, perhaps employing RPA vehicles;
- c. counter-propaganda be emphasized to include rumour quashing as a high priority;
- d. the RPA and local civil authorities be directed by their central command to participate fully;
- e. the number of IDP's be more accurately identified using airborne sensors; and
- f. TAC HQ continue to conduct Op Homeward focused on Sector 4 and incorporate the other refinements mentioned above.


H. Osao-Addae
Col
Comd TAC HQ

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RPA ATTITUDES AND COOPERATION IN OP HOMEWARD

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2. Following the meeting, the representatives from Kigali spoke with the Prefects but it is not known what was discussed nor whether their discussion carried on after leaving the OP HOMEWARD meeting.
3. A second organizational meeting was held on the evening of 21 Sep 94 where again the RPA and civil authorities from the previous meeting were in attendance. The position of the government was again reiterated and their concern emphasized that action had to be taken to return people to their homes as soon as possible. At all times it was stressed that the operation was a cooperative venture between UNAMIR, the NGO and the Government of Rwanda.
4. The first coordination conference was held on 23 Sep with the Sous-Prefect for Butare and the RPA LO in attendance. It was identified that the Kizi checkpoint would become a bottle neck to the operation unless additional personnel were assigned to the search of baggage and registration of individuals. The RPA LO in addition to saying that he would be present at the checkpoint also agreed to provide additional personnel and it was suggested to him that two searchers and one register be assigned to each truck load of people arriving at Kizi so as to minimize delay. It was forecast that the convoy packets would likely be 10 vehicles in size however no specific numbers of vehicles could be determined at this point and thus the actual number of people necessary to man Kizi checkpoint could not be given. This detail would only have been available at the Sunday night, 25 Sep, conference.
5. The problem with the physical layout/separation of the security check and registration points was identified and an offer was made by an NGO group to set up a mass processing site at Kizi to handle large numbers of people quickly and with security. It appeared that the RPA LO would not entertain any suggestion of

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changing the layout of the checkpoint nor any explanation of what was envisioned. Consequently, he rejected the offer of resources to process people. Several subsequent attempts by both the military and NGO to explain what was being offered were rejected as was an offer to recce Kizi checkpoint on Saturday afternoon 24 Sep. The reason given for not wanting to recce Kizi checkpoint is that the RPA LO knew what the site looked like.

6. There was no representation at the 24 Sep coordination conference by either the civil authority or the RPA LO; although the LO was at TACHQ several hours before the meeting for 30-40 minutes and did not advise that he would be absent from that night's meeting nor the one scheduled for the following evening.

7. The coordination meeting on 25 Sep 94 was the final coordinating meeting for the lift scheduled on Monday 26 Sep. It was a critical meeting as all tasks were finalized and/or confirmed except those of the RPA at Kizi checkpoint. The only representation from the civil authority was the Sous-Prefect who could not comment upon the manning of Kizi.

8. The operation commenced at 0800 hrs, Monday, 26 Sep and the RPA LO was not available nor was Kizi checkpoint manned with sufficient people to handle the volume of transported persons envisioned. The lift went faster than expected and the first truck arrived at about 0900 and there was only one person searching baggage and one person at the registration point. Attempts to find that RPA LO, Prefect or a responsible individual at RPA Brigade Headquarters (the Commander or a Duty Officer) proved unsuccessful. The LO eventually appeared at about 1030 hrs saying that he had come from Kigali. He was surprised that there was a problem as personnel had been detailed for the checkpoint. Eventually the personnel were found and the problem resolved. It was fortunate though that only half the displaced persons registered for the move in fact showed up for the vehicles.

9. The atmosphere in the following three nightly meetings slowly degenerated between the RPA/civil authority and the NGOs because of a divergence in attitudes regarding the perceived security situation in Sector 3 and who OP HOMEWARD was serving; the people of Rwanda as typified by the displaced people or the Government of Rwanda. This was a situation which had not existed previously as the reluctance of people to return was not known. No senior member of the civil authority was present hence the RPA dominated what was largely a civil affairs matter. The RPA maintained that the NGOs were responsible for spreading rumors/not supporting the legal authority of the Rwanda government including straying beyond their (NGO) mandate if they question people on their state of well being and/or report any suspicions to UNAMIR. The NGOs countered that the RPA were insensitive to the rights of individuals and being purposely difficult to work with.

10. As a result of the friction between the RPA and NGOs, the Prefect Security officer and Maj Wilson (suspected of being the

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Brigade Information Officer) attended the last coordination meeting for the first week's task of OP HOMEWARD. Maj Wilson requested a meeting with the UNAMIR staff following the conference and in a purely military audience confided that the RPA consider the NGOs as a subversive element and asked that UNAMIR be cognizant of hidden agendas on the part of the NGOs. This meeting was also used to air some outstanding local grievances on the part of UNAMIR forces from TACHQ and MILOB sector 4A:

- a. the availability of the RPA LOs at TACHQ and Gikongoro was discussed in that their attendance was irregular and that they had conflicting priorities. A suggestion was made for the RPA to assign more LOs to each location so that there would be someone available whenever they were needed.
- b. the denial of access to non-military facilities and restrictions on the freedom of movement of UNAMIR troops. It was explained that such actions hamper the ability for UNAMIR to gather evidence to refute rumors and in fact add to the problem the RPA are experiencing with distrust by the populous.
- c. the unwillingness of civil authorities to visit camps in Sector 4A so as to appease the inhabitants request for information on what the government is doing and what the people can expect if they return home.
- d. the lack of direct face to face communications between senior RPA officers and senior UNAMIR officers to resolve problems rather than passing messages among intermediaries.

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ANNEX B TO
TAC HQ
OP HOMEWARD DATED
29 SEPT 94

PSYOPS ASPECTS OF OP HOMEWARD - RECOMMENDED TACTICS

ASSUMPTIONS

- * That a large proportion of IDP's believe that they are guilty of a crime committed during the recent war. They are currently unaware of the scope of the RPA's intentions to apply the process of law to those returning to their home locations.
- * That the IDP's are better provided with food, shelter, water, health care and security in the refugee camps than in their home locations.

STRATEGY

- * Any PSYOPS effort must be coordinated at the highest level.
- * PSYOPS will not be effective unless it is seen as clear Government policy with the support and involvement of UNAMIR.
- * NGO support of a PSYOPS campaign is fundamental to its success. They need to be convinced that the concept is sound in terms of the Government's commitment to the provision of both a secure environment for returnees and a legal process which is open to public scrutiny.
- * The sources of current anti RPA propaganda need to be identified.
- * The RPA must be persuaded that there is a need for the investigation of both actual incidents and rumours of same. Subsequent dissemination of the findings of these investigations is necessary.
- * NGO effort be redirected to regional centers to facilitate the transition from refugee camps to home locations.

METHODOLOGY

- * Monitoring of radio transmissions carrying anti RPA/Government propaganda.

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- * Jamming of illegal transmitters.
- * Radio broadcasts of government policy including:
 - a. Method of resolution of house and land ownership disputes;
 - b. explanation of Government's intentions regarding prosecution of alleged criminals; and
 - c. continuing support of NGOs and presence of UNAMIR forces in home locations.
- * Leaflet campaigns supplementing radio broadcasts.
- * Use of transportable loud speaker systems to disseminate information and detail of Op Homeward timings, destination, reception arrangements, etc.
- * A concerted effort by UNAMIR and other UN agencies to investigate reports of any incidents which suggest subversive activity, anti-government action, RPA activity which falls outside stated Government policy and any other incidents which impact on the security situation. Freedom of movement for UNAMIR forces and the candid passage of information between the RPA and UNAMIR are critical to this aspect of operations.
- * Use of both radio and transportable loud speaker system to provide results of investigations into both illegal radio broadcast and specific rumours effecting individual camps or areas.
- * Ensure that NGO presence in rural areas is coordinated to provide adequate coverage for returned persons.

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From: Col H. Osae-Addae, COO, TAC HQ Butare

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Subject: OPERATION HOMEWARD

References: A. Estimate prepared by LCol P Desnoyers dated 16 September 1994
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Background

1. On 16 September, LCol Desnoyers, newly appointed as Deputy Chief HAC created reference A to take advantage of a temporary surplus of UNAMIR vehs. The intent was to use these vehicles to assist NGO's in the return of IDP's to their homes before the rains render the camps difficult/impossible to support. The stated aim was "to propose a military option to assist relief agencies" in the relocation of IDP's. HQ UNAMIR adopted this proposal and issued reference B two days later. LCol Desnoyers called and chaired a meeting of NGO's and UN agencies at TAC HQ Butare on 29 September at which it was obvious that the civilian attendees had no prior knowledge of the initiative. At subsequent working meetings at TAC HQ it was obvious that the same individuals/agencies were both suspicious and unclear about what was perceived as a military solution foisted on them by UNAMIR. much laborious and repetitive explanation was required to reinforce the concept that UNAMIR was merely to help facilitate their actions. Further, it was obvious that they could not make themselves ready at the speed envisaged in the original estimate.

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Aim

3. To examine Op Homeward to identify lessons learned and recommend a way ahead.

Factors

4. The factors considered at reference A will be re-assessed in light of practical experience as follows:

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your thoughts and comments pls

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a. Will to Return Home:

- (1) Security. The perception of safety is as important as the reality. Rumours of RPA retribution and, at the least, RPA harshness, abound. They come from various sources but share the common feature that they are easier to start than to stop. From the outset TAC HQ has vigorously pursued rumours and dubious/incomplete reports of all natures from all sources but TAC HQ's resources are not equal to the task. The lack of a massive, high-level counter-propaganda campaign is crippling, at best. Further, the NGO's and agencies will have no part of any such campaigns and resist so strongly that it may reasonably be argued that their lack of active support for relocation is perceived by the Rwandese as tacit support of the stay-put attitude. Since UNAMIR assists relief agencies and since the agencies control, in one way or another, the movement, the perception of safety as portrayed by the agencies outweighs the reality;
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b. Health Conditions. Medical screenings are not always done and are usually cursory at best. They should be considered desirable not mandatory;

c. RPA Verifications. The RPA steadfastly refuse to conduct screenings in camps. To date they have been somewhat intransigent about improving their system to increase throughput. Cooperation is improving in some areas but high-level pressure must be applied to gain full cooperation and maximum efficiency in the verification process. As a start, direction from the RPA Chief LO that the local LO attend all coordination conferences and be available 7/24 (assignment of assistants?), would be most useful;

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- d. Final Destinations. Attendance of the receiving Prefects at coordination conferences is sporadic. Further, their ability to project themselves into the receiving commune/sector either personally or through their subordinates is either lacking or not being pursued aggressively. Prefects must place more emphasis on and effort into the positive reception of returnees: this must include positive control of the RPA garrison;
- e. Road Conditions. The assumption made by LCol Desnoyers remains valid. However, see staging;
- f. UNHCR/IOM Staging. We have avoided overnight staging where possible. As 90% of the population live away from urban centers, so they also live well off surfaced roads. This means that military-type vehicles are required for both ends of a trip although not necessarily in the middle. Overnighing, therefore, reduces available lift and should be avoided. We have developed alternate methods of providing the essential start-up ingredients;
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- k. Available UNAMIR Resources. Assumption was optimistic. A more reasonable assumption is 30-50 vehicles.

Other Factors

- 5. Other factors worthy of consideration are:
 - a. Will to Walk. Considered by LCol Desnoyers under Mass Population Effect as the willingness to walk home once the migration had started. This view is not shared by TAC HQ. The Rwandese walked for their lives and, given the degree of support available in the camps, will probably not walk home unless forced to;
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- 6. It is concluded that:
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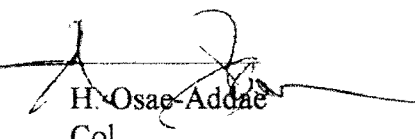
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Recommendation

8. It is recommended that Op Homeward continue (Option C) with the following modifications:

- a. the relief agencies or the BBGNU be coopted to pursue a vigorous relocation propaganda campaign;
- b. every effort be made to maximize transport resources, perhaps employing RPA vehicles;
- c. counter-propaganda be emphasized to include rumour quashing as a high priority;
- d. the RPA and local civil authorities be directed by their central command to participate fully;
- e. the number of IDP's be more accurately identified using airborne sensors; and
- f. TAC HQ continue to conduct Op Homeward focused on Sector 4 and incorporate the other refinements mentioned above.


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6. There was no representation at the 24 Sep coordination conference by either the civil authority or the RPA LO; although the LO was at TACHQ several hours before the meeting for 30-40 minutes and did not advise that he would be absent from that night's meeting nor the one scheduled for the following evening.

7. The coordination meeting on 25 Sep 94 was the final coordinating meeting for the lift scheduled on Monday 26 Sep. It was a critical meeting as all tasks were finalized and/or confirmed except those of the RPA at Kizi checkpoint. The only representation from the civil authority was the Sous-Prefect who could not comment upon the manning of Kizi.

8. The operation commenced at 0800 hrs, Monday, 26 Sep and the RPA LO was not available nor was Kizi checkpoint manned with sufficient people to handle the volume of transported persons envisioned. The lift went faster than expected and the first truck arrived at about 0900 and there was only one person searching baggage and one person at the registration point. Attempts to find that RPA LO, Prefect or a responsible individual at RPA Brigade Headquarters (the Commander or a Duty Officer) proved unsuccessful. The LO eventually appeared at about 1030 hrs saying that he had come from Kigali. He was surprised that there was a problem as personnel had been detailed for the checkpoint. Eventually the personnel were found and the problem resolved. It was fortunate though that only half the displaced persons registered for the move in fact showed up for the vehicles.

9. The atmosphere in the following three nightly meetings slowly degenerated between the RPA/civil authority and the NGOs because of a divergence in attitudes regarding the perceived security situation in Sector 3 and who OP HOMEWARD was serving; the people of Rwanda as typified by the displaced people or the Government of Rwanda. This was a situation which had not existed previously as the reluctance of people to return was not known. No senior member of the civil authority was present hence the RPA dominated what was largely a civil affairs matter. The RPA maintained that the NGOs were responsible for spreading rumors/not supporting the legal authority of the Rwanda government including straying beyond their (NGO) mandate if they question people on their state of well being and/or report any suspicions to UNAMIR. The NGOs countered that the RPA were insensitive to the rights of individuals and being purposely difficult to work with.

10. As a result of the friction between the RPA and NGOs, the Prefect Security officer and Maj Wilson (suspected of being the

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Brigade Information Officer) attended the last coordination meeting for the first week's task of OP HOMEWARD. Maj Wilson requested a meeting with the UNAMIR staff following the conference and in a purely military audience confided that the RPA consider the NGOs as a subversive element and asked that UNAMIR be cognizant of hidden agendas on the part of the NGOs. This meeting was also used to air some outstanding local grievances on the part of UNAMIR forces from TACHQ and MILOB sector 4A:

- a. the availability of the RPA LOs at TACHQ and Gikongoro was discussed in that their attendance was irregular and that they had conflicting priorities. A suggestion was made for the RPA to assign more LOs to each location so that there would be someone available whenever they were needed.
- b. the denial of access to non-military facilities and restrictions on the freedom of movement of UNAMIR troops. It was explained that such actions hamper the ability for UNAMIR to gather evidence to refute rumors and in fact add to the problem the RPA are experiencing with distrust by the populous.
- c. the unwillingness of civil authorities to visit camps in Sector 4A so as to appease the inhabitants request for information on what the government is doing and what the people can expect if they return home.
- d. the lack of direct face to face communications between senior RPA officers and senior UNAMIR officers to resolve problems rather than passing messages among intermediaries.

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ANNEX B TO
TAC HQ
OP HOMEWARD DATED
29 SEPT 94

PSYOPS ASPECTS OF OP HOMEWARD - RECOMMENDED TACTICS

ASSUMPTIONS

- * That a large proportion of IDP's believe that they are guilty of a crime committed during the recent war. They are currently unaware of the scope of the RPA's intentions to apply the process of law to those returning to their home locations.
- * That the IDP's are better provided with food, shelter, water, health care and security in the refugee camps than in their home locations.

STRATEGY

- * Any PSYOPS effort must be coordinated at the highest level.
- * PSYOPS will not be effective unless it is seen as clear Government policy with the support and involvement of UNAMIR.
- * NGO support of a PSYOPS campaign is fundamental to it's success. They need to be convinced that the concept is sound in terms of the Government's commitment to the provision of both a secure environment for returnees and a legal process which is open to public scrutiny.
- * The sources of current anti RPA propaganda need to be identified.
- * The RPA must be persuaded that there is a need for the investigation of both actual incidents and rumours of same. Subsequent dissemination of the findings of these investigations is necessary.
- * NGO effort be redirected to regional centers to facilitate the transition from refugee camps to home locations.

METHODOLOGY

- * Monitoring of radio transmissions carrying anti RPA/Government propaganda.

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- * Jamming of illegal transmitters.
- * Radio broadcasts of government policy including:
 - a. Method of resolution of house and land ownership disputes;
 - b. explanation of Government's intentions regarding prosecution of alleged criminals; and
 - c. continuing support of NGOs and presence of UNAMIR forces in home locations.
- * Leaflet campaigns supplementing radio broadcasts.
- * Use of transportable loud speaker systems to disseminate information and detail of Op Homeward timings, destination, reception arrangements, etc.
- * A concerted effort by UNAMIR and other UN agencies to investigate reports of any incidents which suggest subversive activity, anti-government action, RPA activity which falls outside stated Government policy and any other incidents which impact on the security situation. Freedom of movement for UNAMIR forces and the candid passage of information between the RPA and UNAMIR are critical to this aspect of operations.
- * Use of both radio and transportable loud speaker system to provide results of investigations into both illegal radio broadcast and specific rumours effecting individual camps or areas.
- * Ensure that NGO presence in rural areas is coordinated to provide adequate coverage for returned persons.

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