SOCIAL SERVICE DELIVERY TO REFUGEES IN UGANDA:
A CASE OF CONGOLESE REFUGEES IN RWAMWANJA REFUGEE
SETTLEMENT, KAMWENGE DISTRICT

BY

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JULY, 2014
DECLARATION
I, DIANA NAKIBUUKA, do declare that the information in this report is original and that it has never been submitted to any academic institution for any award.

Signature: …………………… Date: ……………………………

Diana Nakibuuka
Student
APPROVAL
This dissertation has been written under my supervision up to completion.

Signature: ..................................................Date: .........................................

PROFESSOR MURINDWA RUTANGA
Supervisor
DEDICATION

I dedicate this book to the almighty God who has provided me with all I needed from the beginning of my academics to the end and for the very many good things he has done for my family and friends like; Mrs. Robinah G Kyobe, Richard Kyobe, Lorna Liz Nakiguli, Julliet Nalubunga, Irene Nakiyingi, Lillian Nakyobe, Elverson Nalumu and Betty Nalunkuma for their love and support. I love you so much. May your glory fill heaven and earth forever and ever.
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### ABBREVIATIONS

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>AAHI</td>
<td>Action Africa Help International</td>
</tr>
<tr>
<td>ABEK</td>
<td>Alternative Basic Education for Karamoja</td>
</tr>
<tr>
<td>ADRA</td>
<td>Adventist Development Relief Agency</td>
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<td>AIRD</td>
<td>Asian Institute Rural Development</td>
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<tr>
<td>CERF</td>
<td>Central Emergency Reserve Fund</td>
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<tr>
<td>DRC</td>
<td>Democratic Republic of Congo</td>
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<tr>
<td>EVIs</td>
<td>Extremely Vulnerable Individuals</td>
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<tr>
<td>FAL</td>
<td>Function Adult Literacy</td>
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<tr>
<td>FAO</td>
<td>Food and Agricultural Organization</td>
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<tr>
<td>HC</td>
<td>Health Center</td>
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<tr>
<td>IECs</td>
<td>Information, Education and Communication</td>
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<tr>
<td>ICRC</td>
<td>International Committee of the Red Cross</td>
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<tr>
<td>IFRC</td>
<td>International Federation of the Red Cross and Red Crescent Societies</td>
</tr>
<tr>
<td>IOM</td>
<td>International Organization for Migration</td>
</tr>
<tr>
<td>LRA</td>
<td>Lord’s Resistance Army</td>
</tr>
<tr>
<td>LWF</td>
<td>Luther and World Federation</td>
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<td>MTI</td>
<td>Medical Team International</td>
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<tr>
<td>NFIs</td>
<td>Non Food Items</td>
</tr>
<tr>
<td>OAU</td>
<td>Organization of African Unity</td>
</tr>
<tr>
<td>OPM</td>
<td>Office of the Prime Minister</td>
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<tr>
<td>PEP</td>
<td>Post Exposure Prophylaxis</td>
</tr>
<tr>
<td>PSNs</td>
<td>Persons with Special Needs</td>
</tr>
<tr>
<td>PWDs</td>
<td>Persons with Disabilities</td>
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<tr>
<td>RC</td>
<td>Reception Center</td>
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<tr>
<td>SGBV</td>
<td>Sexual Gender Based Violence</td>
</tr>
<tr>
<td>UAMs</td>
<td>Unaccompanied Minors</td>
</tr>
<tr>
<td>UN</td>
<td>United Nations</td>
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<tr>
<td>UNFPA</td>
<td>United Nations Population Fund</td>
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<tr>
<td>UNHCR</td>
<td>United Nations High Commission for Refugees.</td>
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<tr>
<td>UNICEF</td>
<td>United Nations Children's Fund</td>
</tr>
<tr>
<td>UPE</td>
<td>Universal Primary Education</td>
</tr>
<tr>
<td>URCS</td>
<td>Uganda Red Cross Society</td>
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<tr>
<td>USE</td>
<td>Universal Secondary Education</td>
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<tr>
<td>WFP</td>
<td>World Food Program me</td>
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<tr>
<td>-----</td>
<td>------------------------</td>
</tr>
<tr>
<td>WHO</td>
<td>World Health Organization</td>
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<tr>
<td>WVI</td>
<td>World Vision International</td>
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ABSTRACT

Social Service delivery to refugees in Uganda is very crucial issues as it enables them enjoy full rights as other nationals in the country. Wars across the Great Lakes Region continue to be the main cause of refugees in Uganda as there is instability in their home countries. There has been continuous influx of Congolese Refugee population in Uganda due to its relative stability. During colonial times, refugees were usually welcomed and well treated in exile and returned willingly at the end of conflict. However, conflicts in Africa and the refugee inflow have become more complex. At the same time, pressures on host nations and communities have increased due to the huge numbers of refugee population making refugees much less welcome in exile. As UNHCR and NGOs are more involved in refugee issues thus pressured to ensure service delivery to them. Due to fear of straining the few available resources, refugees are given chance to return to their home countries at free will when peace prevails, this is all at the expense of UNHCR and other agencies. This research aims at examining the role of International and local organizations operating in the refugee settlement, investigating the causes of refugee influx in Uganda, examining the nature of social services refugees receive, analyzing challenge faced by hosting countries in providing social services and to explore the measures put in place to solve the challenges faced by the hosting countries in social service delivery. The United Nations High Commission for Refugees (UNHCR) has got much to offer to the refugees for this case, Congolese in Uganda and globally in terms of social service delivery. Uganda with implementing organizations have got to establish institutions to ensure ability to nurture and address the plight of refugees.