

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

BY

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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.

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APPROVAL

This dissertation has been written under my supervision up to completion.

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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, Juliet 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

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

WFP	World Food Programme
WHO	World Health Organization
WVI	World Vision International

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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.