



**CITIZEN REPORT CARD**

**CRC 2025**

**CITIZENS' PERCEPTION AND  
EXPERIENCE ON SERVICE DELIVERY  
AND GOVERNANCE**





CRC



# Citizen Report Card

# 2025

**Citizens' perception and experience on  
service delivery and governance**

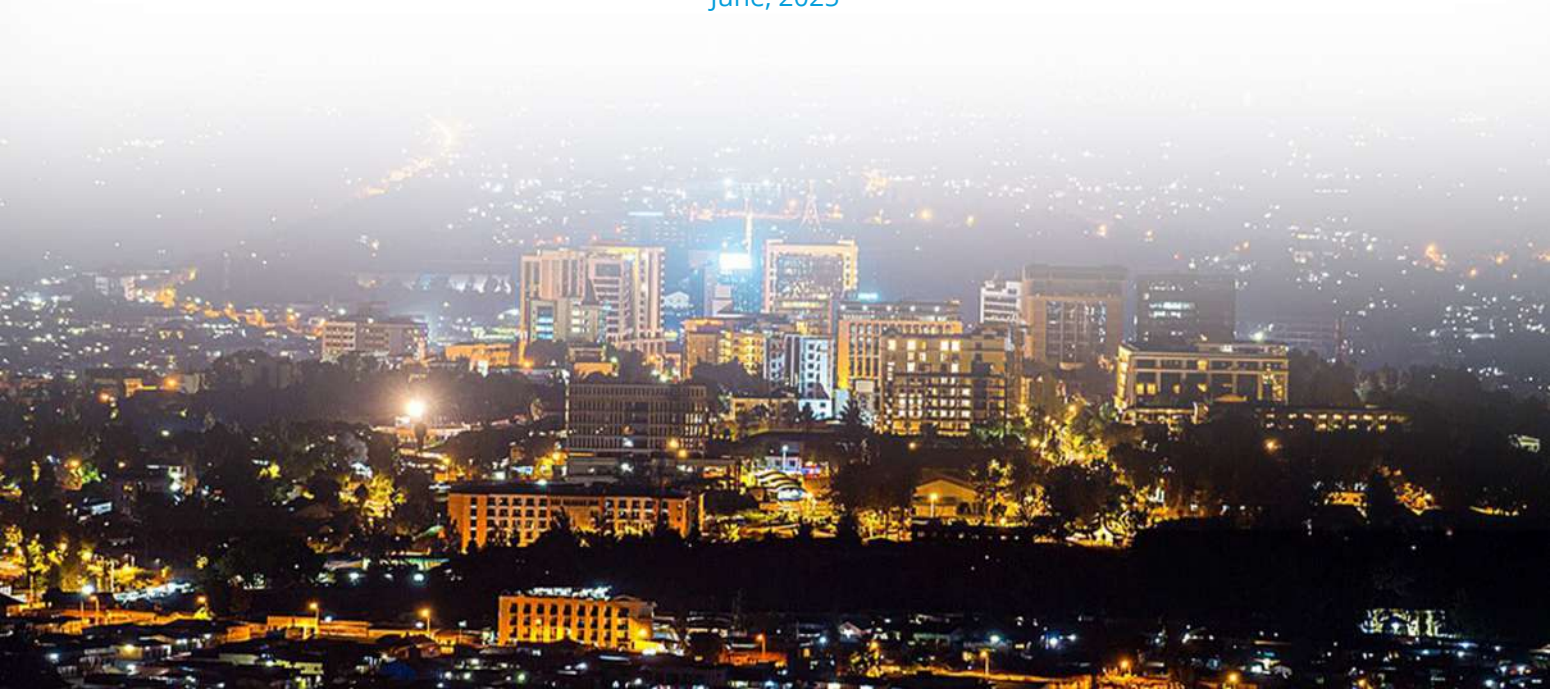
**June, 2025**



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## Preface

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The Rwanda Governance Board (RGB) is pleased to present the 2025 Citizen Report Card (CRC), an annual publication conducted across all 30 districts of the country.

The CRC is a tool designed to assess citizens' satisfaction with service delivery and governance practices at the local level. Its primary objective is to generate evidence on the effectiveness of implementing good governance policies and programmes, with a particular focus on service delivery and citizen participation. In addition, the CRC results contribute 10 percent to the evaluation of districts' Imihigo, serving as a formal channel for citizens' voices.

As in previous editions, the 2025 CRC covered 16 sectors aligned with the three pillars of the National Strategy for Transformation II (NST2): Economic Transformation, Social Transformation and Transformational Governance. The findings indicate that citizens' satisfaction with service delivery and governance practices stands at 85.8 percent under the Transformational Governance pillar, 74.4 percent under the Social Transformation pillar, and 71.0 percent under the Economic Transformation pillar.

The Rwanda Governance Board extends its sincere appreciation to all stakeholders who contributed to this study, including citizens, RGB staff, government institutions and development partners. The commitment to promoting citizen-centred service delivery and upholding good governance principles and practices remains a national priority.

**Dr. Doris UWICYEZA PICARD**

Chief Executive Officer

# Table of contents

- 1. Executive Summary-----17
- 2. Methodology -----27
- 3. Identification of respondents-----31
  
- 1.--ECONOMIC TRANSFORMATION PILLAR-----36
  
- 1.1. AGRICULTURE SECTOR-----37
- 1.1.1. Introduction-----38
- 1.1.2. Citizens's satisfaction with agriculture services -----40
- 1.1.3 Main sources of information related to agriculture for famers -----41
- 1.1.4 Citizens' satisfaction with assessed agricultural services -----42
- 1.1.5 Performance of farmer promoters -----42
- 1.1.6. Challenges identified in agriculture sector -----43
- 1.1.7. Recommendations -----44
  
- 1.2. Livestock Sector -----46
- 1.2.1. Introduction-----47
- 1.2.2. Livestock sector services by province and City of Kigali-----50
- 1.2.3. Methods employed by famers in livestock breeding -----51
- 1.2.4. Citizens' satisfaction with livestock services -----51
- 1.2.5 Satisfaction with livestock technical support agents-----52
- 1.2.6. Challenges identified in livestock sector services -----52
- 1.2.7. Challenges identified in livestock sector services-----53
- 1.2.8. Recommendations -----53
  
- 1.3. Infrastructure Sector -----55
- 1.3.1. Introduction-----56
- 1.3.2. Satisfaction with infrastructure services by province and City of Kigali-----57
- 1.3.3. Water services -----58
- 1.3.4. Electricity services -----60
- 1.3.5. Roads and bridges-----61
- 1.3.6. Challenges identified in assessed infrastructure related services-----62
- 1.3.7. Recommendations-----62
  
- 1.4. Information Communication Technology (ICT) sector-----64
- 1.4.1. Introduction-----65
- 1.4.2. Satisfaction with ICT services by province and City of Kigali-----66
- 1.4.3. ICT network availability in service delivery-----67
- 1.4.4. Irembo Platform -----68
- 1.4.4.1. Channels used to access Irembo services -----68
- 1.4.4.2. Citizens' satisfaction with Irembo Services -----69
- 1.4.5. Use of technology to process court cases -----70
- 1.4.6. Citizens' satisfaction with the use of mobile payment and money transfer Services-----70
- 1.4.7. Challenges identified in ICT sector-----71
- 1.4.8. Recommendations-----70

1.5. Land, Settlement and Environment Sector-----	73
1.5.1. Introduction-----	74
1.5.2. Satisfaction with Land and settlement services by province and City of Kigali-----	75
1.5.3. Citizens' satisfaction on land, settlement and environment services-----	76
1.5.4. Perception on activities that protect the environment-----	76
1.5.5. Challenges identified in land, settlement and environment sector-----	77
1.5.6. Recommendations-----	77
1.6. Private Sector-----	79
1.6.1. Introduction-----	80
1.6.2. Private sector services by province and City of Kigali-----	81
1.6.3. Citizens' satisfaction with services in private sector-----	82
1.6.4. Working with financial institutions-----	82
1.6.5. Extent to which citizens save with different financial institutions-----	83
1.6.7. Citizens' satisfaction with the functioning of cooperatives-----	84
1.6.8. Recommendations-----	85
2. Social Transformation Pillar-----	87
2.1. Education sector-----	88
2.1.1 Introduction-----	89
2.1.2. Education sector services by province and City of Kigali-----	92
2.1.3. Citizens' satisfaction with assessed education services-----	92
2.1.4. Challenges highlighted in the education sector-----	94
2.1.5. Recommendations-----	95
2.2. Health sector-----	96
2.2.1. Introduction-----	97
2.2.2. Health sector services by province and City of Kigali-----	100
2.2.3. Citizens' satisfaction with assessed health services-----	100
2.2.4. Services rendered in different health facilities-----	101
2.2.5. Recommendations-----	102
2.3. Hygiene sector-----	103
2.3.1. Introduction-----	104
2.3.2. The status of hygiene by province and City of Kigali-----	105
2.3.3. Status of hygiene in different places-----	106
2.3.4. Causes of poor hygiene-----	106
2.3.5. Recommendations-----	107
2.4. Social protection programs sector-----	109
2.4.1. Introduction-----	110
2.4.2. Social welfare programs by province and City of Kigali-----	111
2.4.3. Citizens' satisfaction with the implementation of social protection programs-----	112

2.4.4. Challenges in the social protection sector -----	113
2.4.5. Recommendations -----	114
2.5.1. Introduction -----	116
2.5.2. Satisfaction with Family welfare by province and City of Kigali -----	118
2.5.3. Satisfaction with the assessed programs in family welfare -----	119
2.5.4. Issues hindering family harmony -----	120
2.5.5. Perception on harassment of different categories of family members -----	121
2.5.6. Citizens' perception on the causes of family conflicts -----	121
2.5.7. Recommendations -----	122
3. TRANSFORMATIONAL GOVERNANCE PILLAR -----	124
3.1. Local Administration sector -----	125
3.1.1. Introduction -----	126
3.1.2. Local administration services by province and City of Kigali -----	127
3.1.3. Performance of local government entities -----	128
3.1.4. Performance of some of the employees of local government entities -----	128
3.1.5. Citizens' satisfaction with local administration services -----	129
3.1.6. Challenges of services delivery in local administration -----	129
3.1.7. Recommendations -----	130
3.2. Justice sector -----	132
3.2.1. Introduction -----	133
3.2.2. Justice services by province and City of Kigali -----	134
3.2.3. Service delivery and performance of institutions in justice sector -----	135
3.2.4. Performance of Abunzi Committees -----	135
3.2.5. MAJ services -----	135
3.2.6. RIB performance -----	136
3.2.7. Status of corruption in different institutions -----	137
3.2.8. Status of injustice in different institutions or services -----	138
3.2.9. Performance of institutions in fighting corruption and injustice -----	138
3.2.10. Recommendations -----	139
3.3. Governance and respect of human rights -----	141
3.3.1. Introduction -----	142
3.3.2. Governance and respect of human rights sector by province and City of Kigali -----	143
3.3.3. Citizens' satisfaction with governance and respect of human rights -----	144
3.3.4. Citizens' trust in the state institutions -----	144
3.3.5. Citizens' perception of independency of the governing organs -----	145
3.3.6. Performance of institutions in promoting good governance principle -----	145
3.3.7. Satisfaction with the implementation of Ndi Umunyarwanda program -----	146
3.3.8. Access to information -----	148
3.3.9. Recommendations -----	148

- 3.4. Security sector -----150
- 3.4.1. Introduction -----151
- 3.4.2. Performance of security by province and City of Kigali -----152
- 3.4.3. Citizens’ trust in security organs-----153
- 3.4.4. Citizens’ perception on national security, personal and property security-----155
- 3.4.5. Threats to personal and property security -----155
- 3.4.6. Recommendations -----156
  
- 3.5. Citizens participation sector -----158
- 3.5.1. Introduction -----159
- 3.5.2. Citizen participation by province and City of Kigali -----160
- 3.5.3. Citizens’ participation-----161
- 3.5.4. Recommendations -----163
  
- 4. Conclusion -----165

## List of maps

Map 1: Summary of Citizens' Satisfaction by district .....	20
Map 2: The sampled villages.....	29
Map 3: Citizens' satisfaction with agriculture services by district.....	40
Map 4: Citizens' satisfaction with livestock sector services by district .....	50
Map 5: Citizens' satisfaction with infrastructure sector services per district.....	57
Map 6: Citizens' satisfaction with ICT services by district.....	66
Map 7: Citizens' satisfaction in the performance of Land, settlement and environment sector per district.....	75
Map 8: Citizens' satisfaction with private sector services per district .....	81
Map 9: Citizens' satisfaction with service delivery in education sector per district .....	90
Map 10: Citizens' satisfaction with Health sector services per district.....	98
Map 11: Citizens' satisfaction with hygiene per district.....	105
Map 12: Citizens' satisfaction with Social protection programs per district.....	111
Map 13: Citizens' satisfaction with the performance of family welfare per district .....	118
Map 14: Citizens' satisfaction with the performance of local administration by district.....	127
Map 15: Citizens' satisfaction with justice sector services per district .....	134
Map 16: Citizens' satisfaction with governance and respect of human rights per district .....	143
Map 17: Citizens' satisfaction with Security by district.....	152
Map 18: Citizens' satisfaction with their participation by district.....	160

## List of figures

Figure 1: Distribution of respondents by marital status-----	33
Figure 2: Distribution of respondents by their level of education-----	33
Figure 3: Distribution of respondents according to their occupation-----	33
Figure 4: Respondents who practiced agriculture-----	38
Figure 5: Level of education of youth practicing agriculture-----	38
Figure 6: Overall citizens' perception on the agriculture sector by gender-----	39
Figure 7: Level of Citizens' satisfaction with Agriculture services by province and City of Kigali-----	40
Figure 8: Sources of agriculture information for farmers-----	41
Figure 9: Level of Citizens' satisfaction with assessed agriculture services-----	41
Figure 10: Citizens' satisfaction with assessed agricultural services by gender-----	42
Figure 11 : Citizens' Satisfaction with the performance of farmer promoters-----	42
Figure 12: Some of the challenges identified in agriculture sector-----	43
Figure 13: Percentage of citizens practicing livestock farming-----	47
Figure 14: Level of education of youth practicing livestock farming-----	47
Figure 15: Farmers with livestock insurance-----	48
Figure 16: Reasons for not taking livestock insurance-----	48
Figure 17: Overall citizens' satisfaction with the livestock services by gender-----	49
Figure 18: Citizens' satisfaction with Livestock services by province and City of Kigali-----	50
Figure 19: Methods employed by famers to improve their livestock breeds-----	51
Figure 20: Citizens' satisfaction with each of the assessed livestock services-----	51
Figure 21: Citizens' satisfaction with assessed livestock services by gender-----	52
Figure 22: Citizens' satisfaction with the performance of livestock technical support agents-----	52
Figure 23: Some of the main challenges identified in the livestock sector development-----	53
Figure 24 : Overall citizens' satisfaction with infrastructure sector by gender-----	56
Figure 25: Citizens' satisfaction with Infrastructure services by province and City of Kigali-----	57
Figure 26: Citizens' satisfaction with water services-----	58
Figure 27: Citizens' satisfaction with electricity services-----	61
Figure 28: Citizens' satisfaction with roads and bridges infrastructure-----	61
Figure 29: Some of the challenges identified in infrastructure services-----	62
Figure 30: Overall citizens' satisfaction with ICT services by gender-----	65
Figure 31: Citizens' satisfaction with ICT services by province and City of Kigali-----	66
Figure 32: Citizens' satisfaction with ICT network availability in service delivery-----	67
Figure 33: Satisfaction of youth with internet network availability-----	67
Figure 34: Citizens' awareness of Irembo services-----	68
Figure 35: Channels used to access Irembo services-----	68
Figure 36: Channels used by youth to access Irembo services-----	69
Figure 37: Citizens' satisfaction with Irembo services by gender-----	69
Figure 38 : Citizens' satisfaction with the use of technology to process court cases-----	70
Figure 39: Citizens' satisfaction with the use of mobile payment and money transfer Services-----	70
Figure 40: Some of the challenges identified in ICT services-----	71
Figure 41: Overall citizens' satisfaction with service delivery in Land, settlement and environment sector by gender---	74
Figure 42: Level of citizens' satisfaction with Land, settlement and environment services by province and City of Kigali	75
Figure 43: Citizens' satisfaaction on selected services of land, settlement and environment-----	76
Figure 44: Citizens' perception on environmental protection activities-----	76
Figure 45: Some of the challenges identified in land, settlement and environment services-----	77
Figure 46: The overall citizens' satisfaction with service delivery in private sector by gender-----	80
Figure 47: Citizens' satisfaction with private sector services by province and City of Kigali-----	81

Figure 48: Citizens’ satisfaction with assessed services in private sector ----- 82

Figure 49: Percentage of men and women working with financial institutions ----- 82

Figure 50: Extent to which youth work with different financial institutions ----- 83

Figure 51: Extent to which citizens save with different financial institutions ----- 83

Figure 52: Citizens’ satisfaction with services of the assessed financial institutions----- 84

Figure 53: Satisfaction of cooperatives members with their functioning ----- 84

Figure 54: Challenges identified in the functioning of cooperatives----- 85

Figure 55: Overall citizens’ satisfaction with service delivery in education by gender----- 89

Figure 56: Citizens’ satisfaction in education services by province and City of Kigali----- 92

Figure 57: Satisfaction of citizens’ withthe assessed education services ----- 92

Figure 58: Citizens’ satisfaction with the assessed education infrastructure, programs and services by gender ----- 93

Figure 59: Some of the challenges in the education sector----- 94

Figure 60: Some of the causes of school drop out mentioned by respondents----- 94

Figure 61: Overall citizens’ satisfaction with Health sector services by gender ----- 97

Figure 62: Citizens’ satisfaction with Health services by province and City of Kigali ----- 100

Figure 63: Citizens’ satisfaction with assessed services of heath sector ----- 100

Figure 64: Citizens’ satisfaction with assessed health services by gender----- 101

Figure 65: Citizens’ satisfaction with services rendered in different categories of heath facilities ----- 101

Figure 66: Overall citizens’ satisfaction hygiene by gender----- 104

Figure 67: Citizens’ satisfaction with hygiene by province and City of Kigali ----- 105

Figure 68: Citizens’ satisfaction with hygiene in different places ----- 106

Figure 69: Some of the causes of poor hygiene ----- 106

Figure 70: Overall citizens’ satisfaction with the implementation of social welfare programs by gender ----- 110

Figure 71: Citizens’ satisfaction with social welfare programs by province and City of Kigali ----- 111

Figure 72: Citizens’ satisfaction with the implementation of social protection programs ----- 112

Figure 73 : Citizens’ use of insurance and social security----- 113

Figure 74: Some challenges in the social protection sector----- 113

Figure 75: Overall citizens’ satisfaction with family welfare by gender ----- 117

Figure 76: Citizens’ satisfaction with family welfare sector by province and City of Kigali----- 118

Figure 77: Citizens’ satisfaction with the assessed programs in family welfare ----- 119

Figure 78: Citizens’ satisfaction with the assessed aspects of family welfare ----- 119

Figure 79: Youth satisfaction withdifferent assessed aspects of family welfare ----- 120

Figure 80: Some of the issues hindering the harmony of family ----- 120

Figure 81: Citizens’ perception on harassment of different categories of family members----- 121

Figure 82: Citizens’ perception on the causes of family conflicts----- 121

Figure 83: Citizens’ satisfaction withservice delivery in local administration by gender ----- 126

Figure 84: Citizens’ satisfaction with local administration services by province and City of Kigali ----- 127

Figure 85: Citizens’ satisfaction with the performance of local government entities----- 128

Figure 86: Citizens’ satisfaction withthe performance of key employees of local government entities----- 128

Figure 87: Citizens’ satisfaction with assessed local administration services ----- 129

Figure 88: Some of the challenges ofservices delivery in local administration ----- 129

Figure 89: Citizens’ satisfaction with service delivery in justice sector by gender ----- 133

Figure 90: Citizens’ satisfaction with justice services by province and City of Kigali ----- 134

Figure 91: Citizens' satisfaction with service delivery and performance of institutions in justice sector -----	135
Figure 92: Citizens' satisfaction with the performance of Abunzi Committees-----	135
Figure 93: Citizens' perception on MAJ services -----	136
Figure 94: Citizens' satisfifaction with RIB performance-----	136
Figure 95: Citizen's perception of corruption in different institutions -----	137
Figure 96: Citizen's perception of injustice in different institutions or services-----	138
Figure 97: Citizens' perception on performance of institutions in fighting corruption and injustice -----	139
Figure 98: Overall citizens' satisfaction with governance and respect of human rights by gender -----	142
Figure 99: Governance and respect of human rights sector services by province and City of Kigali-----	143
Figure 100: Citizens' satisfaction with governance and respect of human rights -----	144
Figure 101: Citizens' trust in the state institutions-----	144
Figure 102: Citizens' perception on independency of selected that play a role ingovernance-----	145
Figure 103: Citizens' satisfaction of the performance of institutions in promoting good governance principle -----	145
Figure 104: Citizens' satisfaction with the implementation of Ndi Umunyarwanda program-----	146
Figure 105: Citizens' satisfaciton with access to information -----	148
Figure 106: Overall citizens' satisfaction with security sector by gender-----	151
Figure 107: Citizens' satisfaction with security by province and City of Kigali-----	152
Figure 108: Citizens' trust in security organs -----	153
Figure 109: Citizens' perception on national security, personal and property security -----	155
Figure 110: Citizens' perception on security threats to persons and their property -----	155
Figure 111: Overall citizens' satisfaction with their participation by gender -----	159
Figure 112: Citizen participation by province and City of Kigali -----	160
Figure 112: Citizens' satisfaction with their participation in various programs-----	161

## List of tables

Table 1: Level of citizens'satisfaction by pillar and overall score-----	17
Table 2: Citizens' Satisfaction by pillars and by district -----	18
Table 3: Ranking of the Citizen Report Card 2025 by Sector -----	19
Table 4: Ranking of the Citizen Report Card 2025 by Districts -----	19
Table 5: The highest and lowest scoring districts by sector-----	24
Table 6: The distribution of the sample size by districts -----	28
Table 7: Number of respondents by gender -----	31
Table 8: Number of respondents by age -----	32
Table 9: Levels of citizen's satisfaction with agriculture services by district-----	45
Table 10: Levels of citizen's satisfaction with livestock services by district -----	54
Table 11: Access to clean water by district-----	59
Table 12: Access to electricity by district-----	60
Table 13: Levels of citizen's satisfaction with infrastructure services by district -----	63
Table 14: Levels of citizen's satisfaction with ICT services by district-----	72
Table 15: Levels of citizen's satisfaction with land, settlement and environment services by district-----	78
Table 16: Levels of citizen's satisfaction with private sector services by district-----	86
Table 17: Levels of citizen's satisfaction with education services by district -----	91
Table 18: Levels of citizen's satisfaction with health services by district -----	99
Table 19: Levels of citizen's satisfaction with hygiene services by district -----	108
Table 20: Levels of citizen's satisfaction with social protection programs by district-----	115
Table 21: Levels of citizen's satisfaction with family welfare services by district -----	123
Table 22: Levels of citizen's satisfaction with local administration services by district-----	131
Table 23: Levels of citizen's satisfaction with Justice services by district -----	140
Table 24: Citizens' perception on the implementation of Ndi Umunyarwanda (I am Rwandan) program per district --	147
Table 25: Levels of citizen's satisfaction with governance and respect of human rights services by district-----	149
Table 26: Citizens' trust in security organs by district-----	154
Table 27: Levels of citizen's satisfaction with security services by district -----	157
Table 28: Levels of Citizen's perception on their participation in Umugoroba w'imiryango by district -----	162
Table 29: Levels of citizen's satisfaction with their participation by district -----	164
Table 30: General recommendations-----	166
Table 31: Summary of the citizens' satisfaction with governance and service delivey in all districts -----	167



# Part **one**





# 1. Executive Summary

The Citizen Report Card (CRC) survey was conducted for the fourteenth (14th) time to assess citizens' satisfaction with governance practices and service delivery at the local government level. The study covered sixteen (16) sectors.

The assessed sectors were organized under three pillars. The Economic Transformation Pillar comprises six sectors: Agriculture, Livestock, Infrastructure, Information and Communication Technology (ICT), Land, Settlement and Environment, and the Private Sector. The Social Transformation Pillar has five sectors: Education, Health, Hygiene, Social Protection, and Family Welfare. The Transformational Governance Pillar consists of five sectors: Local Government, Justice, Governance and Human Rights, Security, and Citizen Participation.

The study sampled ten thousand six hundred seventy-six (10,676) respondents aged eighteen (18) years and above, selected from all thirty (30) districts of the country.

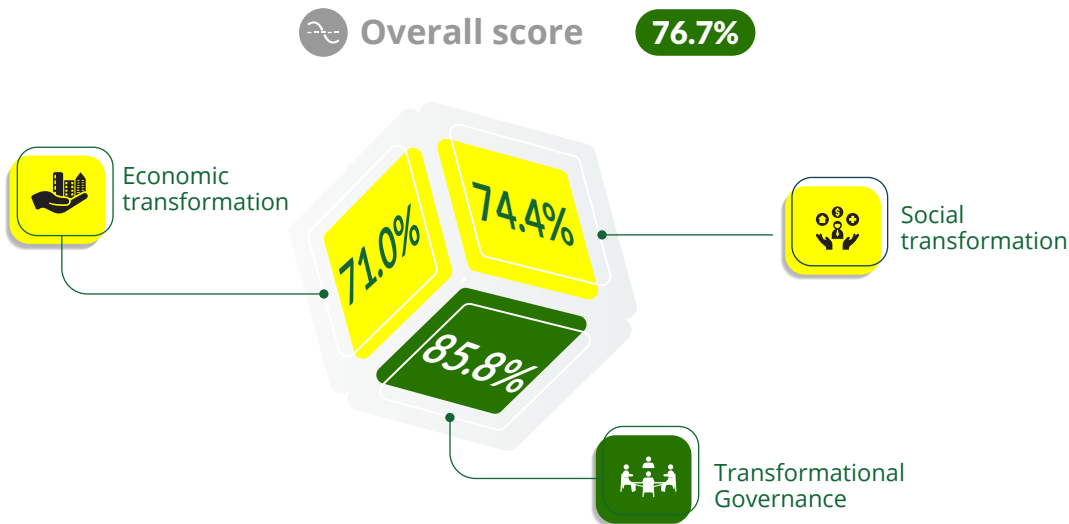
The sample size for each district was proportionate to the population size of that district.

Findings from the CRC 2025 indicate that overall citizens' satisfaction with service delivery and governance practices stands at 76.7 percent. Among the three pillars, the Transformational Governance Pillar recorded the highest satisfaction level at 85.8 percent, followed by the Social Transformation and Welfare Pillar at 74.4 percent, and the Economic Transformation Pillar at 71.0 percent.

At the sector level, Security continues to be the most highly rated service by citizens, with a satisfaction score of 92.1 percent. In contrast, the Land, Settlement and Environment sector registered the lowest satisfaction level at 65.7 percent.

The Tables and the maps below show the summary of the findings of the CRC 2025.

**Table 1:**  
**Citizens' satisfaction by pillar and by overall score**





**Table 2:**  
**Citizens' Satisfaction by pillars**

District	PILLAR		
	Economic transformation	Social transformation	Transformational governance
Gasabo	72.2%	71.2%	80.5%
Kicukiro	74.1%	79.6%	86.1%
Nyarugenge	73.7%	76.0%	83.9%
<b>City of Kigali</b>	<b>73.3%</b>	<b>75.6%</b>	<b>83.5%</b>
Gisagara	75.1%	79.0%	89.1%
Huye	71.8%	73.2%	84.8%
Kamonyi	77.0%	75.4%	86.2%
Muhanga	74.0%	78.2%	91.0%
Nyamagabe	67.4%	73.0%	87.2%
Nyanza	74.8%	78.7%	88.5%
Nyaruguru	71.7%	78.7%	87.9%
Ruhango	69.7%	73.6%	85.5%
<b>South</b>	<b>72.7%</b>	<b>76.2%</b>	<b>87.5%</b>
Karongi	65.0%	68.7%	81.5%
Ngororero	68.9%	72.9%	88.4%
Nyabihu	71.2%	78.5%	89.7%
Nyamasheke	69.0%	73.8%	85.2%
Rubavu	71.1%	75.5%	86.5%
Rusizi	66.4%	71.9%	84.7%
Rutsiro	64.8%	70.9%	83.6%
<b>West</b>	<b>68.1%</b>	<b>73.2%</b>	<b>85.7%</b>
Burera	76.7%	80.7%	89.9%
Gakenke	74.5%	81.7%	91.6%
Gicumbi	71.6%	76.4%	88.4%
Musanze	70.3%	75.7%	89.1%
Rulindo	73.6%	80.9%	89.6%
<b>North</b>	<b>73.3%</b>	<b>79.1%</b>	<b>89.7%</b>
Bugesera	70.3%	75.4%	87.3%
Gatsibo	66.8%	65.3%	79.9%
Kayanza	62.0%	63.1%	77.8%
Kirehe	70.1%	74.2%	86.6%
Ngoma	72.0%	75.4%	86.2%
Nyagatare	69.0%	72.2%	83.4%
Rwamagana	68.0%	68.5%	80.5%
<b>East</b>	<b>68.3%</b>	<b>70.6%</b>	<b>83.1%</b>

Source: RGB Survey, 2025



**Table 3:**  
**Citizens' Satisfaction by Sector**

Nº	SECTOR	CRC 2025
1	Security	92.1%
2	Governance and respect of Human Rights	90.1%
3	Citizen Participation	88.2%
4	Justice	81.3%
5	Education	79.4%
6	Local Administration	77.1%
7	Livestock	76.5%
8	Hygiene	76.1%
9	Family Welfare	74.7%
10	ICT	73.4%
11	Private Sector	73.3%
12	Health	72.4%
13	Agriculture	70.6%
14	Social protection programs	69.6%
15	Infrastructure	66.4%
16	Land, Settlement and environment	65.7%
	<b>Overall score</b>	<b>76.7%</b>

Source: RGB Survey, 2025



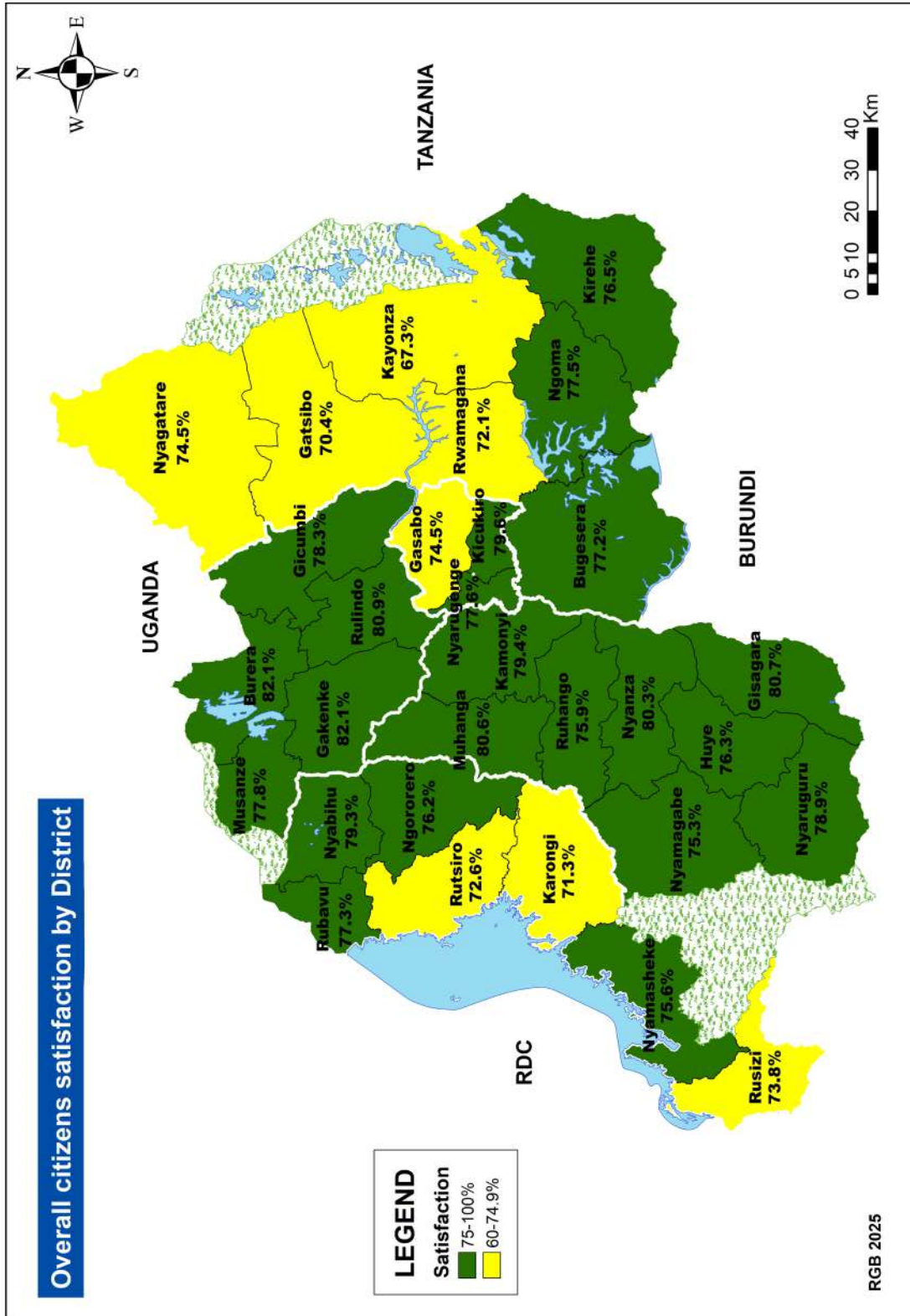
**Table 4:**  
**Citizens' Satisfaction by Districts**

Nº	DISTRICT	CRC 2025
1	Gakenke	82.11%
2	Burera	82.05%
3	Rulindo	80.89%
4	Gisagara	80.70%
5	Muhanga	80.63%
6	Nyanza	80.30%
7	Kicukiro	79.57%
8	Kamonyi	79.35%
9	Nyabihu	79.28%
10	Nyaruguru	78.93%
11	Gicumbi	78.33%
12	Musanze	77.83%
13	Nyarugenge	77.61%
14	Ngoma	77.53%
15	Rubavu	77.31%

	DISTRICT	CRC 2025
16	Bugesera	77.21%
17	Kirehe	76.52%
18	Huye	76.28%
19	Ngororero	76.23%
20	Ruhango	75.85%
21	Nyamasheke	75.57%
22	Nyamagabe	75.33%
23	Nyagatare	74.48%
24	Gasabo	74.45%
25	Rusizi	73.84%
26	Rutsiro	72.61%
27	Rwamagana	72.07%
28	Karongi	71.27%
29	Gatsibo	70.40%
30	Kayonza	67.26%
	<b>Overall score</b>	<b>76.69%</b>

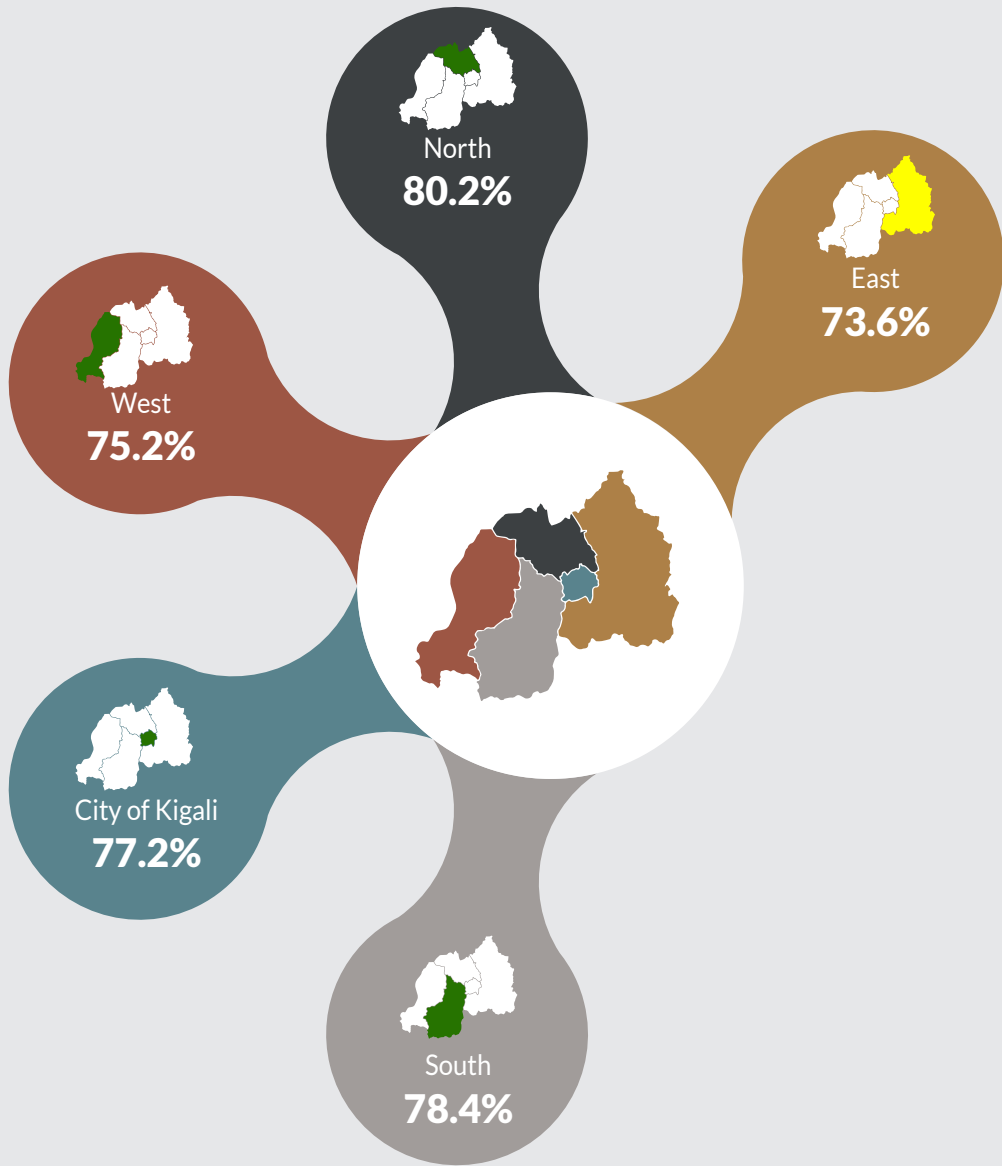
Source: RGB Survey, 2025

Map 1: Summary of Citizens' Satisfaction by district



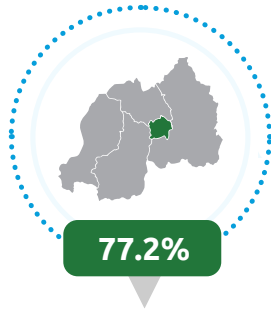


CRC 2025:  
Citizens' satisfaction by Province and City of Kigali

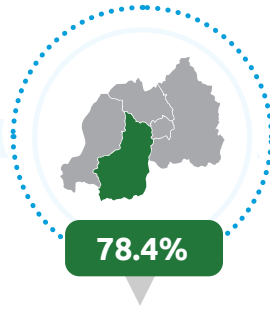




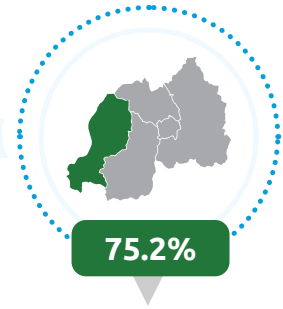
CRC 2025:  
Citizens' satisfaction by Province and City of Kigali



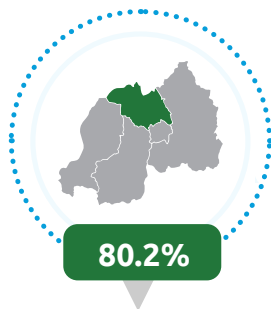
CITY OF KIGALI	
1. Kicukiro	79.6%
2. Nyarugenge	77.6%
3. Gasabo	74.5%



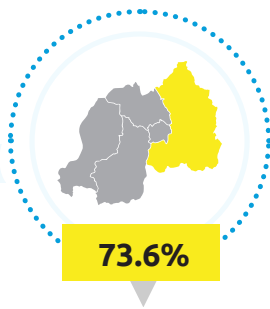
SOUTH	
1. Gisagara	80.7%
2. Muhanga	80.6%
3. Nyanza	80.3%
4. Kamonyi	79.4%
5. Nyaruguru	78.9%
6. Huye	76.3%
7. Ruhango	75.9%
8. Nyamagabe	75.3%



WEST	
1. Nyabihu	79.3%
2. Rubavu	77.3%
3. Ngororero	76.2%
4. Nyamasheke	75.6%
5. Rusizi	73.8%
6. Rutsiro	72.6%
7. Karongi	71.3%



NORTH	
1. Gakenke	82.1%
2. Burera	82.1%
3. Rulindo	80.9%
4. Gicumbi	78.3%
5. Musanze	77.8%



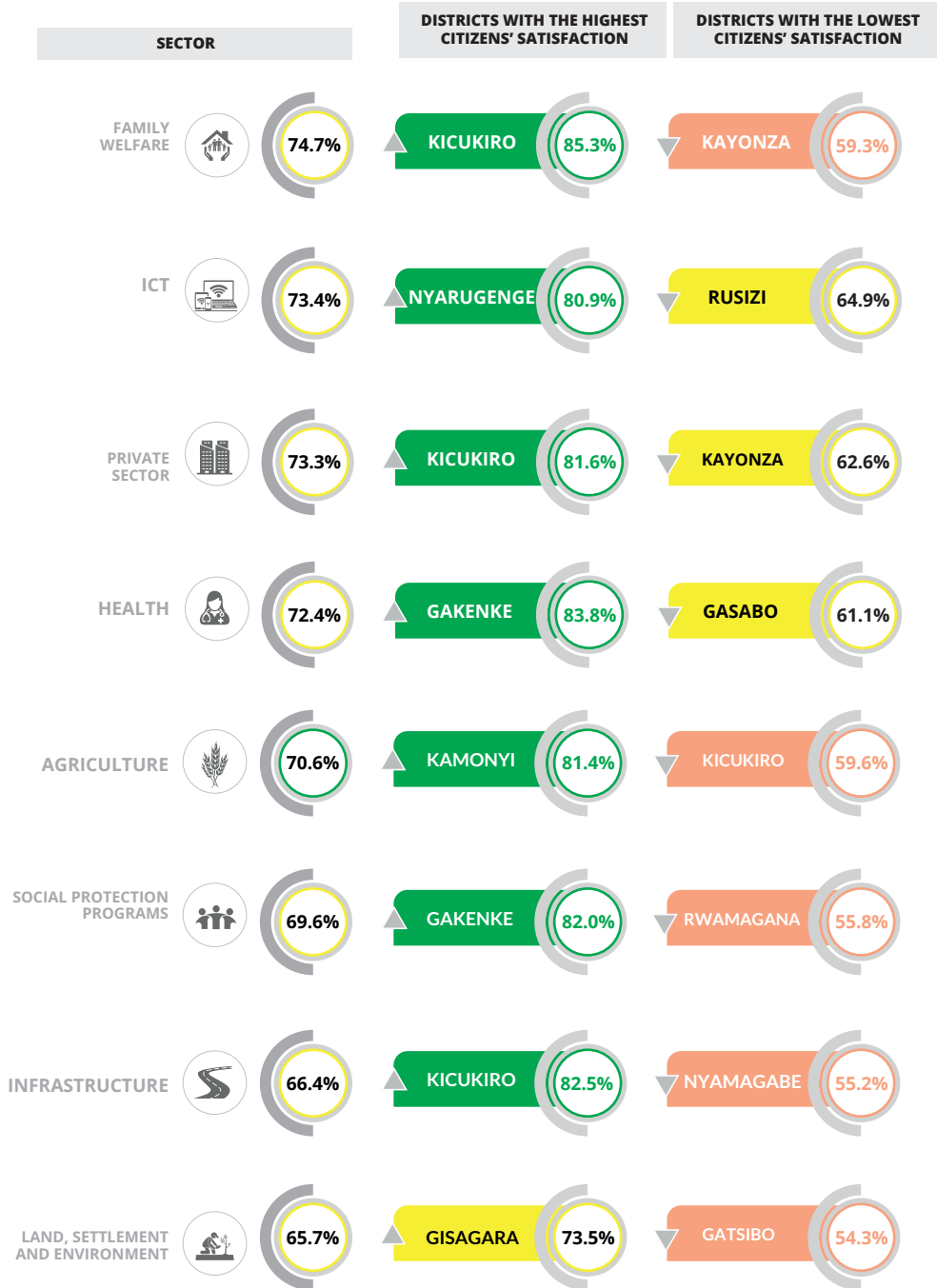
EAST	
1. Ngoma	77.5%
2. Bugesera	77.2%
3. Kirehe	76.5%
4. Nyagatare	74.5%
5. Rwamagana	72.1%
6. Gatsibo	70.4%
7. Kayonza	67.3%



## Districts with the highest and lowest performance by sector



# Districts with the highest and lowest performance by sector







## 2. Methodology

The CRC 2025 was conducted across sixteen (16) sectors, organized under the three pillars of the second generation of the National Strategy for Transformation (NST2), namely Economic Transformation, Social Transformation, and Transformational Governance.

The Economic Transformation Pillar comprises the following sectors: Agriculture and Livestock, Infrastructure, Land, Settlement and Environment, the Private Sector, and Information and Communication Technology (ICT).

The Social Transformation Pillar includes Education, Health, Hygiene, Social Protection programmes, and Family Welfare.

The Transformational Governance Pillar encompasses service delivery in Local Administration, Justice, Governance and respect for Human Rights, Security, and Citizen Participation.

The CRC 2025 aligns with the National Strategy for Transformation II (NST2). The survey establishes a baseline for NST2 and will serve as a reference point for monitoring progress and measuring changes throughout its five-year implementation period.

Respondents to the CRC 2025 were individuals aged eighteen (18) years and above, selected from household lists in the villages sampled for the study. The villages were randomly selected using SPSS software.

The total number of households surveyed was determined as follows:

$$n = \frac{Z^2pqN}{e^2(N-1) + Z^2pq}$$

where:

n: the minimum sample size,

N: Total population aged eighteen (18) years and above.

According to the 2022 Population and Housing Census, this population is 7,349,793.

Z: The value corresponding to the desired level of confidence in the survey results.

Based on a 95% confidence level, the value of Z = 1.96 was used.

p and q (q=1-p): are the population proportions, from the previous CRC 2024, the service delivery was at 76.5%, therefore p = 0.765 and q = 0.235

e: the acceptable margin of error, it was at 1%. This means that the estimated values are within the range of ± 1% of the actual value.

The survey was conducted among 10,676 respondents, who were selected from districts in proportion to their population size. This means that districts with larger populations had a higher number of respondents, as shown in the following table:

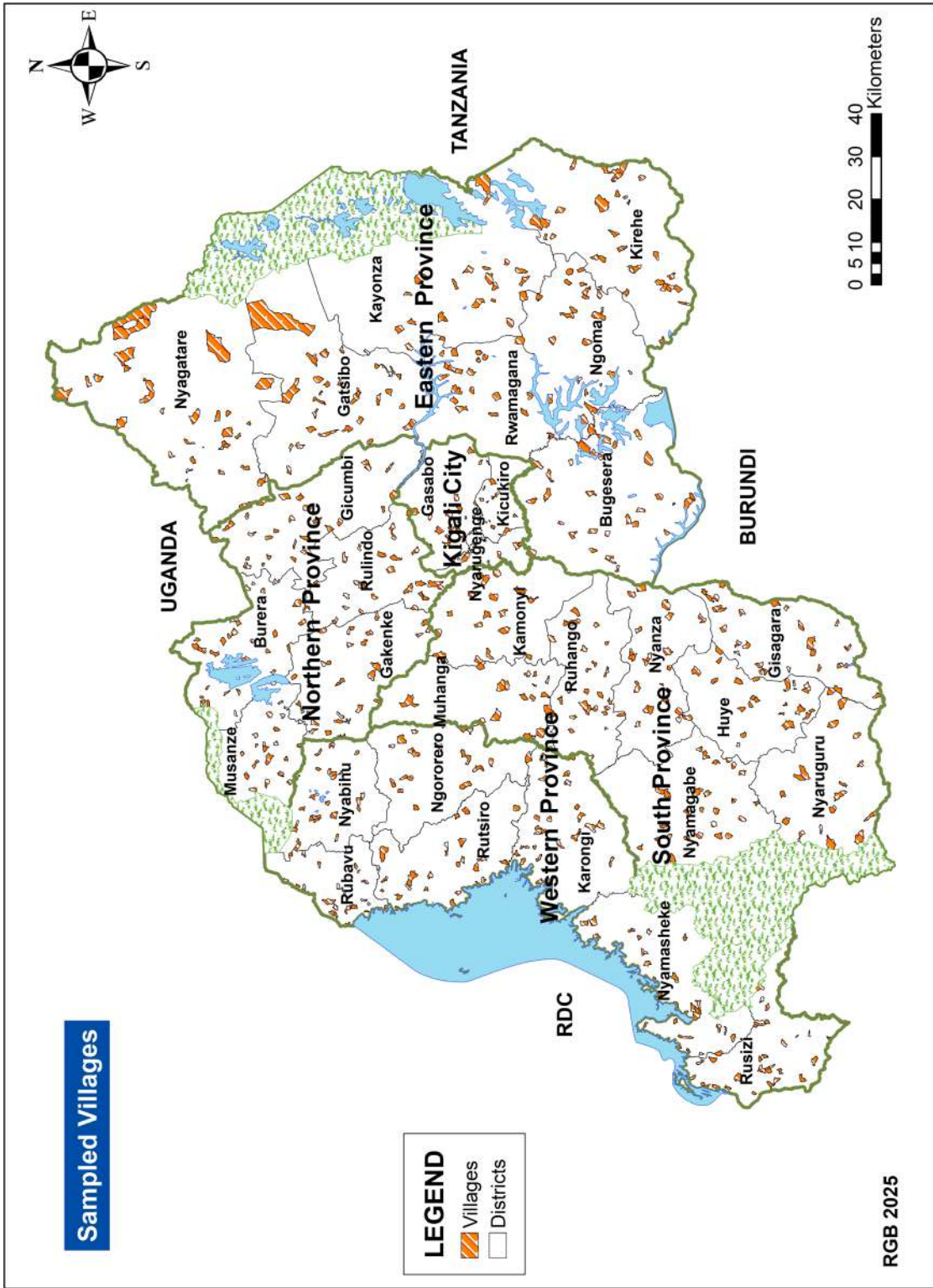


**Table 6:**  
**Distribution of the sample size by districts**

No	DISTRICT	SAMPLE SIZE
1	Bugesera	409
2	Burera	312
3	Gakenke	336
4	Gasabo	658
5	Gatsibo	422
6	Gicumbi	351
7	Gisagara	315
8	Huye	355
9	Kamonyi	340
10	Karongi	328
11	Kayonza	340
12	Kicukiro	362
13	Kirehe	333
14	Muhanga	321
15	Musanze	359
16	Ngoma	325
17	Ngororero	310
18	Nyabihu	324
19	Nyagatare	476
20	Nyamagabe	320
21	Nyamasheke	329
22	Nyanza	323
23	Nyarugenge	320
24	Nyaruguru	331
25	Rubavu	382
26	Ruhango	344
27	Rulindo	312
28	Rusizi	350
29	Rutsiro	313
30	Rwamagana	376
<b>TOTAL</b>		<b>10,676</b>

Source: RGB Survey, 2025

Map 2: The sampled villages



The map above presents the national distribution of villages included in the survey. Villages were selected through random sampling using SPSS software. From a total of 14,837 villages nationwide, a sample of 704 villages was drawn for inclusion in the CRC 2025 survey.

Within each selected village, respondents were identified using a systematic household sampling approach. A complete household listing was established, and the total number of households was divided by the predetermined number of respondents required per village to calculate the sampling interval. The first household was randomly selected from a range between one (1) and the sampling interval. Thereafter, households were selected sequentially at fixed intervals until the required sample size was attained.

In each selected household, one eligible respondent aged eighteen (18) years and above was interviewed. The respondent whether the household head, spouse, or an adult household member was selected using the Kish grid method to ensure random and unbiased respondent selection.

Data collection for this survey took place during the period February to March 2025.



### 3. Characteristics of respondents

The tables below show different categories of respondents.

**Table 7: Distribution of respondents by gender**

DISTRICT	SEX				Total
	Male		Female		
	Number	%	Number	%	
Gasabo	289	43.9%	369	56.1%	658
Kicukiro	151	41.7%	211	58.3%	362
Nyarugenge	145	45.3%	175	54.7%	320
Gisagara	151	47.9%	164	52.1%	315
Huye	158	44.5%	197	55.5%	355
Kamonyi	148	43.5%	192	56.5%	340
Muhanga	146	45.5%	175	54.5%	321
Nyamagabe	151	47.2%	169	52.8%	320
Nyanza	149	46.1%	174	53.9%	323
Nyaruguru	161	48.6%	170	51.4%	331
Ruhango	155	45.1%	189	54.9%	344
Karongi	146	44.5%	182	55.5%	328
Ngororero	148	47.7%	162	52.3%	310
Nyabihu	148	45.7%	176	54.3%	324
Nyamasheke	152	46.2%	177	53.8%	329
Rubavu	166	43.5%	216	56.5%	382
Rusizi	150	42.9%	200	57.1%	350
Rutsiro	153	48.9%	160	51.1%	313
Burera	163	52.2%	149	47.8%	312
Gakenke	167	49.7%	169	50.3%	336
Gicumbi	145	41.3%	206	58.7%	351
Musanze	155	43.2%	204	56.8%	359
Rulindo	151	48.4%	161	51.6%	312
Bugesera	165	40.3%	244	59.7%	409
Gatsibo	209	49.5%	213	50.5%	422
Kayanza	149	43.8%	191	56.2%	340
Kirehe	153	45.9%	180	54.1%	333
Ngoma	155	47.7%	170	52.3%	325
Nyagatare	202	42.4%	274	57.6%	476
Rwamagana	152	40.4%	224	59.6%	376
<b>Total</b>	<b>4833</b>	<b>45.3%</b>	<b>5843</b>	<b>54.7%</b>	<b>10676</b>

Source: RGB Survey, 2025



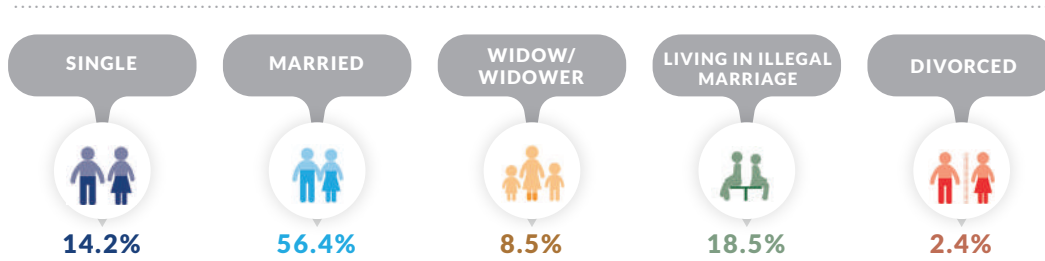
**Table 8:**  
Distribution of respondents by age

AGE GROUP	SEX				TOTAL	
	Male		Female		Number	%
	Number	%	Number	%		
18 - 30	1062	9.9%	1559	14.6%	2621	24.6%
31 - 40	1341	12.6%	1688	15.8%	3029	28.4%
41 - 50	1230	11.5%	1366	12.8%	2596	24.3%
51 - 60	771	7.2%	857	8.0%	1628	15.2%
61 and above	429	4.0%	373	3.5%	802	7.5%
<b>Total</b>	<b>4833</b>	<b>45.3%</b>	<b>5843</b>	<b>54.7%</b>	<b>10676</b>	<b>100.0%</b>

Source: RGB Survey, 2025

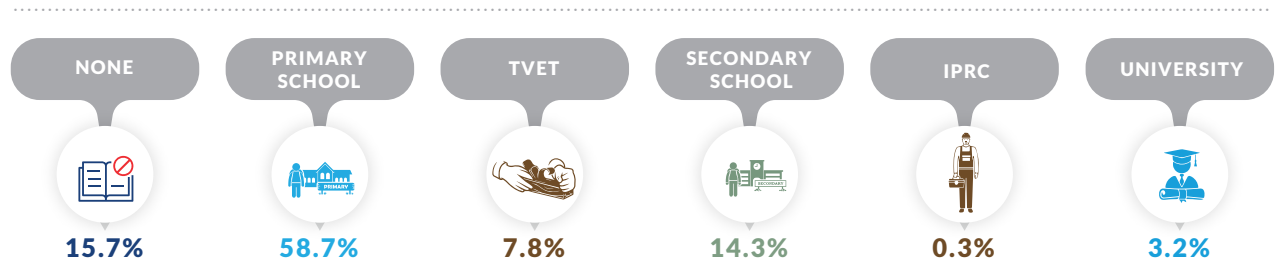


Figure 1: Distribution of respondents by marital status



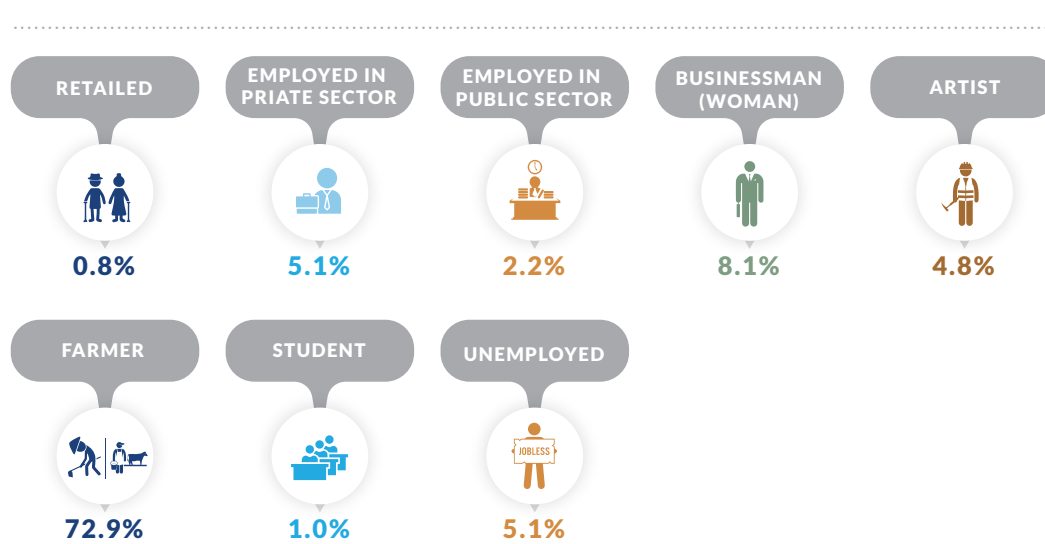
Source: RGB Survey, 2025

Figure 2: Distribution of respondents by their level of education



Source: RGB Survey, 2025

Figure 3: Distribution of respondents according to their occupation



Source: RGB Survey, 2025



## 3.1 Citizen Report Card 2025 by Sector

### ECONOMIC TRANSFORMATION



- ✓ Agriculture
- ✓ Livestock
- ✓ Infrastructure
- ✓ ICT
- ✓ Land and Settlement
- ✓ Private Sector

### SOCIAL TRANSFORMATION



- ✓ Education
- ✓ Health
- ✓ Hygiene
- ✓ Social welfare
- ✓ Family welfare

### TRANSFORMATIONAL GOVERNANCE



- ✓ Local Authorities
- ✓ Justice
- ✓ Governance and Respect of Human Rights
- ✓ Security
- ✓ Citizen Participation



Part two:  
**Research findings**



1

# Economic transformation pillar



# 1.1. AGRICULTURE SECTOR

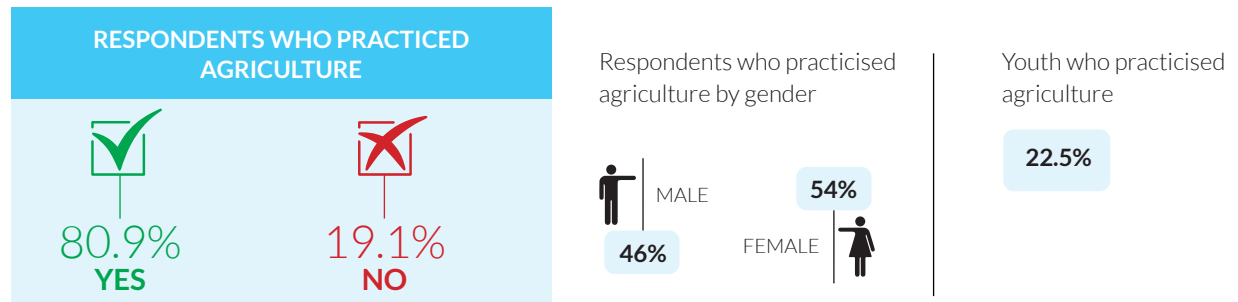


## 1.1.1. Introduction

Farmers were interviewed to assess their experiences and satisfaction with the delivery of key agricultural services. These services included timely access to certified seeds and fertilizers, measures for the prevention and control of crop diseases, availability and effectiveness of pesticides, provision of post-harvest infrastructure such as drying racks, access to agricultural markets and value addition opportunities, and access to irrigation services.

The figure below illustrates the percentage of the survey sample actively engaged in agricultural production.

**Figure 4: Respondents who practiced agriculture**

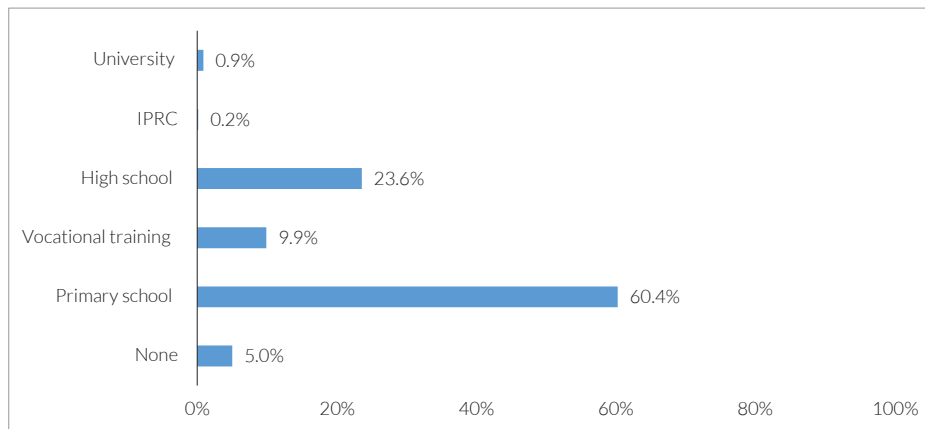


Source: RGB Survey, 2025

Based on the figure above, 80.9% of the population (46% men and 54% women) are engaged in agricultural activities, highlighting the sector’s continued role as a primary source of livelihood. Notably, 22.5% of those involved are youth, reflecting an increasing recognition of agriculture as a viable income-generating opportunity among younger generations.

Education levels among agricultural participants remain relatively low, with 80.1% having either primary education or no formal education, including 18.4% of youth aged 18–30 years. These findings underscore the importance of targeted interventions to enhance agricultural skills, promote youth engagement, and support educational and training programs to increase productivity and income opportunities within the sector.

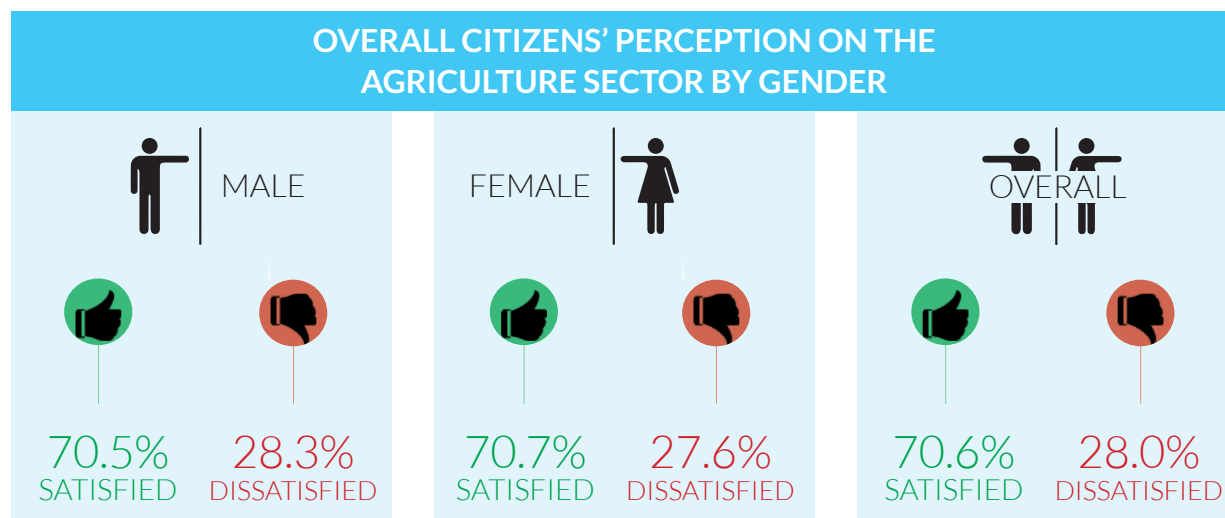
**Figure 5: Level of education of youth practicing agriculture**



Source: RGB Survey, 2025

The figure above indicates that the majority of youth engaged in agriculture have only primary education. In line with Vision 2050 aspirations, which envision a fully transformed agricultural sector with professional farmers and commercialized value chains, these findings highlight that, significant efforts are still required to achieve this goal.

••  | **Figure 6: Overall citizens' perception on the agriculture sector by gender**

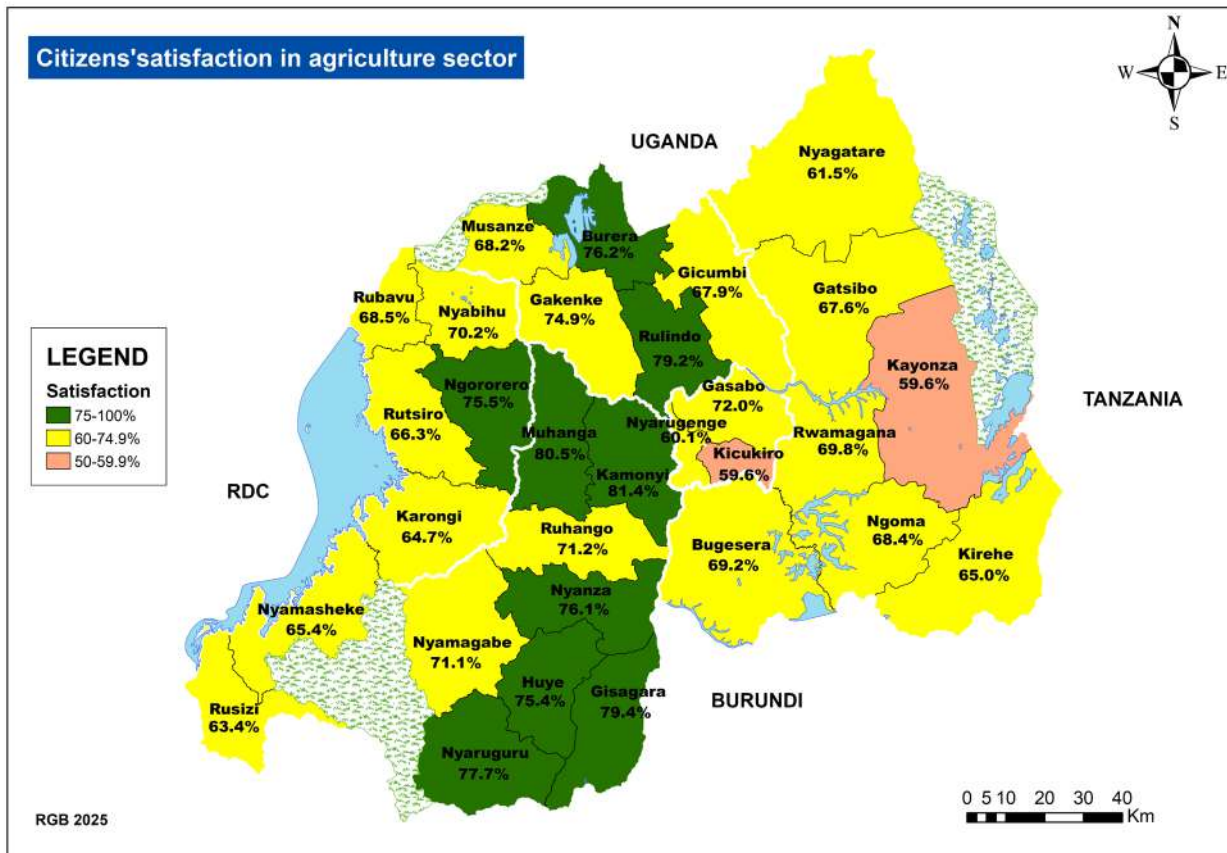


Source: RGB Survey, 2025

Overall, farmers reported a satisfaction level of 70.6% with agricultural services. Satisfaction levels were similar among both women and men, indicating broadly equal perceptions of service quality across genders.



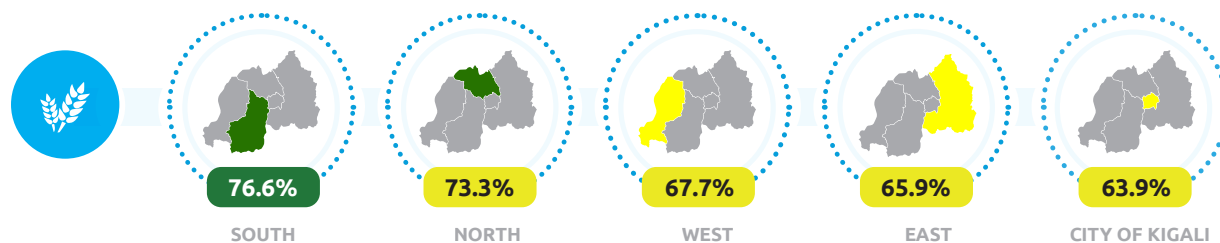
Map 3: Citizens' satisfaction with agriculture services by district



Kamonyi District recorded the highest level of satisfaction with agricultural services at 81.4%, while Kicukiro and Kayanza districts reported the lowest satisfaction levels, both at 59.6%.

### 1.1.2. Citizens's satisfaction with agriculture services

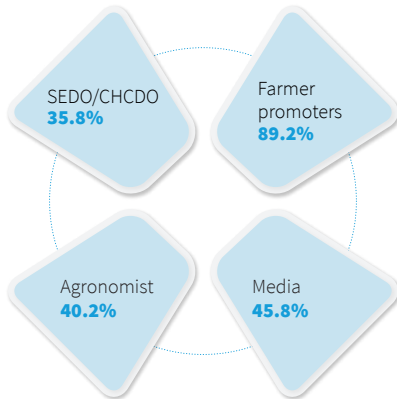
Figure 7: Citizens' satisfaction with Agriculture services by province and City of Kigali



Source: RGB Survey, 2025

### 1.1.3 Main sources of information related to agriculture for famers

Figure 8: Sources of agriculture information for farmers

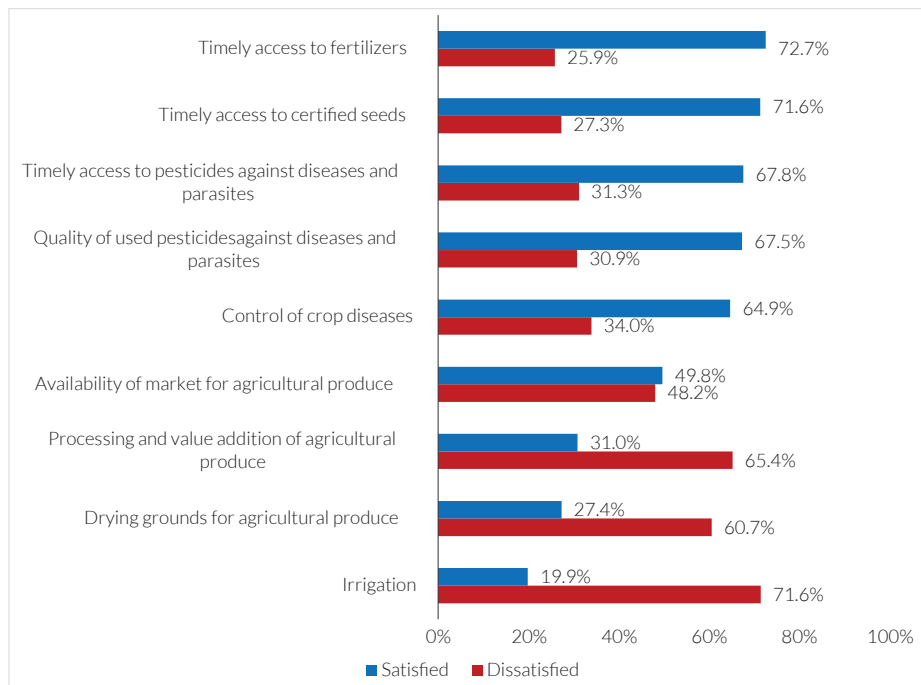


Source: RGB Survey, 2025

As shown in the figure above, farmer promoters are the primary source of information for most farmers, highlighting their key role in disseminating agricultural knowledge and practices.

### 1.1.4 Satisfaction with assessed agricultural services

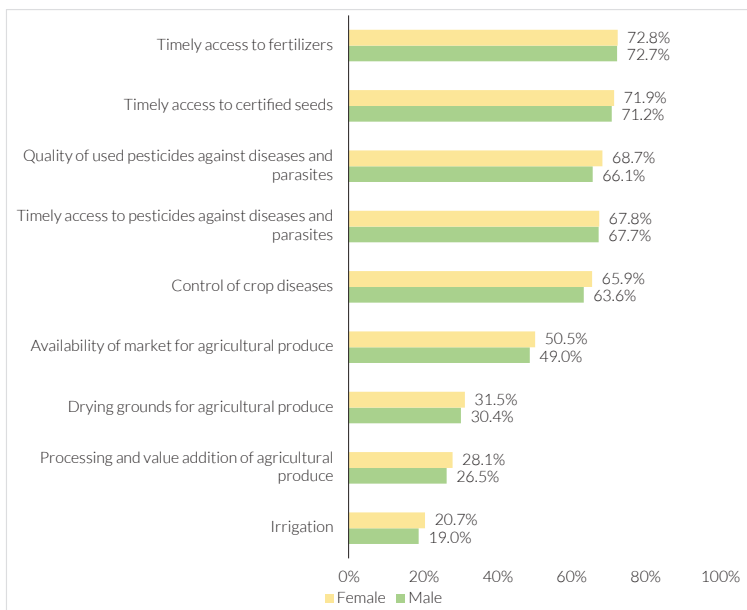
Figure 9: Citizens' satisfaction with assessed agriculture services



Source: RGB Survey, 2025

The findings indicate that, among the agricultural services assessed, timely access to fertilizers and certified seeds was rated more favorably than other services, with satisfaction levels of 72.7% and 71.6%, respectively. In contrast, services related to market access, processing and value addition of agricultural products, provision of drying racks, and irrigation exhibited the lowest satisfaction levels, all falling below 50%.

**Figure 10: Citizens' satisfaction with assessed agricultural services by gender**

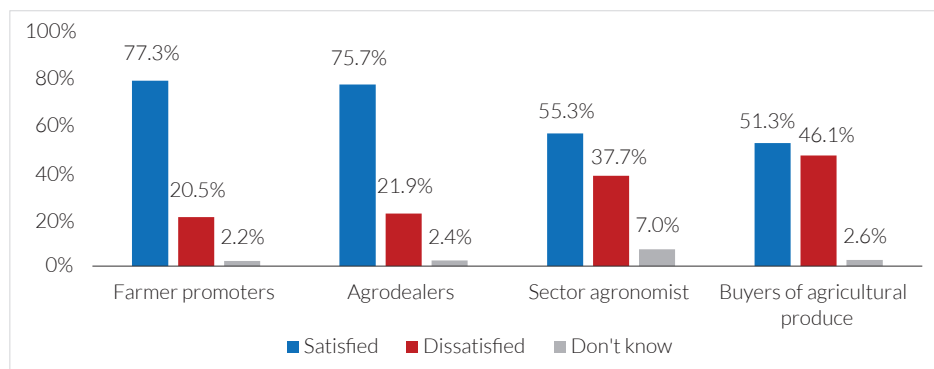


Source: RGB Survey, 2025

Overall, the findings indicate that levels of satisfaction with agricultural services were broadly similar for both women and men.

### 1.1.5 Performance of farmer promoters

**Figure 11: Citizens' Satisfaction with the performance of farmer promoters**



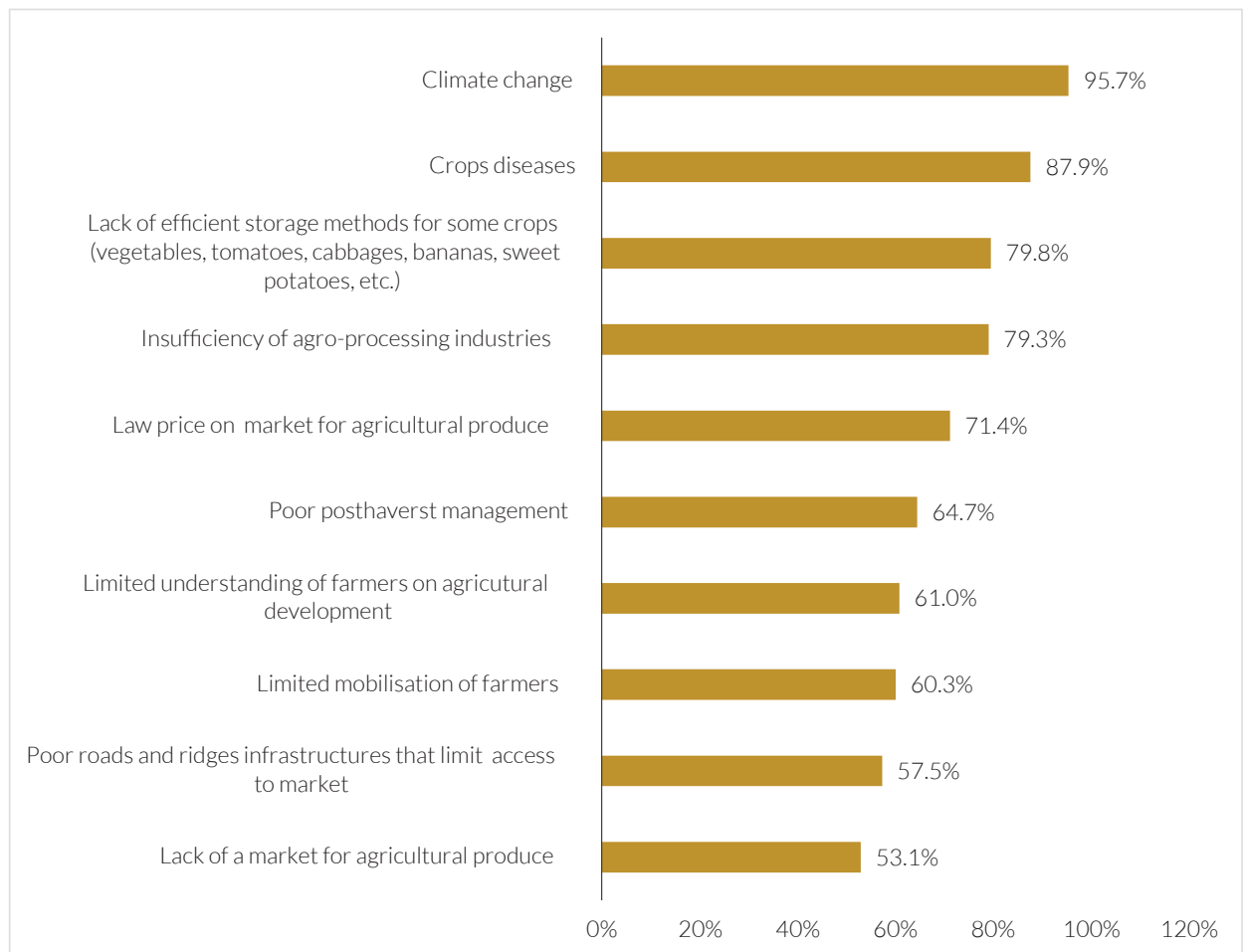
Source: RGB Survey, 2025

The figure above indicates that citizens were more satisfied with the services provided by farmer promoters than with those offered by other categories of agricultural service providers. In contrast, buyers of agricultural produce recorded the lowest level of satisfaction among citizens, at 51.3%.

### 1.1.6. Challenges identified in agriculture sector

The study also examined challenges hindering the development of the agricultural sector, with respondents identifying several key constraints, as presented in the figure below:

 **Figure 12: Some of the challenges identified in agriculture sector**



Source: RGB Survey, 2025

The findings indicate that climate change and crop diseases constitute major constraints to agricultural sector development, alongside structural limitations such as inadequate storage facilities for certain crops and a limited presence of agro-processing industries.



## 1.1.7. RECOMMENDATIONS

- Promote the adoption of climate-resilient agricultural practices to enhance productivity and resilience to climate-related shocks;
- Strengthen efforts to prevent and control crop diseases, with particular emphasis on evidence-based agricultural research and extension services;
- Expand and improve storage infrastructure for perishable agricultural products to reduce post-harvest losses;
- Enhance the capacity, efficiency, and technological sophistication of agro-processing industries to support continuous value addition and increase returns to farmers;
- Implement targeted awareness and incentive programs to encourage greater participation of higher education and university graduates in agricultural activities.



**Table 9:**  
Citizens' satisfaction with agriculture services by district

N°	DISTRICT	CRC 2025
1	Kamonyi	81.4%
2	Muhanga	80.5%
3	Gisagara	79.4%
4	Rulindo	79.2%
5	Nyaruguru	77.7%
6	Burera	76.2%
7	Nyanza	76.1%
8	Ngororero	75.5%
9	Huye	75.4%
10	Gakenke	74.9%
11	Gasabo	72.0%
12	Ruhango	71.2%
13	Nyamagabe	71.1%
14	Nyabihu	70.2%
15	Rwamagana	69.8%
16	Bugesera	69.2%
17	Rubavu	68.5%
18	Ngoma	68.4%
19	Musanze	68.2%
20	Gicumbi	67.9%
21	Gatsibo	67.6%
22	Rutsiro	66.3%
23	Nyamasheke	65.4%
24	Kirehe	65.0%
25	Karongi	64.7%
26	Rusizi	63.4%
27	Nyagatare	61.5%
28	Nyarugenge	60.1%
29	Kicukiro	59.6%
30	Kayonza	59.6%
<b>OVERALL SCORE</b>		<b>70.6%</b>

Source: RGB Survey, 2025



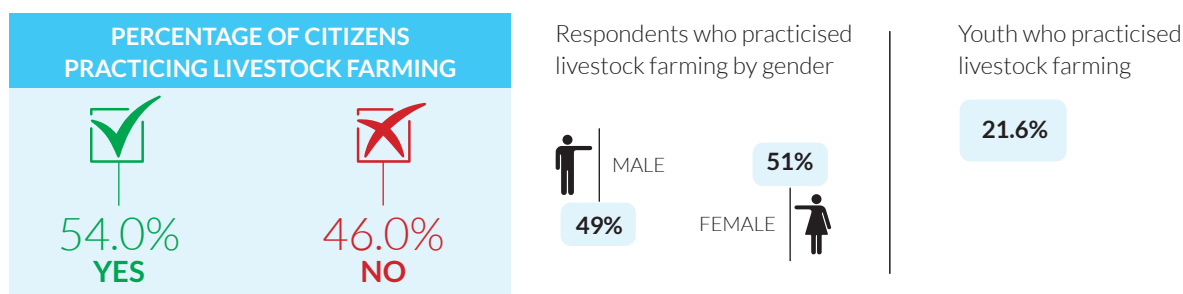
## 1.2. Livestock Sector



## 1.2.1. Introduction

Livestock farming is one of the 16 sectors assessed under the CRC framework. Farmers engaged in livestock activities provided their experiences regarding several key services, including processing and value addition of livestock products, availability of animal feed, access to water for livestock, markets for livestock products, animal insemination services, availability of veterinary medicines, animal health care services, quality of drugs used to treat animal diseases, and animal vaccination.

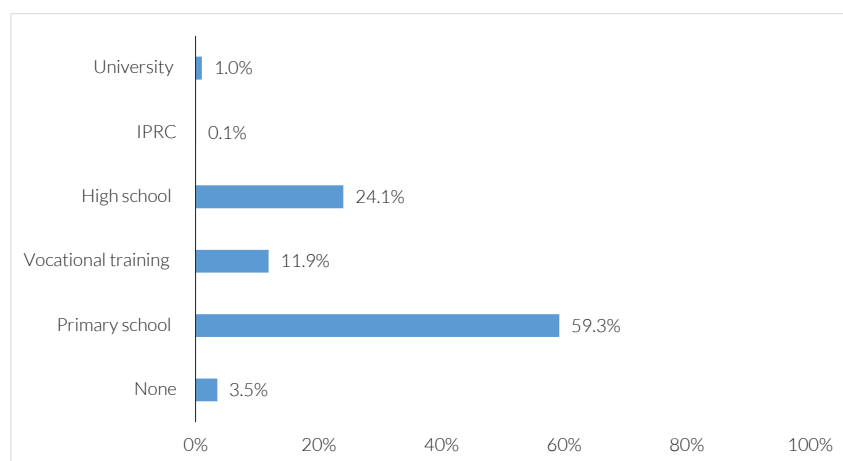
**Figure 13: Percentage of citizens practicing livestock farming**



Source: RGB Survey, 2025

As shown in the figure above, 54% of respondents were engaged in livestock-related activities, with youth representing 21.6% of this group, indicating moderate youth participation in the sector. Gender distribution was relatively balanced, with 49% men and 51% women, suggesting equitable involvement across genders. However, the fact that 79.4% of livestock farmers had only primary education or no formal education highlights potential constraints in adopting advanced livestock management practices and accessing knowledge-intensive services.

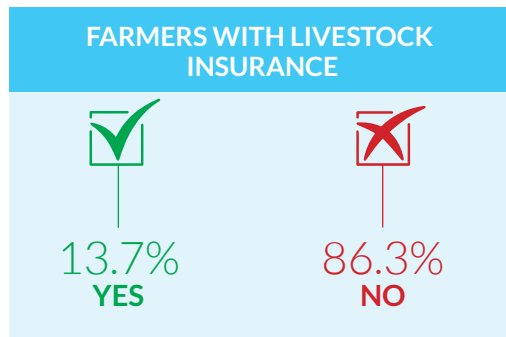
**Figure 14: Level of education of youth practicing livestock farming**



Source: RGB Survey, 2025

As in agriculture sector, the findings show that, the majority of youth practicing livestock farming have primary education.

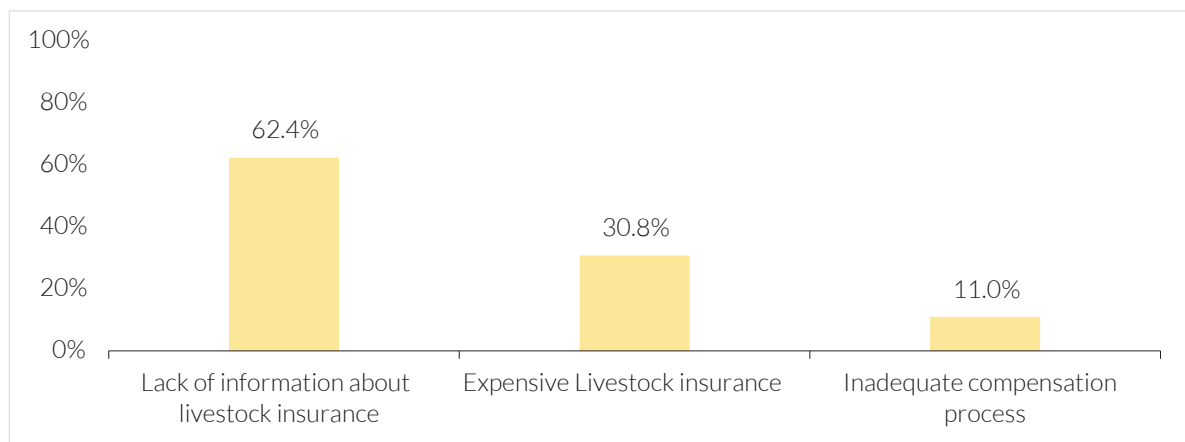
••  **Figure 15: Farmers with livestock insurance**



Source: RGB Survey, 2025

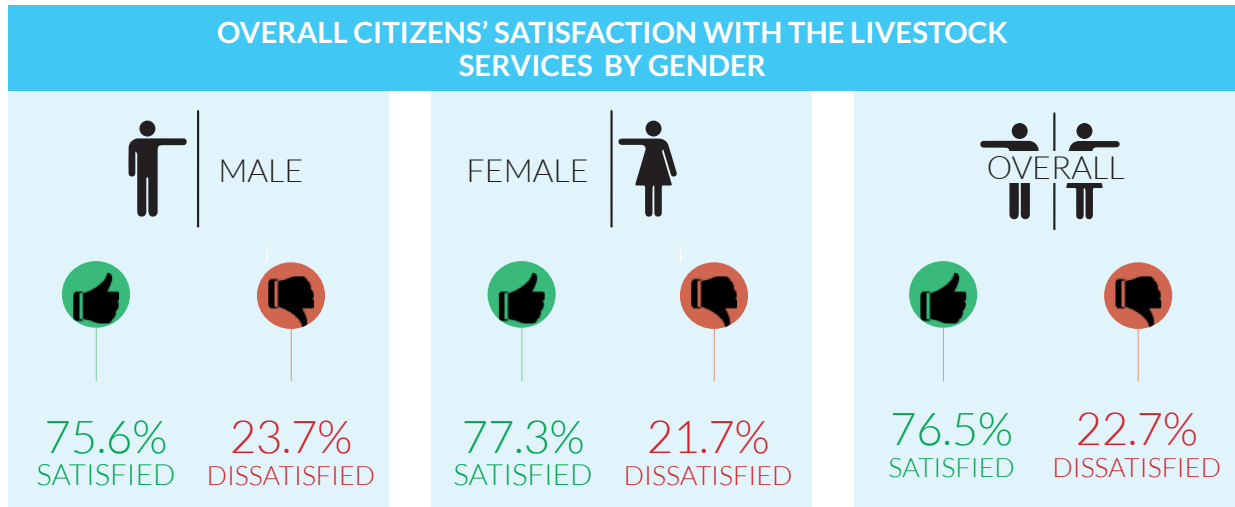
The findings show that only 13.7% of livestock farmers had insurance for their livestock.

••  **Figure 16: Reasons for not taking livestock insurance**



Limited access to information and the high cost of livestock insurance were identified as the primary factors discouraging farmers from insuring their livestock, highlighting potential vulnerabilities in risk management and the need for interventions to improve affordability and awareness of insurance services.

Figure 17: Overall citizens' satisfaction with the livestock services by gender

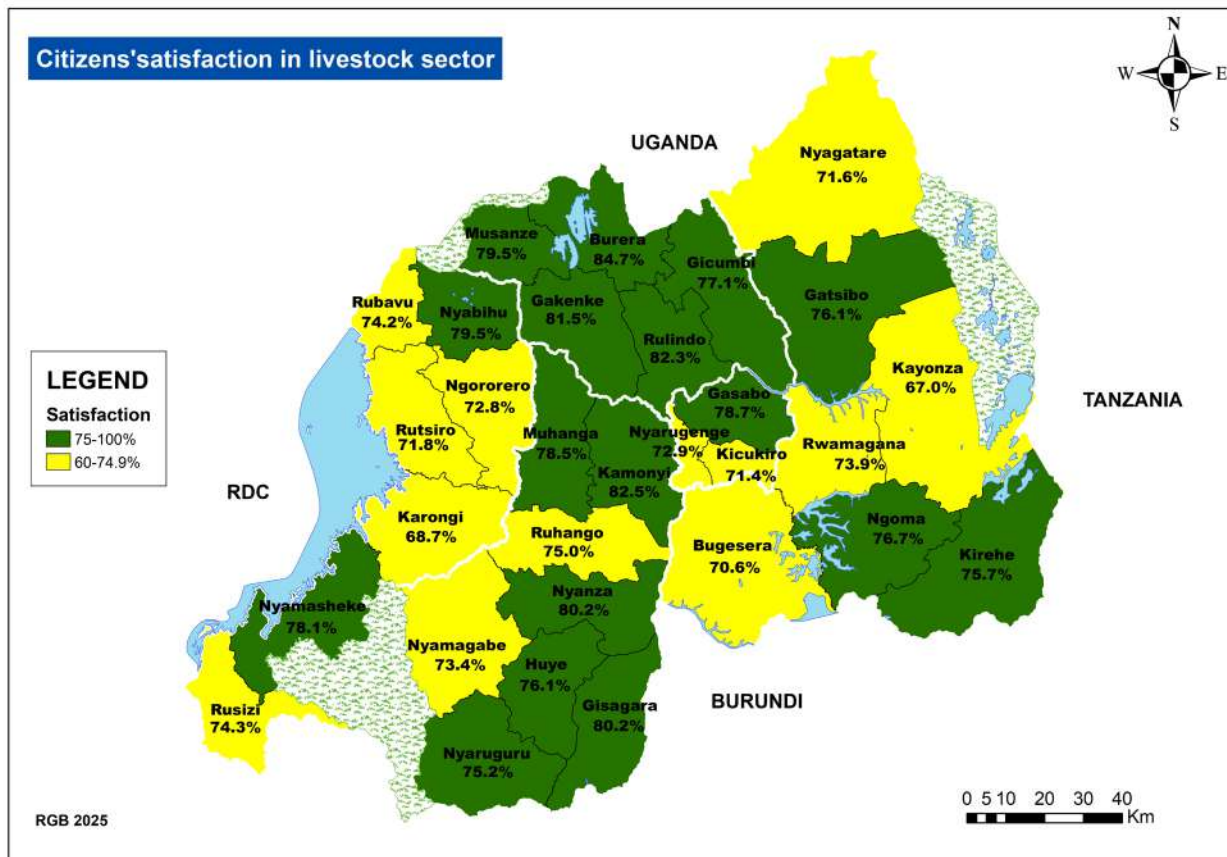


Source: RGB Survey, 2025

The CRC2025 findings indicated that overall citizen satisfaction with livestock services was 76.5%, with women reporting slightly higher satisfaction (77.3%) compared to men (75.6%).



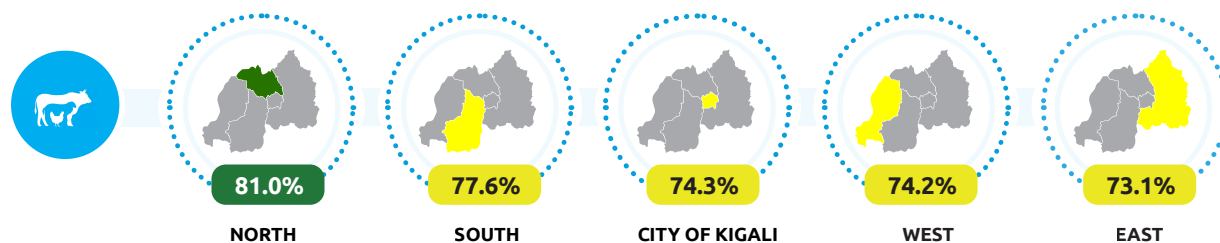
Map 4: Citizens' satisfaction with livestock sector services by district



Six districts of Burera, Kamonyi, Rulindo, Gakenke, Gisagara, and Nyanza recorded the highest levels of citizen satisfaction, at 80% or above, with Burera leading at 84.7%. In contrast, Kayonza reported the lowest satisfaction level, at 67.0%, suggesting potential disparities in the quality or accessibility of livestock services across districts that may warrant targeted interventions.

### 1.2.2. Livestock sector services by province and City of Kigali

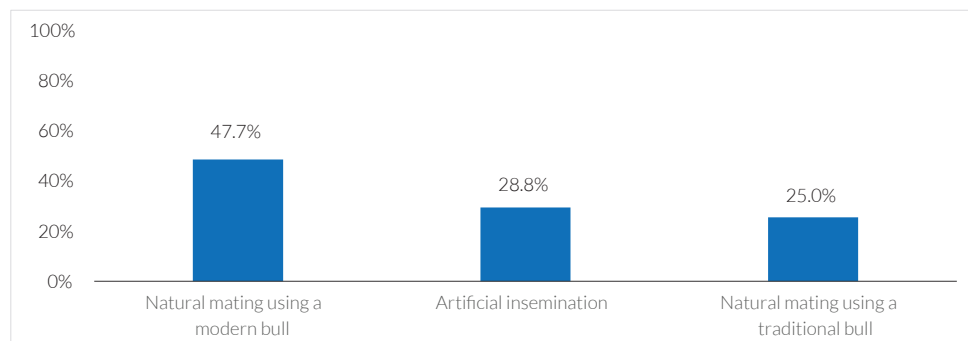
Figure 18: Citizens' satisfaction with Livestock services by province and City of Kigali



Source: RGB Survey, 2025

### 1.2.3. Methods employed by famers to improve their breeds

••  **Figure 19: Methods employed by famers to improve their breeds**

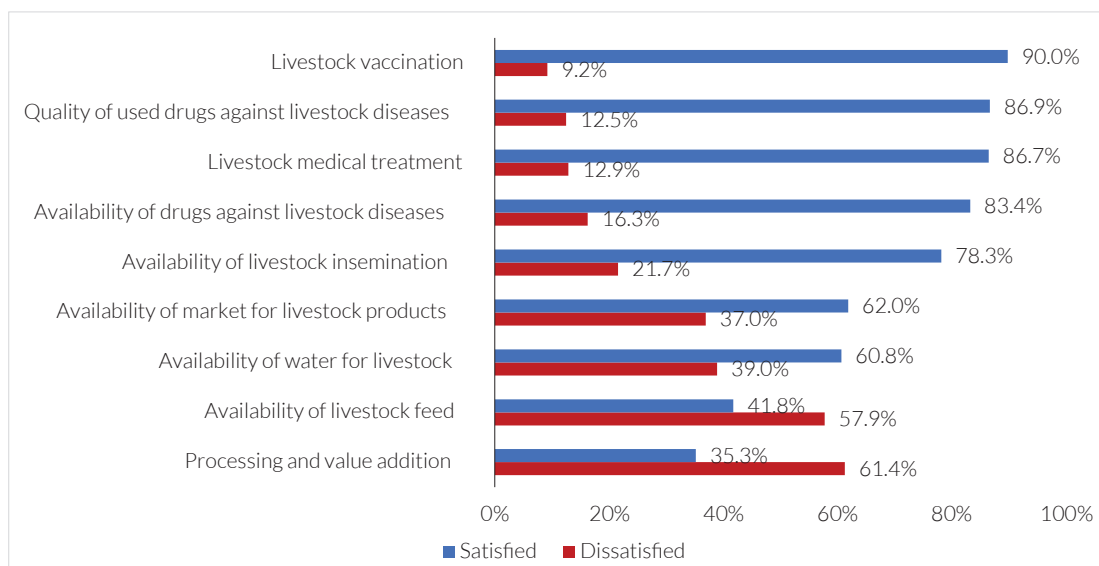


Source: RGB Survey, 2025

Although the government aims to promote artificial insemination to enhance livestock breeds and productivity, the findings indicate that its adoption remains low compared to natural mating, highlighting potential barriers such as limited access, high costs, or insufficient farmer awareness, and underscoring the need for strengthened extension services to support uptake.

### 1.2.4. Citizens' satisfaction with livestock services

••  **Figure 20: Citizens' satisfaction with each of the assessed livestock services**

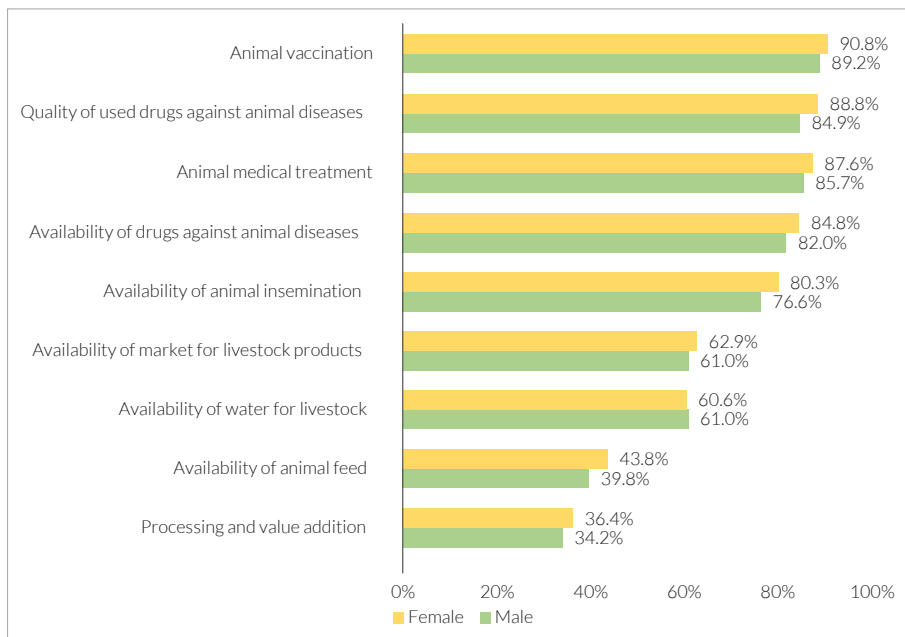


Source: RGB Survey, 2025

Livestock vaccination services recorded the highest level of citizen satisfaction at 90%, while services related to the processing and value addition of livestock products were the least satisfactory, at 35.3%, suggesting significant gaps in value-chain support that may limit farmers' ability to generate additional income from livestock.

### 1.2.5. Citizens' satisfaction with assessed livestock services by gender

Figure 21: Citizens' satisfaction with assessed livestock services by gender

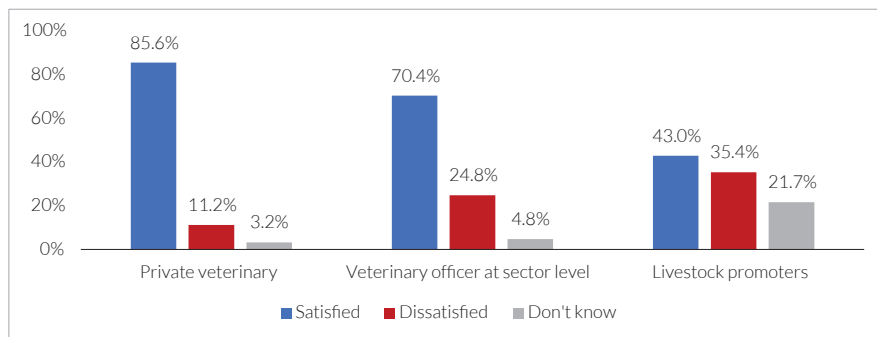


Source: RGB Survey, 2025

Overall, the study indicated that the satisfaction of both women and men with livestock services is more or less the same for all the assessed services.

### 1.2.6. Satisfaction with livestock technical support agents

Figure 22: Citizens' satisfaction with the performance of livestock technical support agents

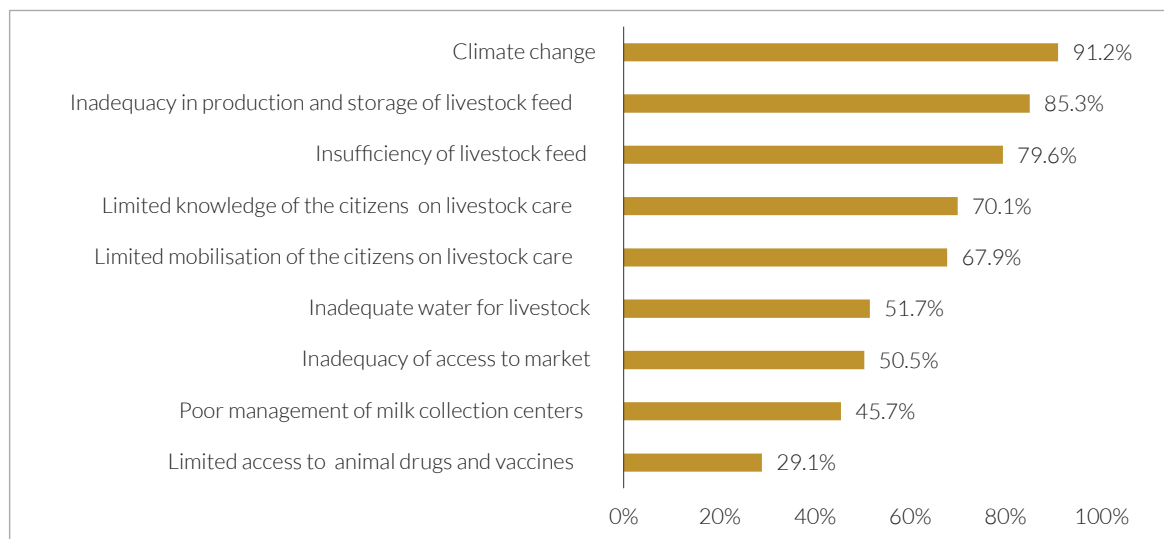


Source: RGB Survey, 2025

The CRC2025 findings revealed that private veterinarians were the most highly regarded agents in the provision of livestock services. However, 21.7% of farmers reported a lack of awareness regarding the services offered by livestock promoters.

## 1.2.7. Challenges identified in livestock sector services

••  **Figure 23: Some of the main challenges identified in the livestock sector development**



Source: RGB Survey, 2025

The most cited livestock sector challenges by the citizen were climate change, inadequacy in processing and storage of animal feed, insufficiency of livestock animal feed and limited knowledge of citizens on livestock care.



## 1.2.8. RECOMMENDATIONS

- ☛ Increase the the production of livestock feed and improve their storage to ensure sustainable supply;
- ☛ Improve farmers' knowledge and competencies in animal care; including the prevention and control of livestock diseases;
- ☛ Promote investment in the value addition of livestock products to increase their lifespan and marketability;
- ☛ Strengthen engagement with education institutions to motivate students to participate in commercial livestock farming



**Table 10:**  
Citizens' satisfaction with livestock services by district

N°	DISTRICT	CRC 2025
1	Burera	84.7%
2	Kamonyi	82.5%
3	Rulindo	82.3%
4	Gakenke	81.5%
5	Gisagara	80.2%
6	Nyanza	80.2%
7	Nyabihu	79.5%
8	Musanze	79.5%
9	Gasabo	78.7%
10	Muhanga	78.5%
11	Nyamasheke	78.1%
12	Gicumbi	77.1%
13	Ngoma	76.7%
14	Huye	76.1%
15	Gatsibo	76.1%
16	Kirehe	75.7%
17	Nyaruguru	75.2%
18	Ruhango	75.0%
19	Rusizi	74.3%
20	Rubavu	74.2%
21	Rwamagana	73.9%
22	Nyamagabe	73.4%
23	Nyarugenge	72.9%
24	Ngororero	72.8%
25	Rutsiro	71.8%
26	Nyagatare	71.6%
27	Kicukiro	71.4%
28	Bugesera	70.6%
29	Karongi	68.7%
30	Kayonza	67.0%
<b>OVERALL SCORE</b>		<b>76.5%</b>

Source: RGB Survey, 2025



## 1.3. INFRASTRUCTURE SECTOR

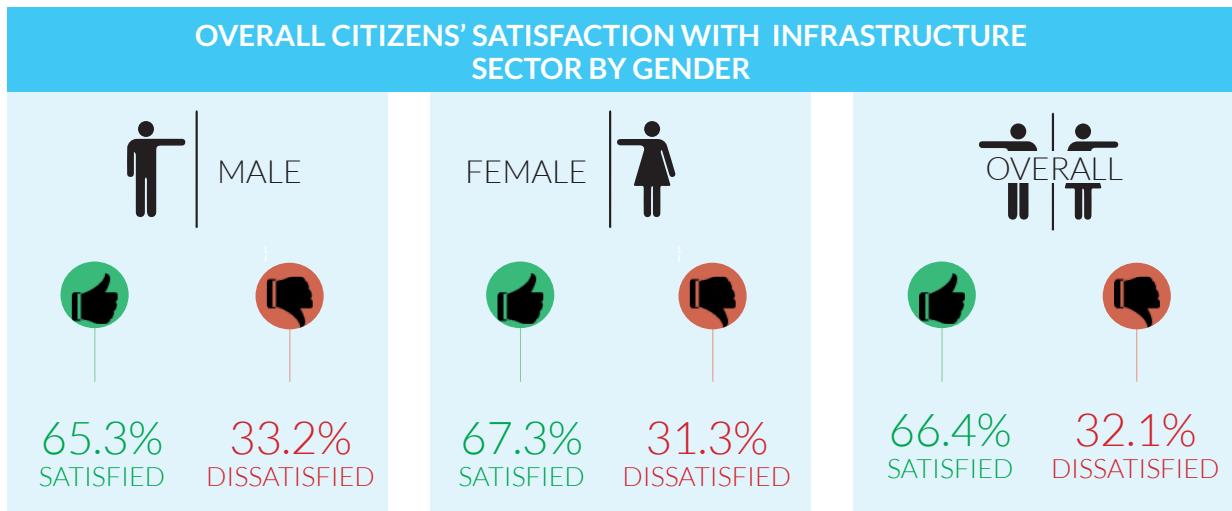




## 1.3.1. Introduction

One of the key determinants of a country’s socio-economic development is the availability of adequate, well-functioning, and well-distributed infrastructure. Accordingly, this study examined infrastructure services related to water, electricity and roads.

 **Figure 24: Overall citizens’ satisfaction with infrastructure sector by gender**

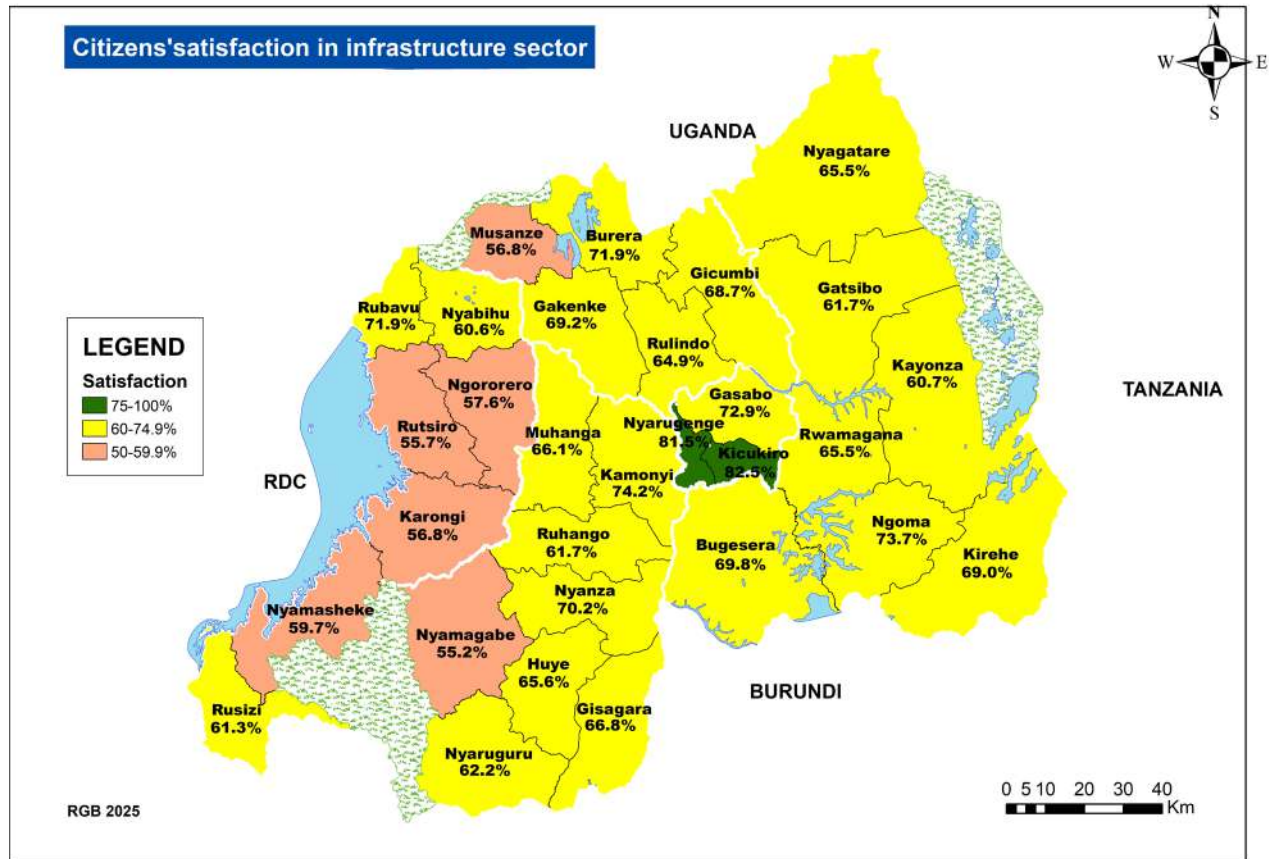


Source: RGB Survey, 2025

Satisfaction with infrastructure services was reported by 66.4% of citizens, with marginally higher satisfaction among women (67.3%) compared to men (65.3%).



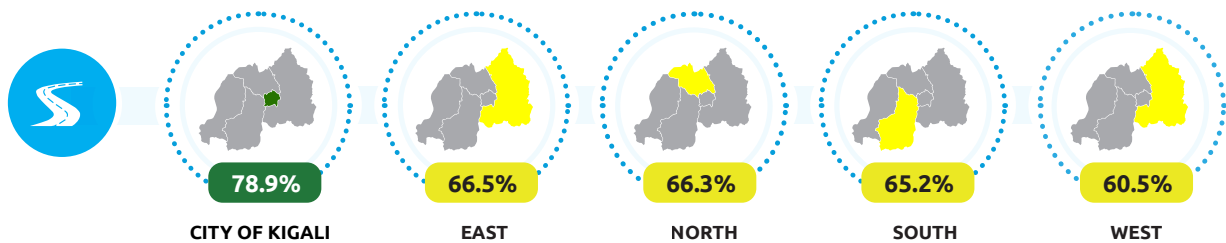
Map 5: Citizens' satisfaction with infrastructure sector services per district



Citizen satisfaction was highest in Kicukiro and Nyarugenge, with rates of at least 80%. Conversely, six districts of Nyamasheke, Ngororero, Musanze, Karongi, Rutsiro, and Nyamagabe recorded relatively lower satisfaction levels, ranging from 55% to 60%.

### 1.3.2. Satisfaction with infrastructure services by province and City of Kigali

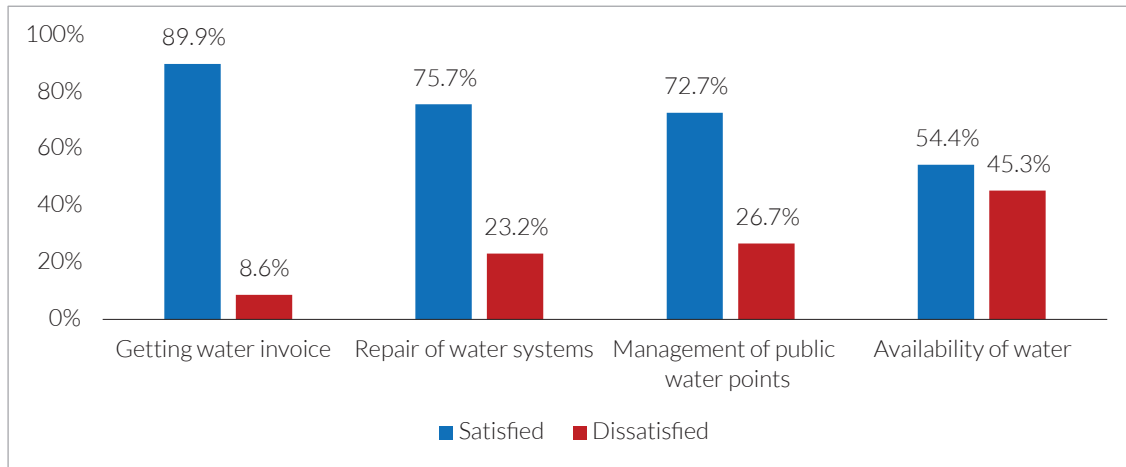
Figure 25: Citizens' satisfaction with Infrastructure services by province and City of Kigali



Source: RGB Survey, 2025

### 1.3.3. Water services

Figure 26: Citizens' satisfaction with water services



Source: RGB Survey, 2025

Among households with access to water, 89.9% reported high satisfaction with billing services, whereas satisfaction with the availability of water was low at 54.4%.





**Table 11:**  
Citizens' satisfaction with access to clean water by district

N°	DISTRICT	CRC 2025
1	Kicukiro	96.4%
2	Nyarugenge	93.4%
3	Gasabo	89.7%
4	Rubavu	89.0%
5	Gakenke	83.6%
6	Kamonyi	83.5%
7	Rusizi	82.3%
8	Rulindo	81.1%
9	Kirehe	80.2%
10	Gicumbi	79.5%
11	Bugesera	78.2%
12	Huye	77.2%
13	Gatsibo	77.0%
14	Burera	76.9%
15	Kayonza	75.9%
16	Rwamagana	74.7%
17	Nyamasheke	74.2%
18	Nyanza	74.0%
19	Ngoma	71.1%
20	Nyagatare	69.7%
21	Rutsiro	68.4%
22	Karongi	67.1%
23	Gisagara	65.4%
24	Muhanga	62.3%
25	Nyabihu	61.4%
26	Ngororero	59.7%
27	Musanze	59.3%
28	Nyaruguru	58.6%
29	Ruhango	51.2%
30	Nyamagabe	45.6%
<b>OVERALL SCORE</b>		<b>74.3%</b>

Source: RGB Survey, 2025

### 1.3.4. Electricity services

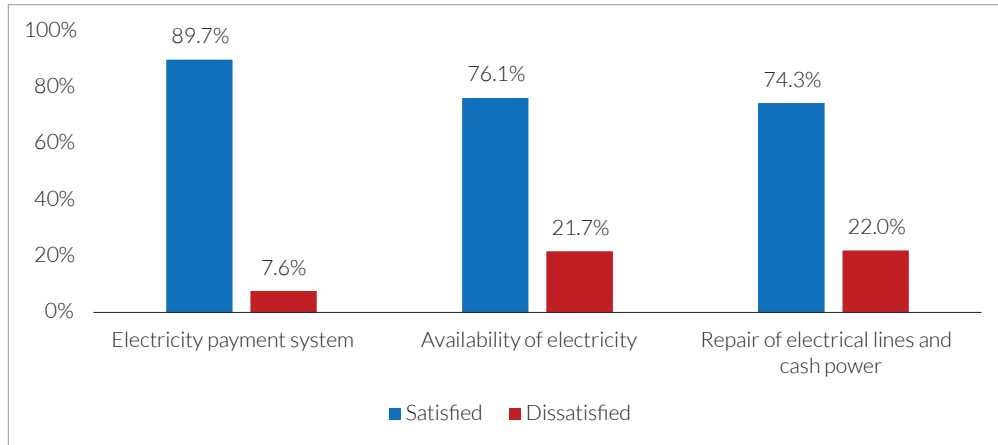


**Table 12:**  
Citizens' satisfaction with access to electricity by district

N°	DISTRICT	CRC 2025
1	Nyarugenge	98.4%
2	Kicukiro	97.2%
3	Rusizi	86.9%
4	Gasabo	85.4%
5	Rubavu	81.2%
6	Rwamagana	80.1%
7	Burera	77.2%
8	Rutsiro	77.0%
9	Bugesera	76.0%
10	Gakenke	75.9%
11	Ngoma	73.2%
12	Muhanga	73.2%
13	Gicumbi	72.9%
14	Musanze	71.9%
15	Rulindo	71.8%
16	Kamonyi	71.8%
17	Kirehe	70.0%
18	Nyamasheke	69.3%
19	Nyagatare	68.9%
20	Nyanza	67.8%
21	Ruhango	66.6%
22	Ngororero	65.2%
23	Nyabihu	64.8%
24	Huye	60.8%
25	Kayonza	60.0%
26	Karongi	57.6%
27	Nyaruguru	57.4%
28	Nyamagabe	55.6%
29	Gisagara	54.6%
30	Gatsibo	51.7%
<b>OVERALL SCORE</b>		<b>71.8%</b>

Source: RGB Survey, 2025

Figure 27: Citizens' satisfaction with electricity services

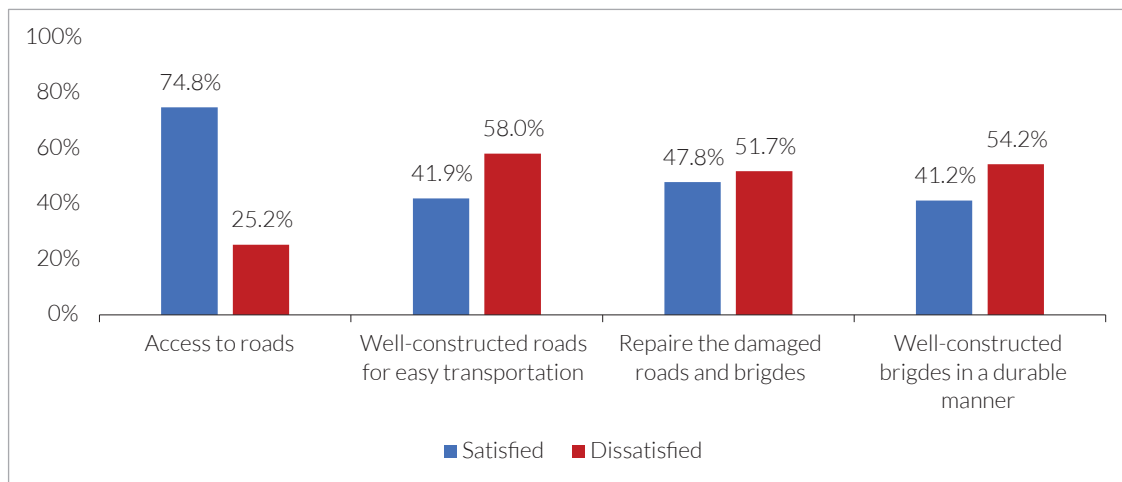


Source: RGB Survey, 2025

Electricity payment services exhibited the highest satisfaction rate among all electricity-related services, reaching 89.7%. Conversely, maintenance services for electricity lines and cash power recorded the lowest satisfaction level, at 74.3%.

### 1.3.5. Roads and bridges

Figure 28: Citizens' satisfaction with roads and bridges infrastructure

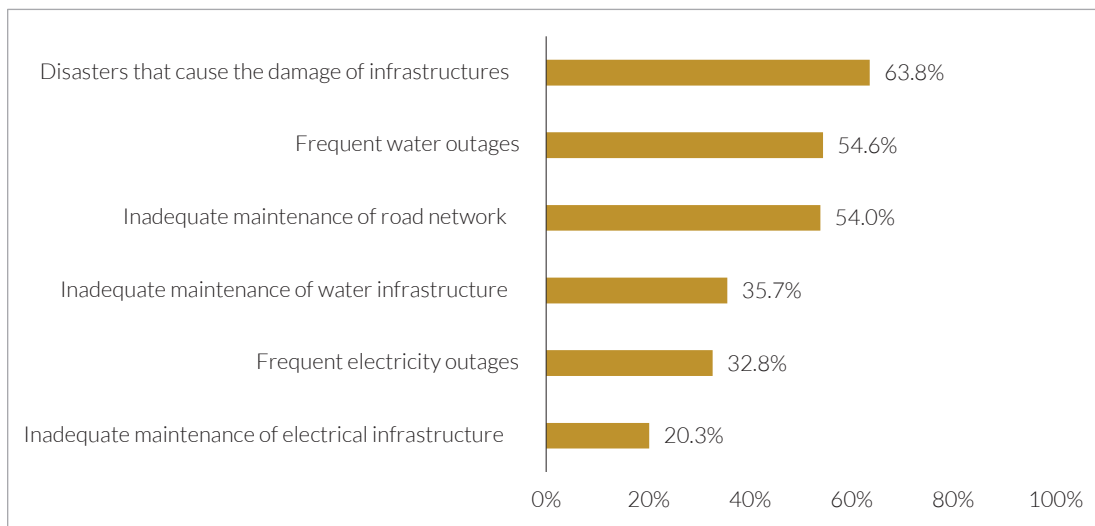


Source: RGB Survey, 2025

In terms of road and bridge infrastructure, 74.8% of citizens reported satisfaction with road access, whereas satisfaction with the construction quality, maintenance, and repair of roads and bridges ranged from 40% to 50%.

### 1.3.6. Challenges identified in assessed infrastructure related services

••  **Figure 29: Some of the challenges identified in infrastructure services**



Source: RGB Survey, 2025

Infrastructure damage resulting from natural disasters, especially floods, emerged as the most prominent challenge, cited by 63.8% of respondents. Furthermore, frequent water outages and inadequate road network maintenance were identified as other significant challenges, as shown in the graph above.



### 1.3.7. RECOMMENDATIONS

- Develop disaster-resilient infrastructure to mitigate damage from natural hazards;
- Accelerate the implementation of projects aimed at improving water adequacy in order to reduce frequent water outages across the country;
- Expand access to electricity and strengthen the maintenance and repair of electricity infrastructure and systems;
- Scale up the construction of roads and bridges to facilitate the movement of people and goods, and ensure the timely repair of damaged infrastructure.



**Table 13:**  
Citizens' satisfaction with assessed infrastructure services by district

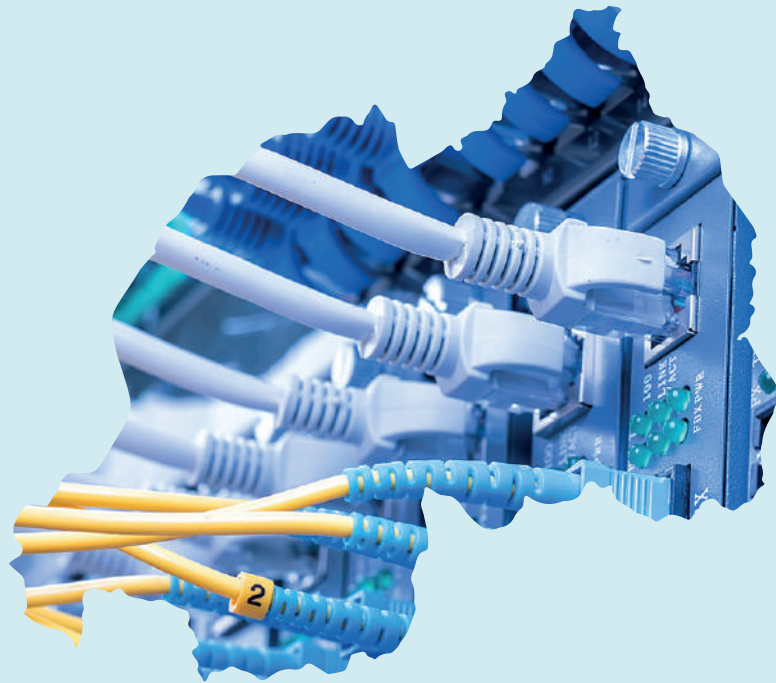
N°	DISTRICT	CRC 2025
1	Kicukiro	82.5%
2	Nyarugenge	81.5%
3	Kamonyi	74.2%
4	Ngoma	73.7%
5	Gasabo	72.9%
6	Burera	71.9%
7	Rubavu	71.9%
8	Nyanza	70.2%
9	Bugesera	69.8%
10	Gakenke	69.2%
11	Kirehe	69.0%
12	Gicumbi	68.7%
13	Gisagara	66.8%
14	Muhanga	66.1%
15	Huye	65.6%
16	Nyagatare	65.5%
17	Rwamagana	65.5%
18	Rulindo	64.9%
19	Nyaruguru	62.2%
20	Gatsibo	61.7%
21	Ruhango	61.7%
22	Rusizi	61.3%
23	Kayonza	60.7%
24	Nyabihu	60.6%
25	Nyamasheke	59.7%
26	Ngororero	57.6%
27	Musanze	56.8%
28	Karongi	56.8%
29	Rutsiro	55.7%
30	Nyamagabe	55.2%
<b>OVERALL SCORE</b>		<b>66.4%</b>

Source: RGB Survey, 2025



1.4.

# INFORMATION COMMUNICATION TECHNOLOGY (ICT) SECTOR



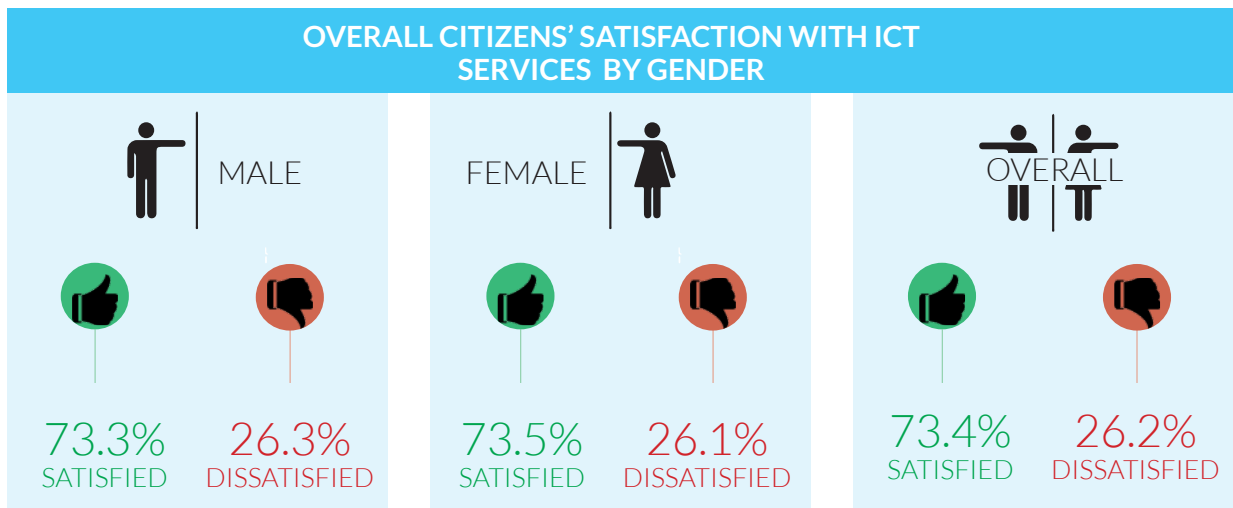


## 1.4.1. Introduction

Under the second generation of the National Strategy for Transformation (NST2), it is envisaged that by 2029 all government services will be delivered through digital technologies to enhance service efficiency and accessibility. In this context, the study assessed citizens’ satisfaction with selected information and communication technology (ICT) services, including internet, telephone, radio, television, the Integrated Electronic Case Management System (IECMS), digital payment and money transfer services and the Irembo platform. In addition, the study examined the challenges faced by citizens in accessing and utilizing these ICT services.



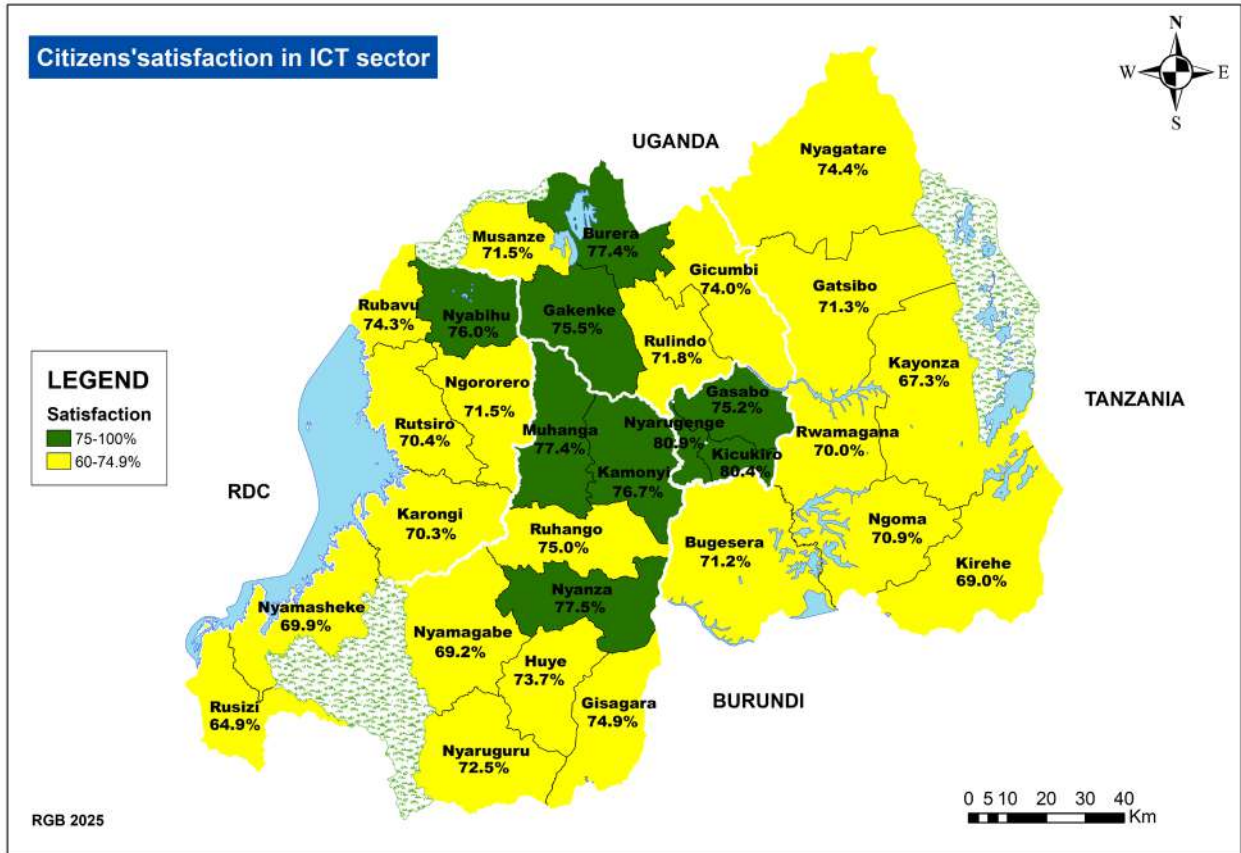
Figure 30: Overall citizens' satisfaction with ICT services by gender



Source: RGB Survey, 2025

Overall, 73.4% of citizens expressed satisfaction with information and communication technology (ICT) services, with men and women reporting similar levels of satisfaction.

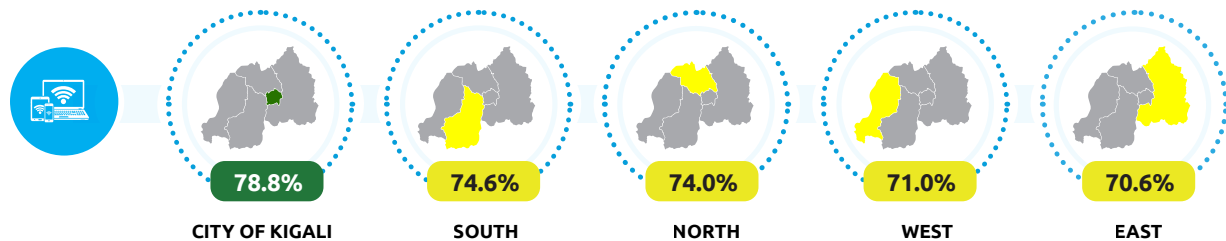
Map 6: Citizens' satisfaction with ICT services by district



As shown in the map above, satisfaction with information and communication technology (ICT) services exceeded 75% in ten districts. In the remaining districts, satisfaction was below 75%, with Rusizi recording the lowest rate at 64.9%.

### 1.4.2. Satisfaction with ICT services by province and City of Kigali

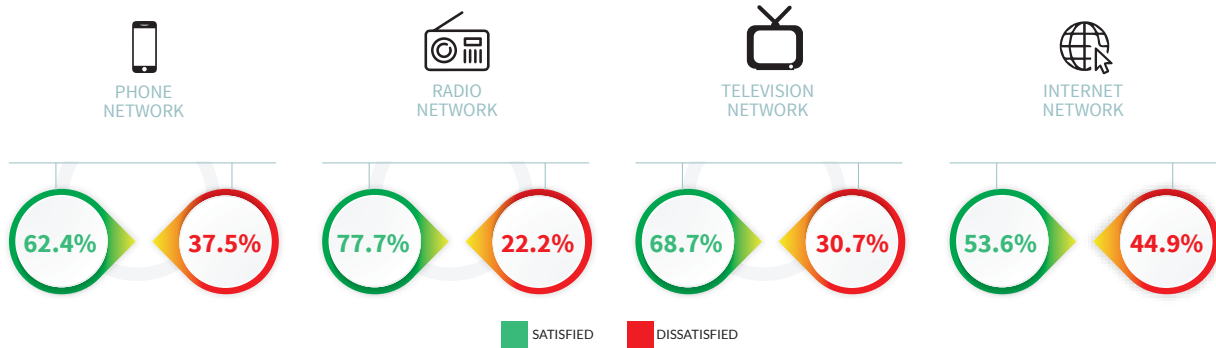
Figure 31: Citizens' satisfaction with ICT services by province and City of Kigali



Source: RGB Survey, 2025

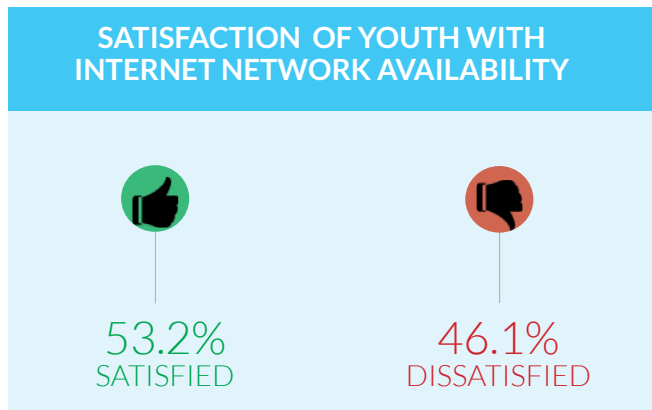
### 1.4.3. ICT network availability in service delivery

Figure 32: Citizens' satisfaction with ICT network availability in service delivery



Satisfaction with communication channels varied, with radio networks rated highest at 77.7% and internet services rated lowest at 53.6%, highlighting potential areas for improvement in digital connectivity.

Figure 33: Satisfaction of youth with internet network availability



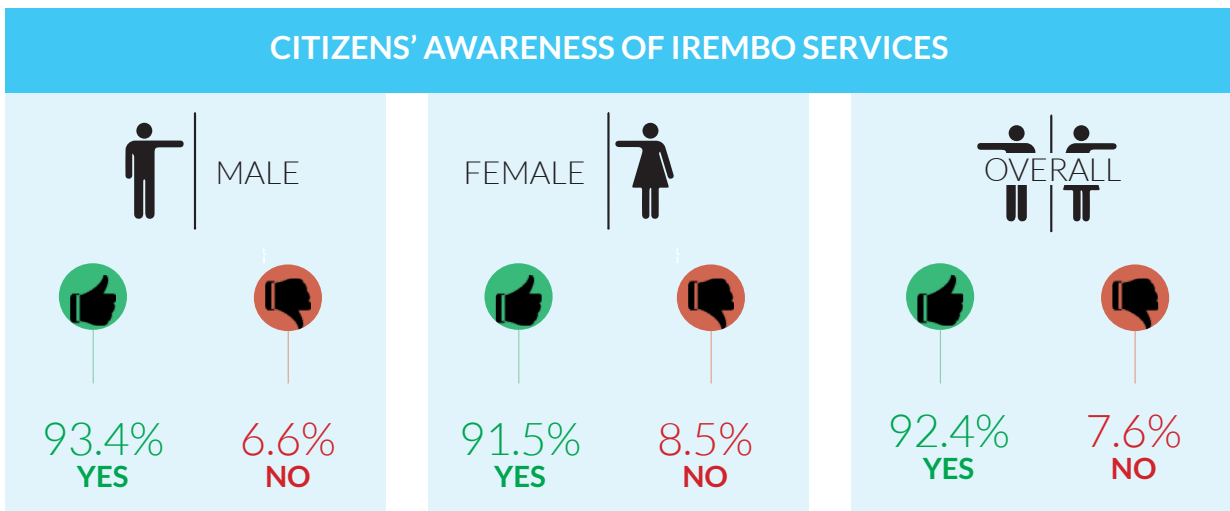
Source: RGB Survey, 2025

The findings indicate no significant variation between youth and other categories of citizens regarding satisfaction with internet network availability.

### 1.4.4. Irembo Platform

Irembo is a digital platform designed to improve citizens’ access to public services in a convenient, efficient, and reliable manner. This assessment examined citizens’ awareness of the Irembo platform, their usage of its services and their satisfaction with services delivered through it.

Figure 34: Citizens’ awareness of Irembo services

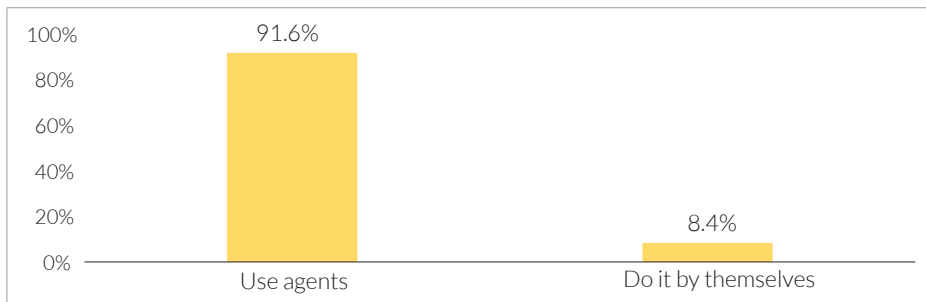


Source: RGB Survey, 2025

The CRC2025 findings indicated a high level of public awareness of Irembo services of 92.4%.

#### 1.4.4.1. Channels used to access Irembo services

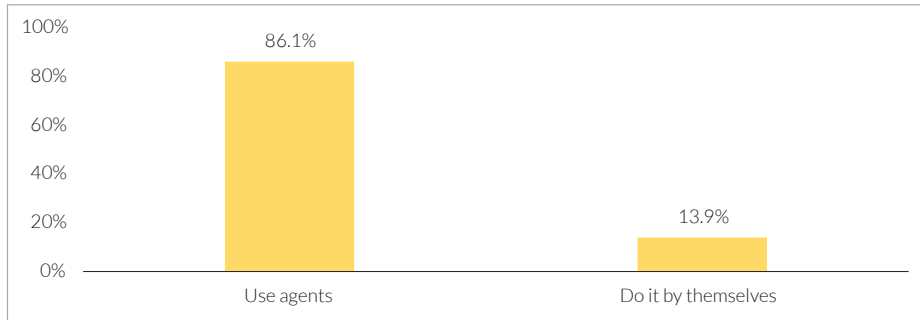
Figure 35: Channels used to access Irembo services



Source: RGB Survey, 2025

The majority of citizens (91.6%) continue to access Irembo services through Irembo agents whereas only 8.4% do it on themselves using their own ICT tools. This indicates that, the percentage of citizens who able self serve on Irembo services remains very low which does not reflect the Ministry in charge of ICT plan of “Byikorere” literary translated as do it for yourself.

Figure 36: Channels used by youth to access Irembo services

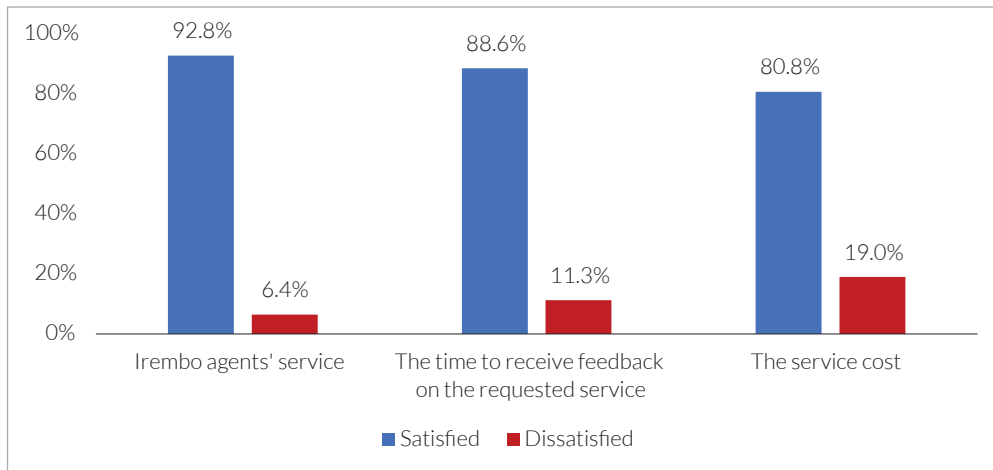


Source: RGB Survey, 2025

Similar to other categories of citizens, the majority of youth (86.1%) access Irembo services through agents. This indicates that the level of digital literacy among young people remains very low which in turn undermines “Byikorere” initiative.

### 1.4.4.2. Citizens’ satisfaction with Irembo Services

Figure 37: Citizens’ satisfaction with Irembo services by gender

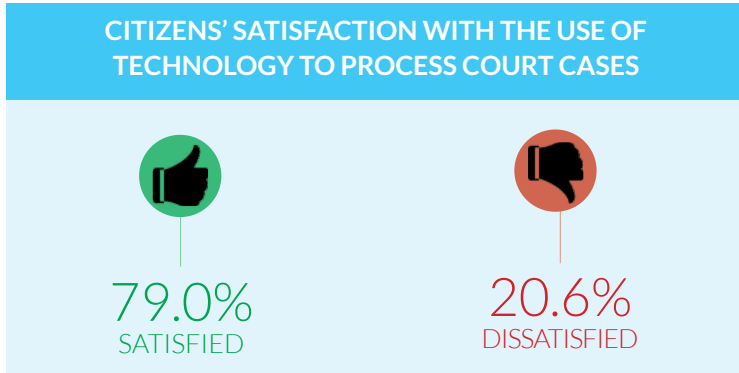


Source: RGB Survey, 2025

The level of citizens’ satisfaction with Irembo services is above 80%.

### 1.4.5. Use of technology to process court cases

Figure 38: Citizens' satisfaction with the use of technology to process court cases

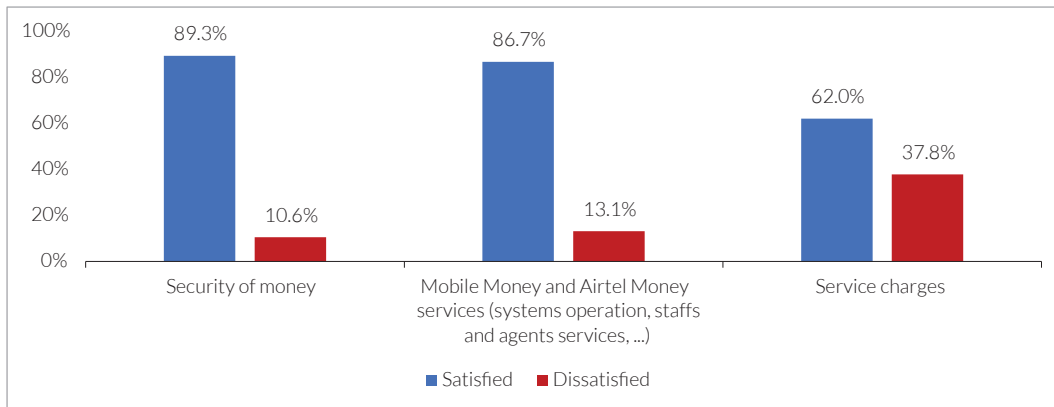


Source: RGB Survey, 2025

The majority (79.0%) of citizens who used Integrated Electronic Case Management System (IECMS) are satisfied with its effectiveness.

### 1.4.6. Citizens' satisfaction with the use of mobile payment and money transfer Services

Figure 39: Citizens' satisfaction with the use of mobile payment and money transfer Services

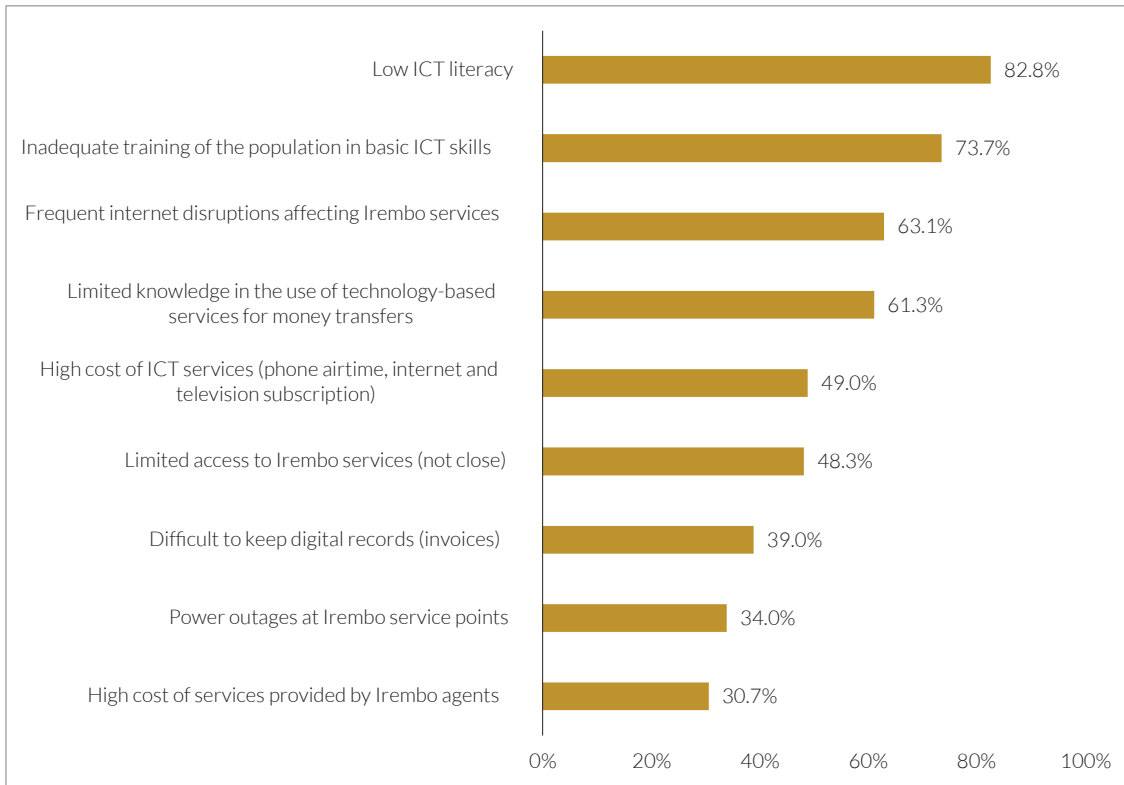


Source: RGB Survey, 2025

With regard to mobile payment and money transfer services, the study indicated that 89.3% of citizens expressed a high level of satisfaction with the security of their money. Nevertheless, 37.8% of respondents reported that the service fees associated with money transfer services remain relatively high.

### 1.4.7. Challenges identified in ICT sector

 **Figure 40: Some of the challenges identified in ICT services**



Source: RGB Survey, 2025

Low ICT literacy among citizens and inadequate training of the population in basic ICT skills were highlighted as the leading challenges to ICT services delivery.



### 1.4.8. RECOMMENDATIONS

- Strengthen efforts to educate citizens in basic digital skills to facilitate the implementation of the “Byikorere” program.
- Enhance the coverage and adequacy of internet and mobile telephone networks.
- Assess and adjust the cost of digital services to promote greater citizen adoption and utilization of these services.



**Table 14:**  
Citizens' satisfaction with ICT services by district

N°	DISTRICT	CRC 2025
1	Nyarugenge	80.9%
2	Kicukiro	80.4%
3	Nyanza	77.5%
4	Muhanga	77.4%
5	Burera	77.4%
6	Kamonyi	76.7%
7	Nyabihu	76.0%
8	Gakenke	75.5%
9	Gasabo	75.2%
10	Ruhango	75.0%
11	Gisagara	74.9%
12	Nyagatare	74.4%
13	Rubavu	74.3%
14	Gicumbi	74.0%
15	Huye	73.7%
16	Nyaruguru	72.5%
17	Rulindo	71.8%
18	Ngororero	71.5%
19	Musanze	71.5%
20	Gatsibo	71.3%
21	Bugesera	71.2%
22	Ngoma	70.9%
23	Rutsiro	70.4%
24	Karongi	70.3%
25	Rwamagana	70.0%
26	Nyamasheke	69.9%
27	Nyamagabe	69.2%
28	Kirehe	69.0%
29	Kayonza	67.3%
30	Rusizi	64.9%
<b>OVERALL SCORE</b>		<b>73.4%</b>

Source: RGB Survey, 2025



1.5.  
**LAND, SETTLEMENT  
AND ENVIRONMENT SECTOR**





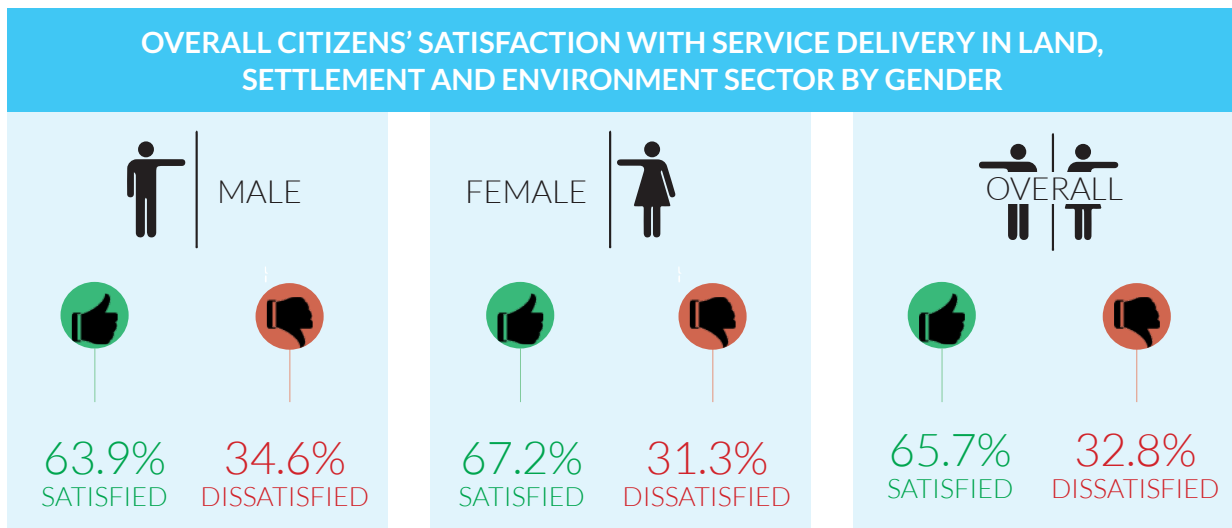
## 1.5.1. Introduction

The assessment of land, settlement and environment services focused on: land registration; issuance of land titles; transfer of land ownership; obtaining information on the master plan; prevention of people settling in high-risk zones; fighting unplanned settlement; obtaining construction and rehabilitation permits; living in planned settlement and availability of basic infrastructure in planned settlement areas.

Regarding the activities that protect the environment, the following were assessed: use of gas and other environmentally friendly methods for cooking; filling back excavated areas for quarries, clay and minerals; collecting water from houses; compliance with designated distance from wetlands, lakes and rivers; adequate waste management and use; excavation of anti-erosion trenches; protecting and conserving forests as well as trees planting and maintenance.



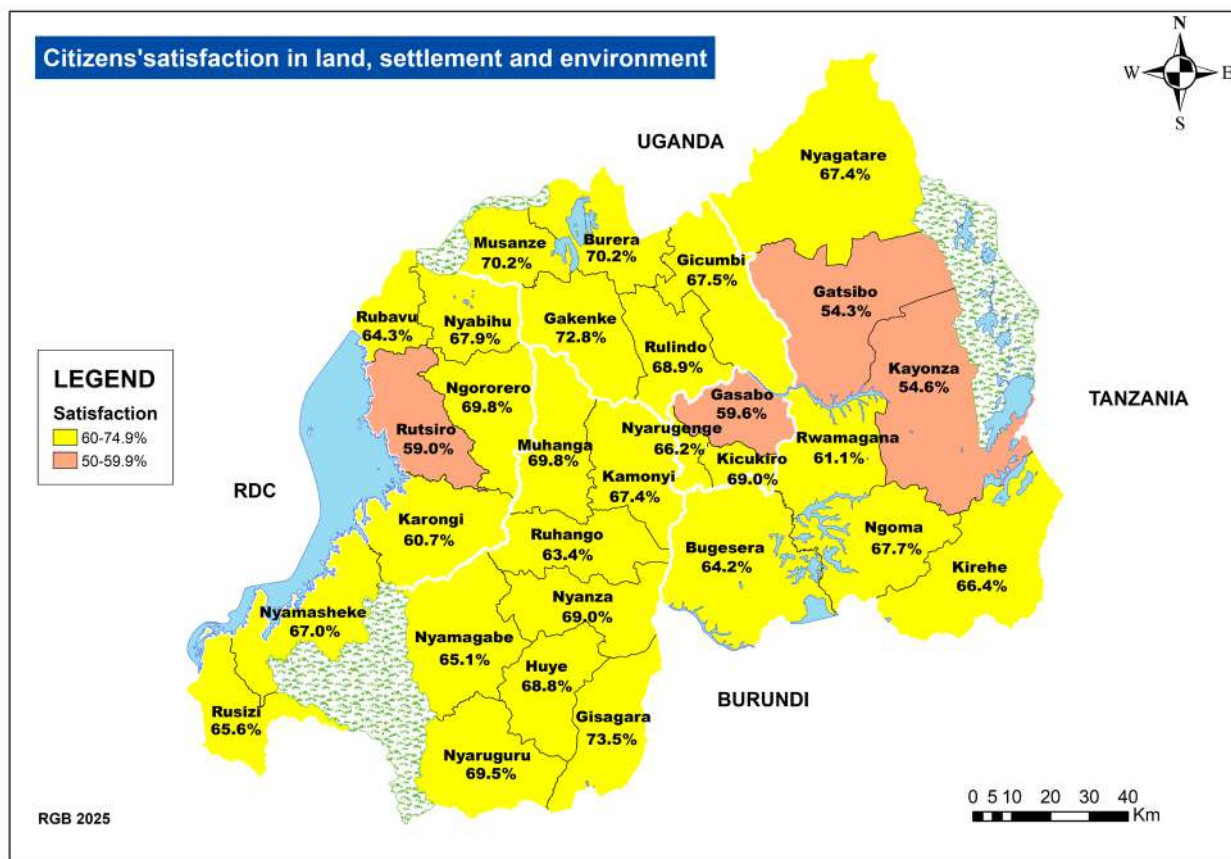
**Figure 42: Overall citizens' satisfaction with service delivery in Land, settlement and environment sector by gender**



Source: RGB Survey, 2025

From the figure above, the level of citizens satisfaction in land, settlement and environment services is 65.7%. Women are satisfied at a rate of 67.2% against 63.9% for men.

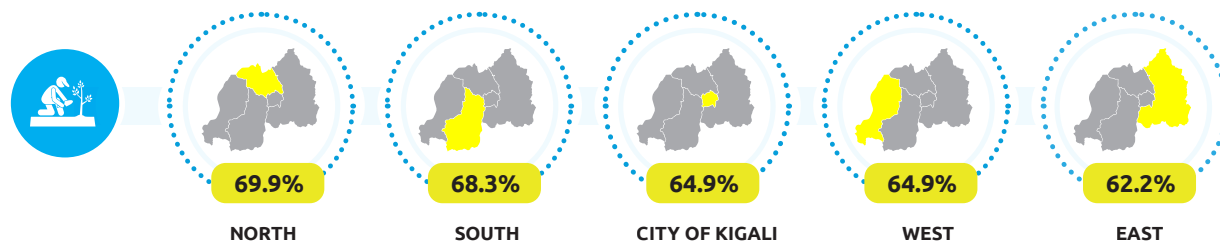
Map 7: Citizens' satisfaction in the performance of Land, settlement and environment sector per district



In this survey, no district achieved a satisfaction rate of at least 75% with land, settlement, and environmental services. Gisagara district recorded the highest level of satisfaction with these services, at 73.5%.

### 1.5.2. Satisfaction with Land and settlement services by province and City of Kigali

Figure 42: Level of citizens' satisfaction with Land, settlement and environment services by province and City of Kigali

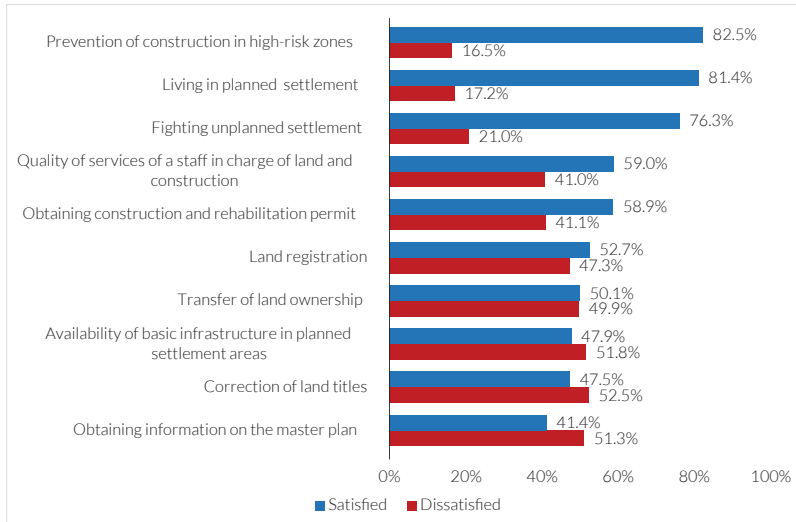


Source: RGB Survey, 2025

As shown in the graph above, northern province has the highest rate of satisfaction while eastern province has the lowest rate of satisfaction.

### 1.5.3. Citizens' satisfaction on land, settlement and environment services

Figure 43: Citizens' satisfaction on selected services of land, settlement and environment



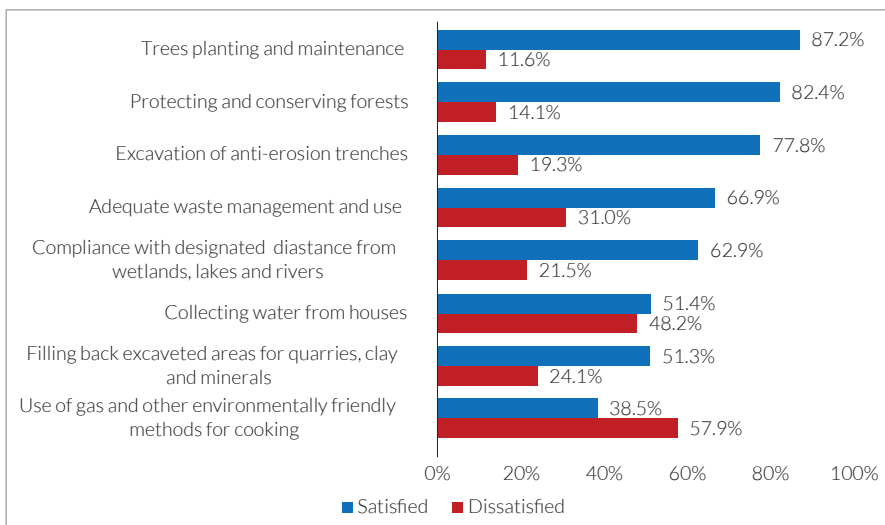
Source: RGB Survey, 2025

The findings show that, prevention of construction in high-risk zones, living in planned rural settlement, and fighting unplanned settlement have the highest satisfaction.

On the other hand, availability of basic infrastructure in planned settlement areas, Correction of land titles and obtaining the information on master plans had the lowest rate satisfaction.

### 1.5.4. Perception on activities that protect the environment

Figure 45: Citizens' perception on environmental protection activities

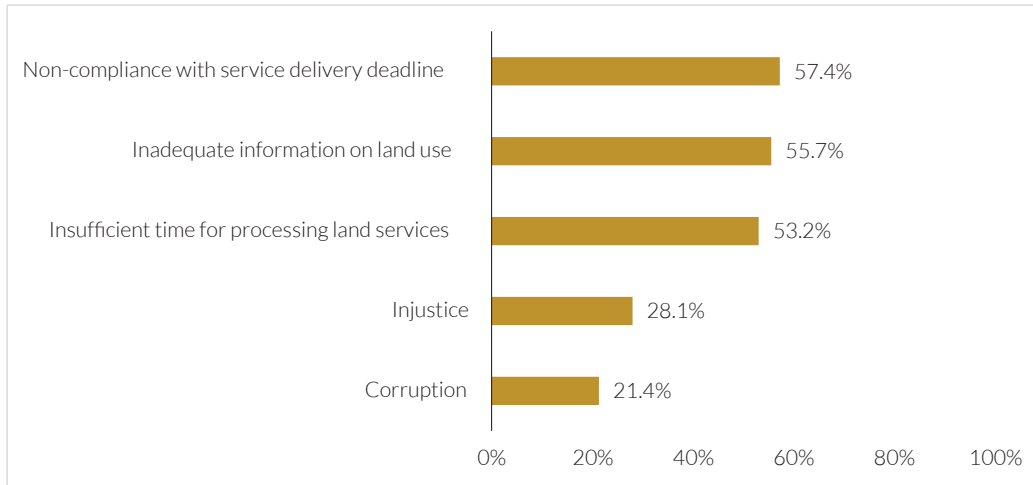


Source: RGB Survey, 2025

The research revealed that tree planting and maintenance, forest protecting and conservation, as well as excavation of anti-erosion trenches are the most appreciated activities by citizens.

### 1.5.5. Challenges identified in land, settlement and environment sector

•  **Figure 45: Some of the challenges identified in land, settlement and environment services**



Source: RGB Survey, 2025

The insufficient time for processing land services, inadequate information on land use and non-compliance with service delivery deadline were identified by citizens as the main challenges as shown in the graphs above.



### 1.5.6. RECOMMENDATIONS

- Expedite the preparation and dissemination of detailed physical land use master plans;
- Address the challenges hindering the effective delivery of land services;
- Expedite the construction of basic infrastructure in planned settlement areas;
- Strengthen efforts to promote affordable and environmentally friendly sources of energy.



**Table 15:**  
Levels of citizen's satisfaction with land, settlement and environment services by district

N°	DISTRICT	CRC 2025
1	Gisagara	73.5%
2	Gakenke	72.8%
3	Burera	70.2%
4	Musanze	70.2%
5	Muhanga	69.8%
6	Ngororero	69.8%
7	Nyaruguru	69.5%
8	Kicukiro	69.0%
9	Nyanza	69.0%
10	Rulindo	68.9%
11	Huye	68.8%
12	Nyabihu	67.9%
13	Ngoma	67.7%
14	Gicumbi	67.5%
15	Kamonyi	67.4%
16	Nyagatare	67.4%
17	Nyamasheke	67.0%
18	Kirehe	66.4%
19	Nyarugenge	66.2%
20	Rusizi	65.6%
21	Nyamagabe	65.1%
22	Rubavu	64.3%
23	Bugesera	64.2%
24	Ruhango	63.4%
25	Rwamagana	61.1%
26	Karongi	60.7%
27	Gasabo	59.6%
28	Rutsiro	59.0%
29	Kayonza	54.6%
30	Gatsibo	54.3%
<b>OVERALL SCORE</b>		<b>65.7%</b>

Source: RGB Survey, 2025



1.6.

# PRIVATE SECTOR

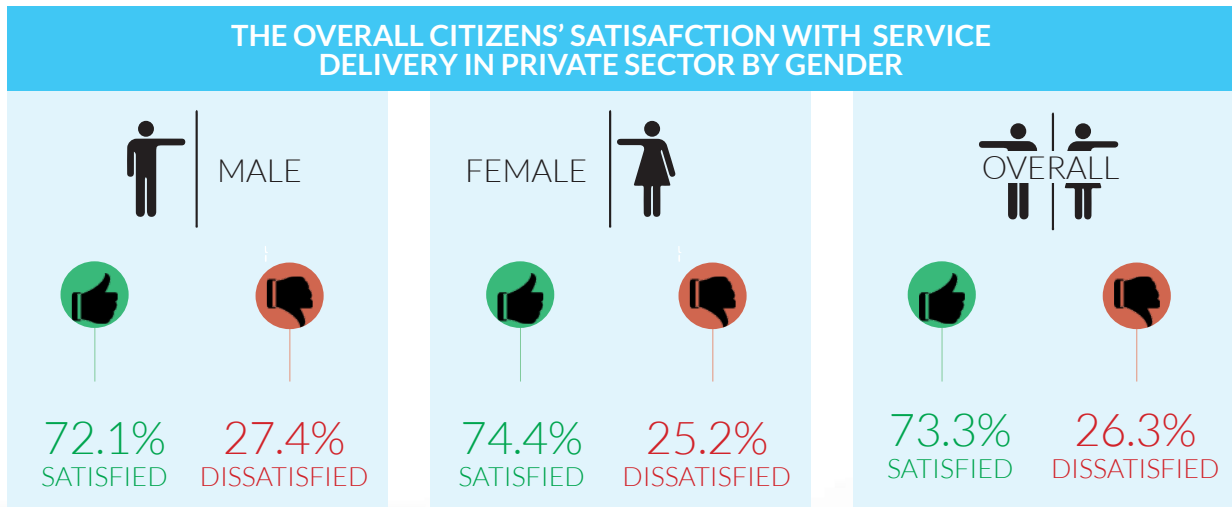




## 1.6.1. Introduction

The private sector plays an important role in the development of the country and the welfare of the people in general. In this regard, removing obstacles that affect the effective delivery of private sector services to citizens is of paramount importance. The services assessed in this sector are: bus transportation, motorcycle transportation, markets and shops, money transfers by telephone, saving schemes, SACCOs, commercial banks, microfinance and the functioning of cooperatives.

Figure 46: The overall citizens' satisfaction with service delivery in private sector by gender

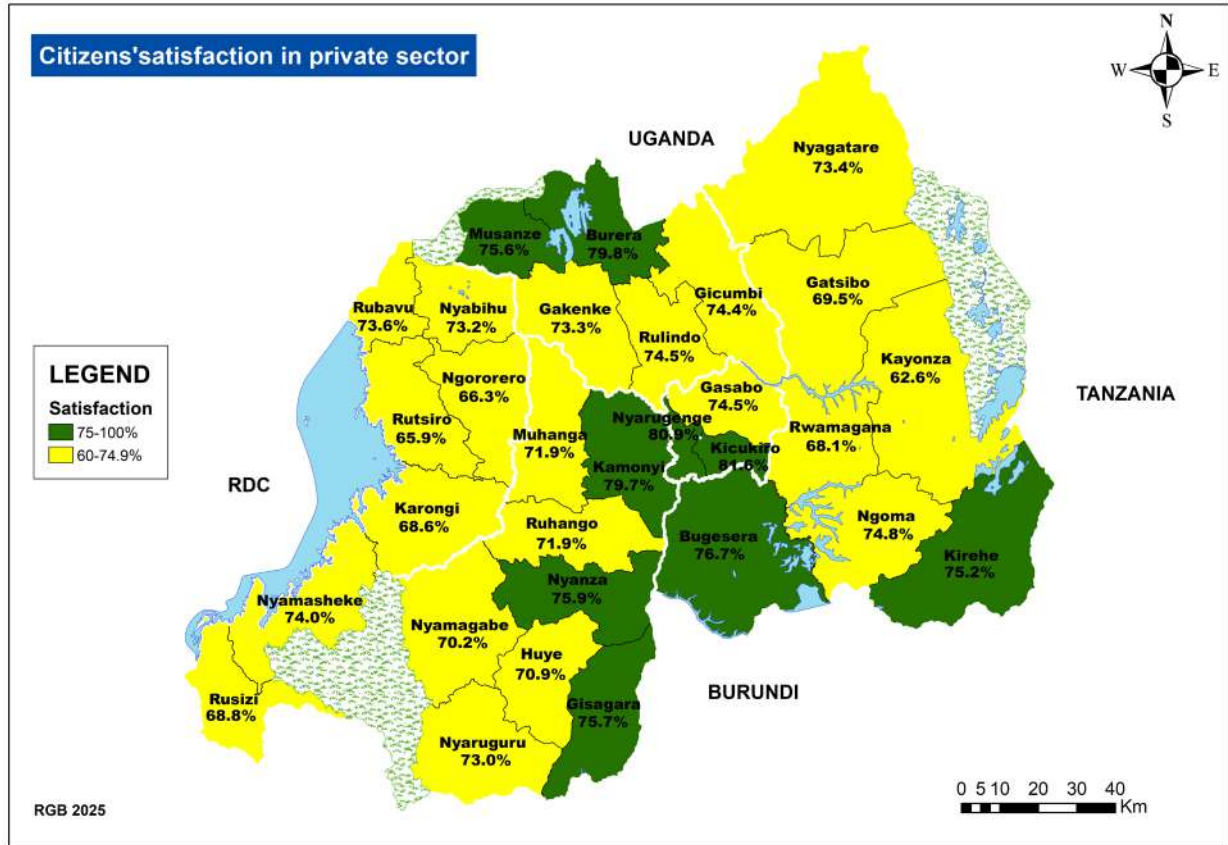


Source: RGB Survey, 2025

The findings show that the overall citizens' satisfaction with private sector services is 73.3%. The satisfaction of women is 74.4% while that of men is 72.1%.



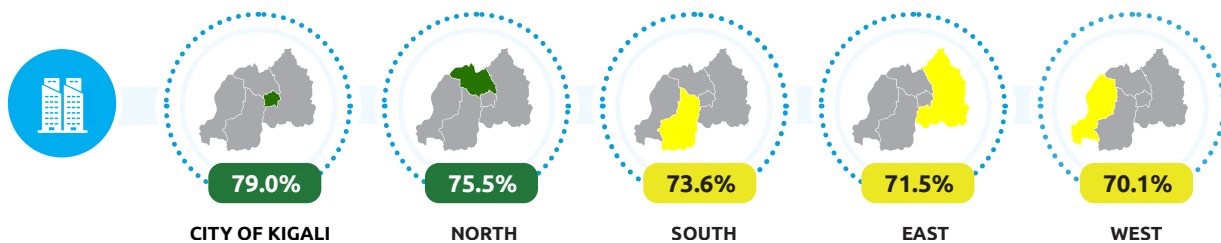
Map 8: Citizens' satisfaction with private sector services per district



The satisfaction of citizens with private sector services is higher in Kicukiro and Nyarugenge districts. On the other hand, Kayanza district recorded the lowest rate of satisfaction.

### 1.6.2. Private sector services by province and City of Kigali

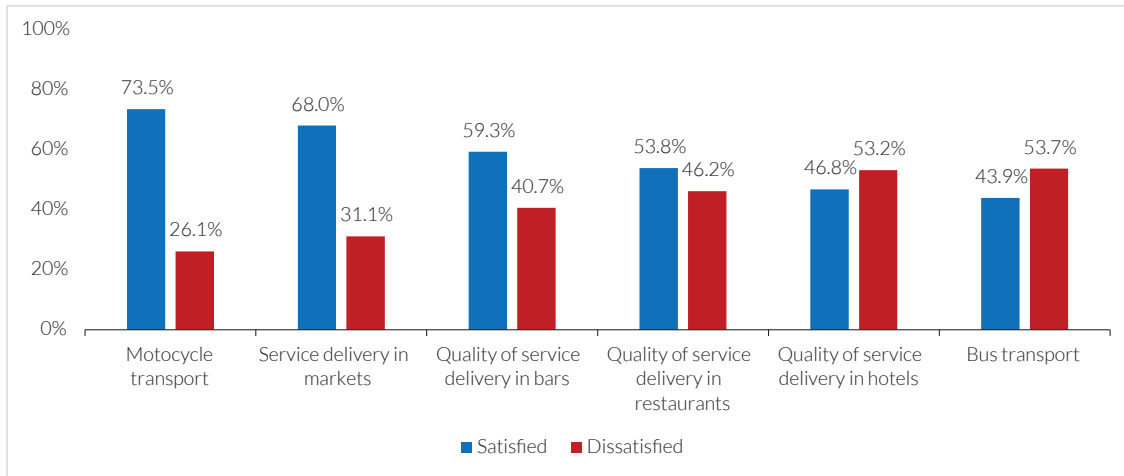
Figure 47: Citizens' satisfaction with private sector services by province and City of Kigali



Source: RGB Survey, 2025

### 1.6.3. Citizens' satisfaction with services in private sector

Figure 48: Citizens' satisfaction with assessed services in private sector



Source: RGB Survey, 2025

As shown in the figure above, motorcycle transport services had the highest satisfaction rate of 73.5%. On the other hand, 53.7% of respondents expressed dissatisfaction with bus transport services.

### 1.6.4. Working with financial institutions

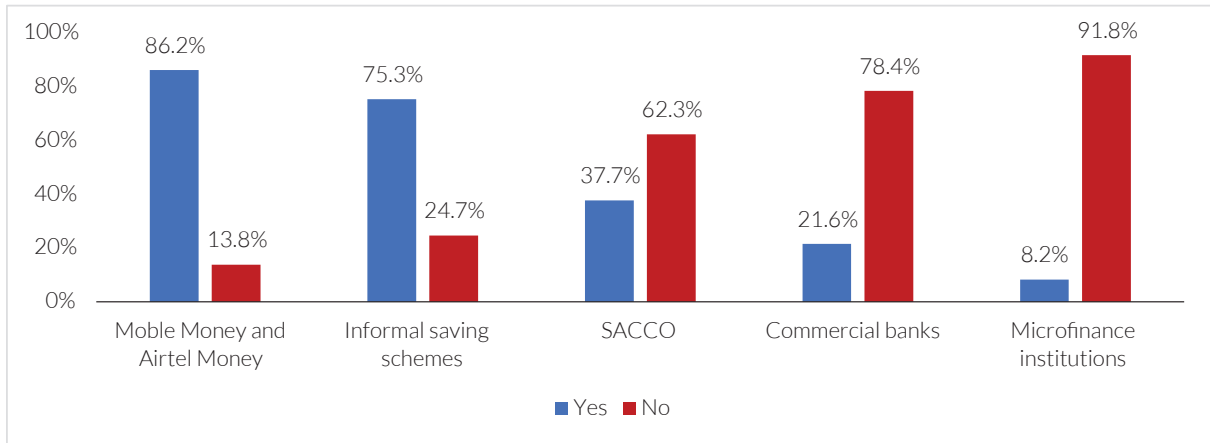
Figure 49: Percentage of men and women working with financial institutions



Source: RGB Survey, 2025

The study indicated that the majority of citizens use Mobile Money and Airtel Money services, as well as informal savings schemes, more frequently than other financial institutions, across both male and female.

Figure 50: Extent to which youth work with different financial institutions

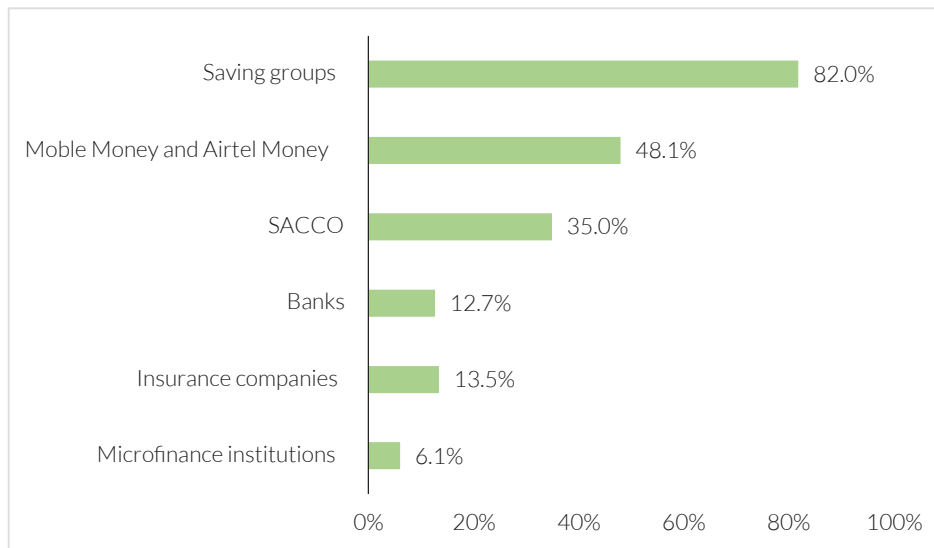


Source: RGB Survey, 2025

Like the rest of the population, young people use Mobile money and Airtel money more than other financial institutions.

### 1.6.5. Extent to which citizens save with different financial institutions

Figure 51: Extent to which citizens save with different financial institutions

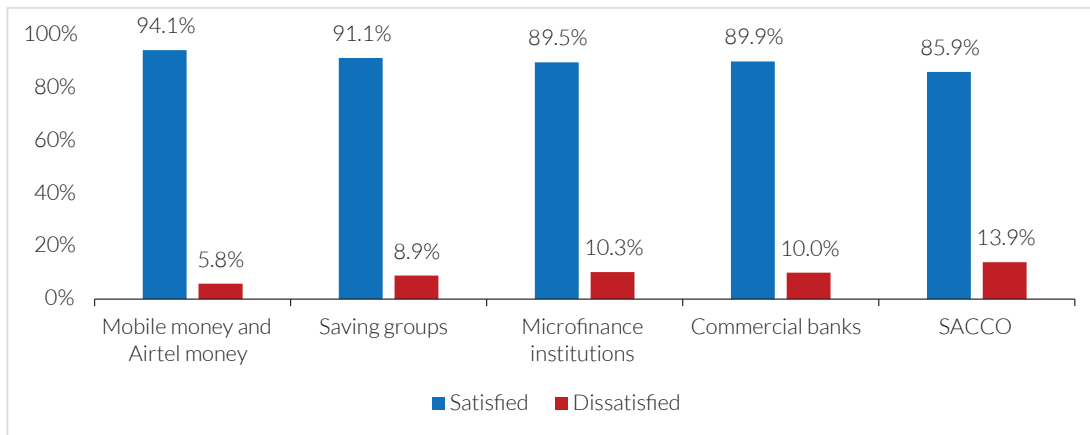


Source: RGB Survey, 2025

The study revealed that 83.4% of citizens have some form of savings, with the majority (82.0%) saving through savings groups.

### 1.6.6. Status of services of the assessed financial institutions

Figure 52: Citizens' satisfaction with services of the assessed financial institutions

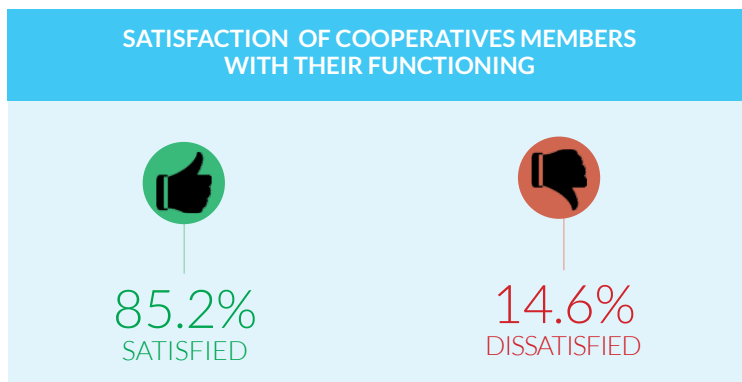


Source: RGB Survey, 2025

In general, the citizens' satisfaction with services of the assessed financial institutions is over 85% where Mobile Money and Airtel Money have the highest rate of satisfaction of 94.1%.

### 1.6.7. Citizens' satisfaction with the functioning of cooperatives

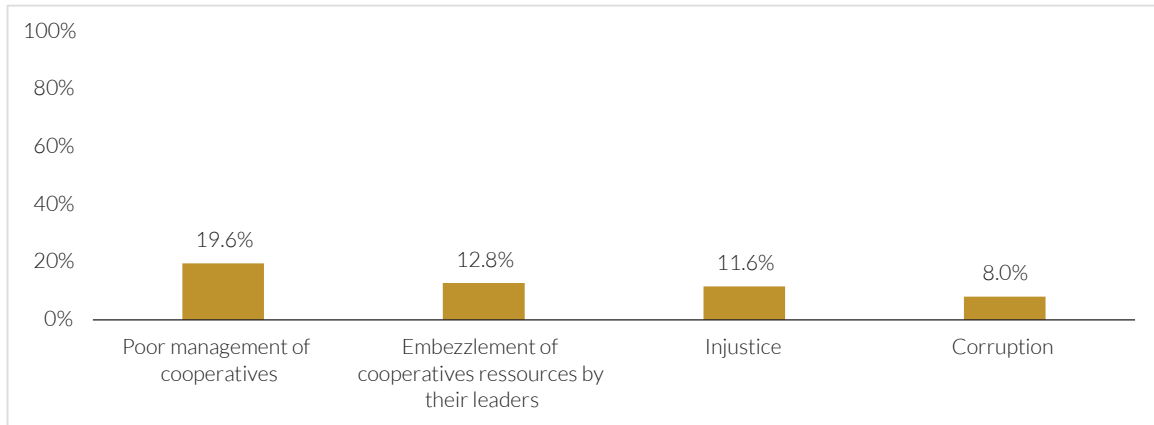
Figure 53: Satisfaction of cooperatives members with their functioning



Source: RGB Survey, 2025

As indicated in the figure above, cooperative members are satisfied with the functioning of their cooperatives at over 80%.

••  **Figure 54: Challenges identified in the functioning of cooperatives**



Source: RGB Survey, 2025

Cooperative members indicated that, poor management of cooperatives is the major challenge to their effective functioning.



## 1.6.8. RECOMMENDATIONS

- ☛ Enhance public transport services, particularly bus transportation;
- ☛ Promote a culture of excellent service delivery, especially in hotels, restaurants, bars, and markets;
- ☛ Strengthen capacity of cooperative leaders and closely monitor the management, and operational effectiveness of cooperatives.



**Table 16:**  
Levels of citizens' satisfaction with private sector services by district

N°	DISTRICT	CRC 2025
1	Kicukiro	81.6%
2	Nyarugenge	80.9%
3	Burera	79.8%
4	Kamonyi	79.7%
5	Bugesera	76.7%
6	Nyanza	75.9%
7	Gisagara	75.7%
8	Musanze	75.6%
9	Kirehe	75.2%
10	Ngoma	74.8%
11	Gasabo	74.5%
12	Rulindo	74.5%
13	Gicumbi	74.4%
14	Nyamasheke	74.0%
15	Rubavu	73.6%
16	Nyagatare	73.4%
17	Gakenke	73.3%
18	Nyabihu	73.2%
19	Nyaruguru	73.0%
20	Muhanga	71.9%
21	Ruhango	71.9%
22	Huye	70.9%
23	Nyamagabe	70.2%
24	Gatsibo	69.5%
25	Rusizi	68.8%
26	Karongi	68.6%
27	Rwamagana	68.1%
28	Ngororero	66.3%
29	Rutsiro	65.9%
30	Kayonza	62.6%
<b>OVERALL SCORE</b>		<b>73.3%</b>

Source: RGB Survey, 2025

2

## Social Transformation Pillar





## 2.1. Education sector



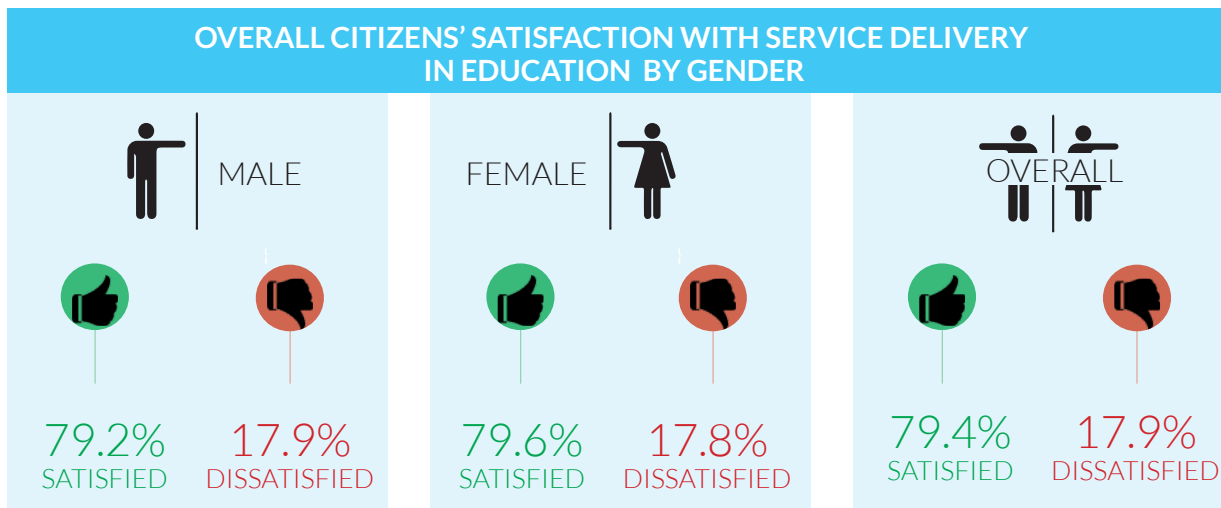


## 2.1.1 Introduction

Quality education for all is a central goal of Rwanda’s Vision 2050. In this context, the education sector emphasizes market-oriented skills that align with the needs of modern industries and services driving the national economy. CRC 2025 assessed a range of education services and programs, including the availability of sufficient classrooms, access to clean water and electricity, girls’ facilities, school sanitation, the school feeding program, adequacy of school buildings, parental involvement in children’s education, the role of Parent-Teacher Associations (PTAs) in school management, the management role of headteachers, and teacher behavior.



Figure 55: Overall citizens’ satisfaction with service delivery in education by gender

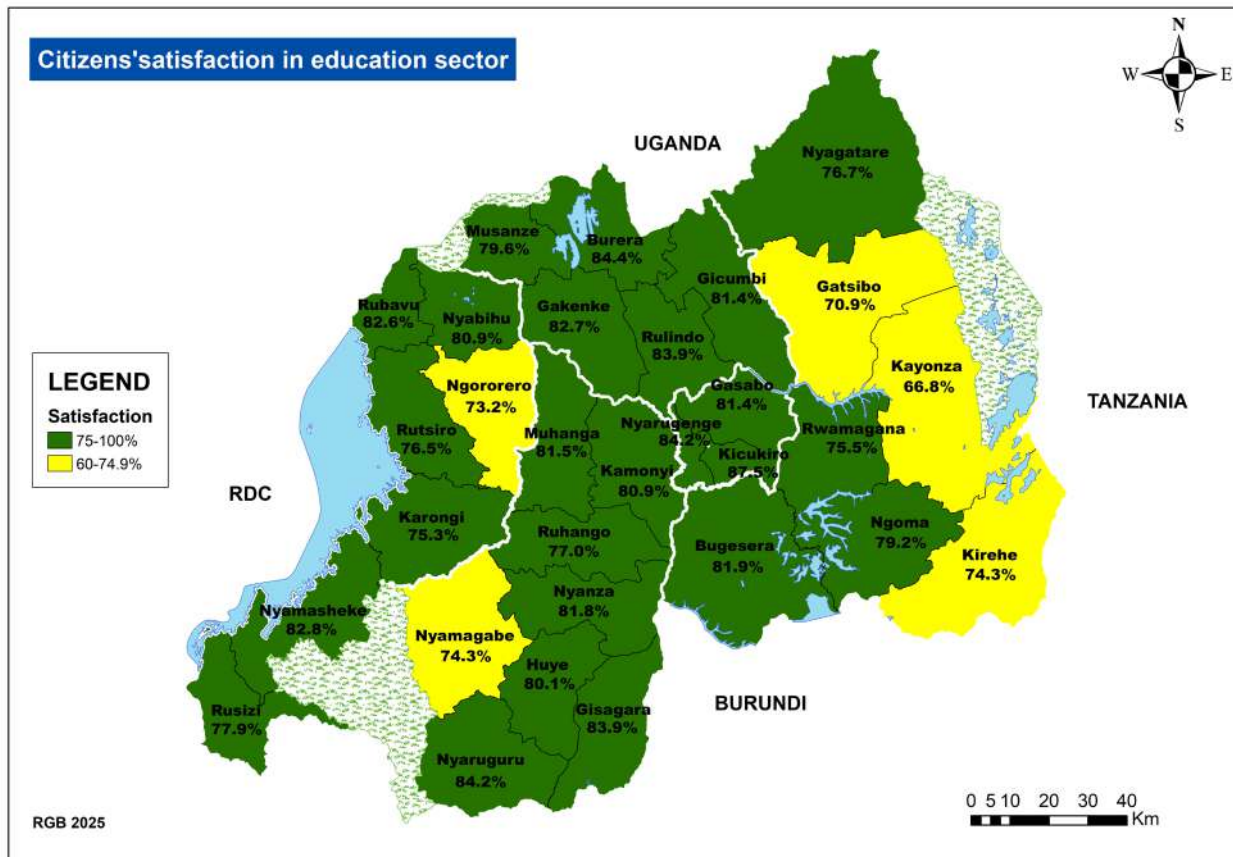


Source: RGB Survey, 2025

As shown in the figure above, citizen satisfaction with education services is comparable between men and women, indicating relatively equitable perceptions of education quality across genders.



Map 9: Citizens' satisfaction with service delivery in education sector per district



The findings show that citizen satisfaction with education services was above 80% in seventeen districts, with Kicukiro achieving the highest rate of 87.5% and Kayanza the lowest at 66.8%, highlighting variations in service delivery that may warrant targeted attention.



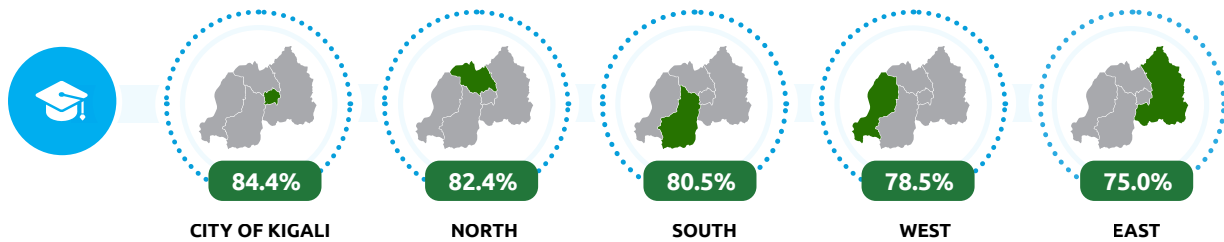
**Table 17:**  
Citizens' satisfaction with education services by district

N°	DISTRICT	CRC 2025
1	Kicukiro	87.5%
2	Burera	84.4%
3	Nyarugenge	84.2%
4	Nyaruguru	84.2%
5	Gisagara	83.9%
6	Rulindo	83.9%
7	Nyamasheke	82.8%
8	Gakenke	82.7%
9	Rubavu	82.6%
10	Bugesera	81.9%
11	Nyanza	81.8%
12	Muhanga	81.5%
13	Gasabo	81.4%
14	Gicumbi	81.4%
15	Kamonyi	80.9%
16	Nyabihu	80.9%
17	Huye	80.1%
18	Musanze	79.6%
19	Ngoma	79.2%
20	Rusizi	77.9%
21	Ruhango	77.0%
22	Nyagatare	76.7%
23	Rutsiro	76.5%
24	Rwamagana	75.5%
25	Karongi	75.3%
26	Nyamagabe	74.3%
27	Kirehe	74.3%
28	Ngororero	73.2%
29	Gatsibo	70.9%
30	Kayonza	66.8%
<b>OVERALL SCORE</b>		<b>79.4%</b>

Source: RGB Survey, 2025

### 2.1.2. Education sector services by province and City of Kigali

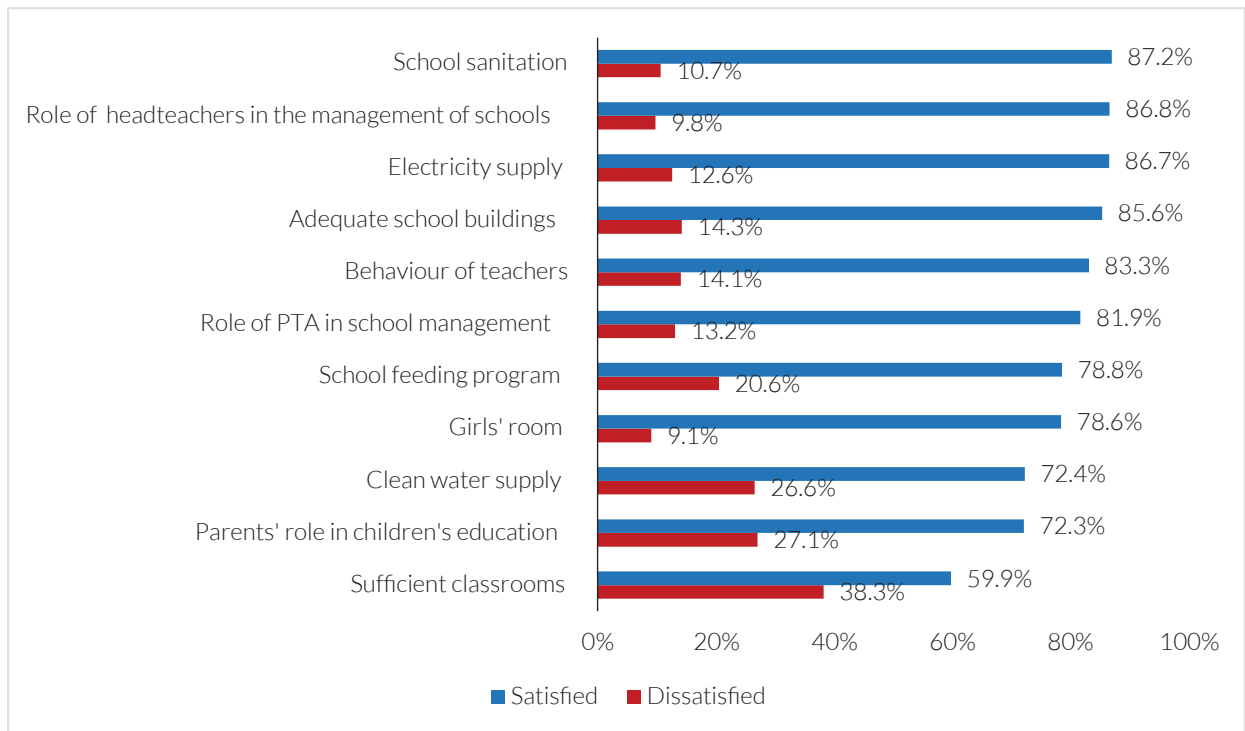
Figure 56: Citizens' satisfaction in education services by province and City of Kigali



Source: RGB Survey, 2025


### 2.1.3. Citizens' satisfaction with assessed education services

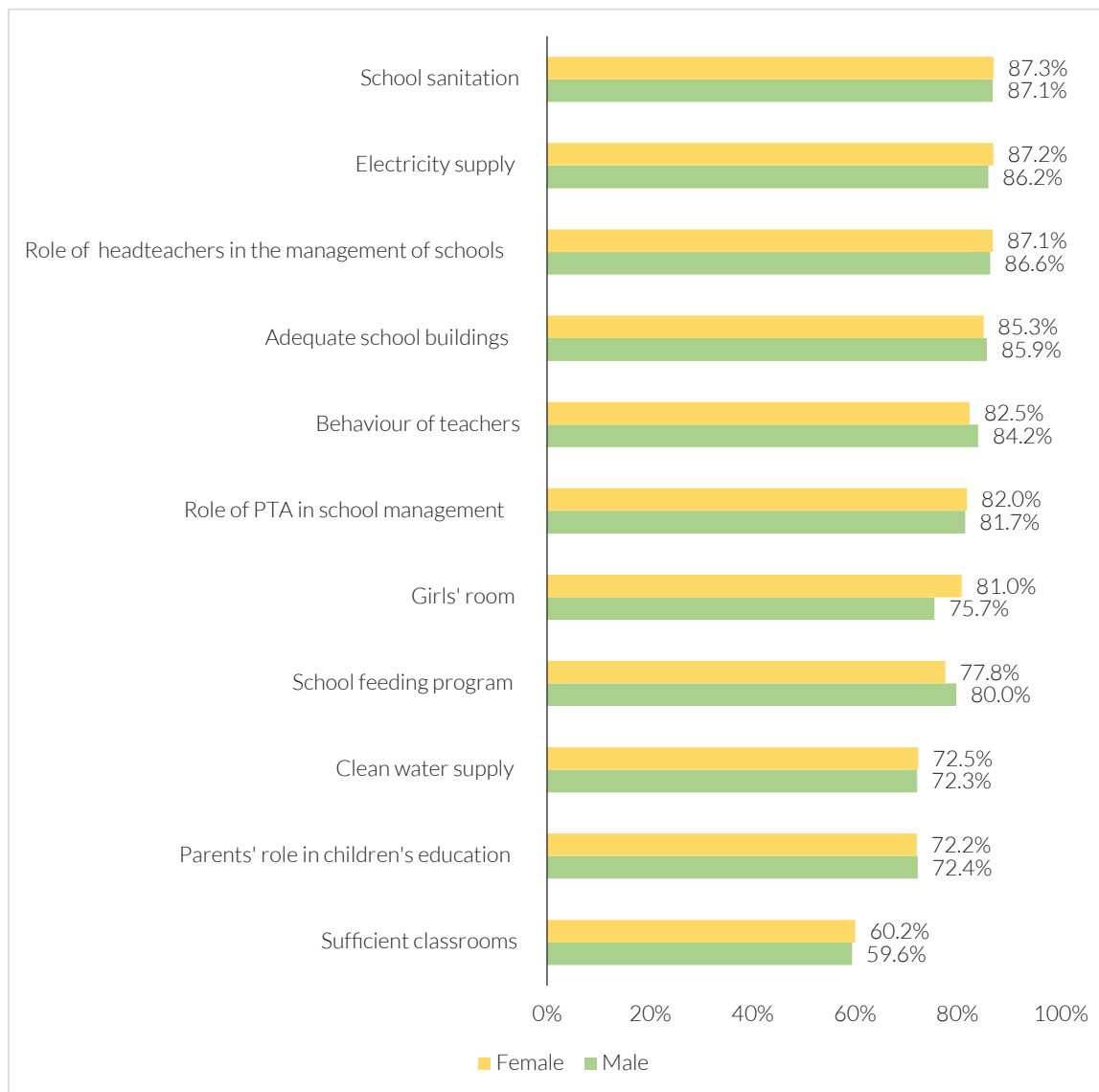
Figure 57: Satisfaction of citizens' with the assessed education services



Source: RGB Survey, 2025

Overall, citizen satisfaction with education services was generally high, with more than 85% of respondents expressing satisfaction with school sanitation, the role of headteachers in school management, access to electricity, and the adequacy of school buildings. However, satisfaction with the sufficiency of classrooms was notably low at 38.3%, highlighting a critical infrastructure gap that could affect learning outcomes and the overall quality of education.

 **Figure 58: Citizens' satisfaction with the assessed education infrastructure, programs and services by gender**

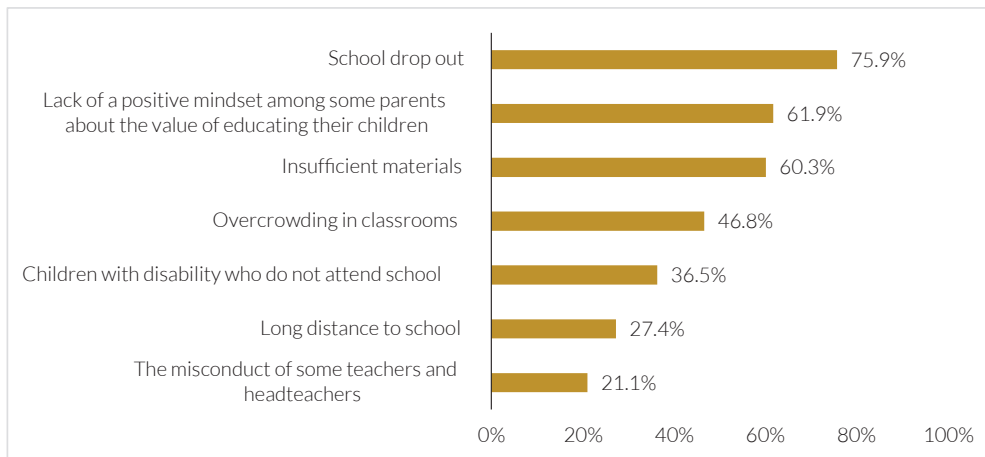


Source: RGB Survey, 2025

The findings indicate that men and women reported broadly similar levels of satisfaction with educational infrastructure, programs, and services.

### 2.1.4. Challenges highlighted in the education sector

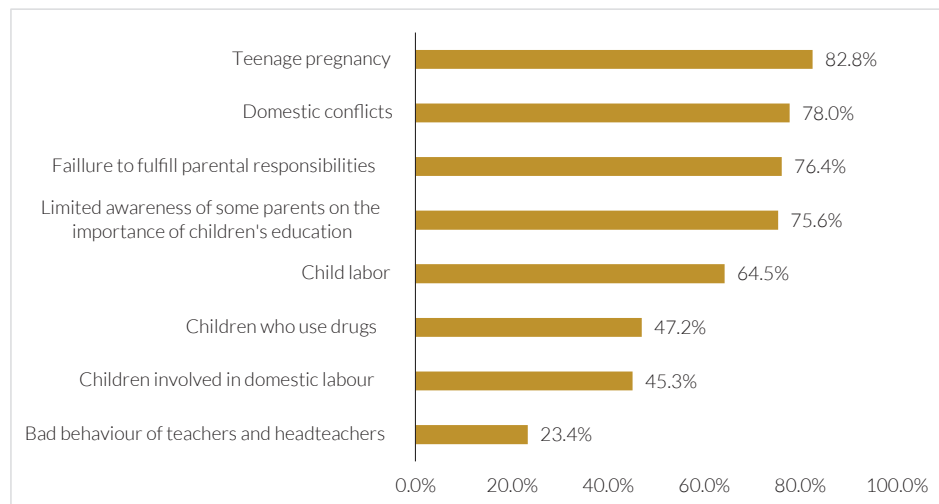
•  **Figure 59: Some of the challenges in the education sector**



Source: RGB Survey, 2025

School dropout remains the leading challenge facing the education sector as highlighted by 75.9% of respondents in CRC2025.

•  **Figure 60: Some of the causes of school drop out mentioned by respondents**



Source: RGB Survey, 2025

Citizens identified teenage pregnancy, domestic conflicts, parental neglect, and limited parental awareness of the value of education as the main contributors to school dropout. Collectively, these challenges hinder progress toward universal education, disproportionately affecting girls and underscoring the need for targeted interventions to support retention.



## 2.1.5. RECOMMENDATIONS

- ☛ Prioritize interventions to prevent school dropout by addressing socioeconomic and familial challenges, particularly in resource-constrained households.
- ☛ Enhance parental involvement in children's education to foster accountability and support learning outcomes.
- ☛ Invest in water and electricity infrastructure in schools to ensure equitable access to essential facilities.
- ☛ Expand classroom capacity to alleviate overcrowding and create a conducive learning environment.



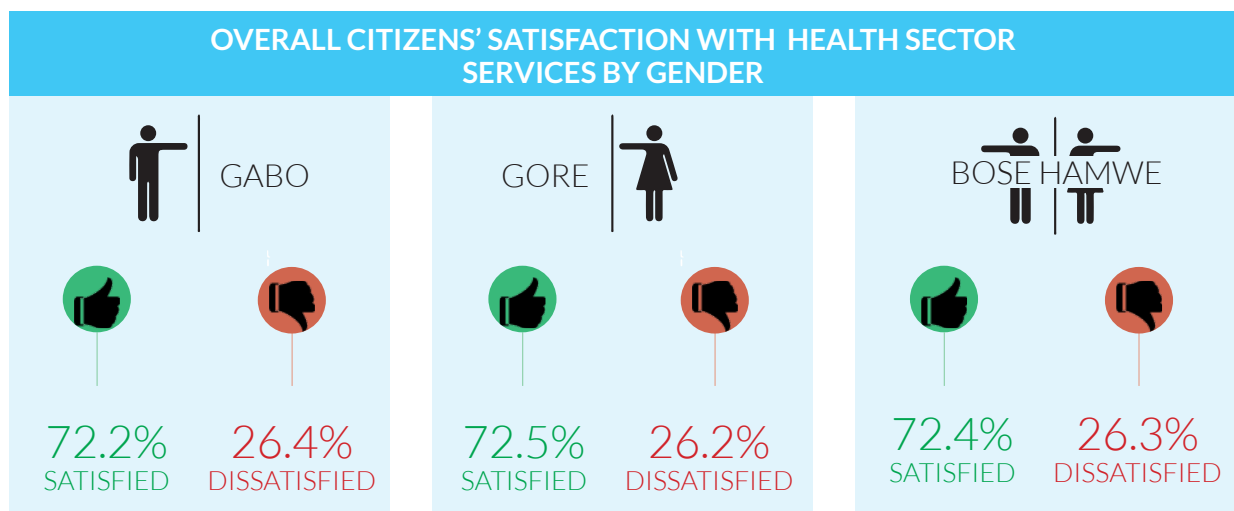
## 2.2. HEALTH SECTOR



## 2.2.1. Introduction

Rwanda is progressively decentralizing healthcare services to enhance access for all citizens. CRC 2025 assessed a range of services within this framework, including access to essential drugs, quality of customer care, health facility infrastructure and equipment, awareness campaigns on non-communicable diseases, HIV/AIDS, and other sexually transmitted infections, nutrition education, the performance of community health workers, family planning, and medical insurance coverage, providing insights into both service strengths and areas requiring improvement.

Figure 61: Overall citizens' satisfaction with Health sector services by gender

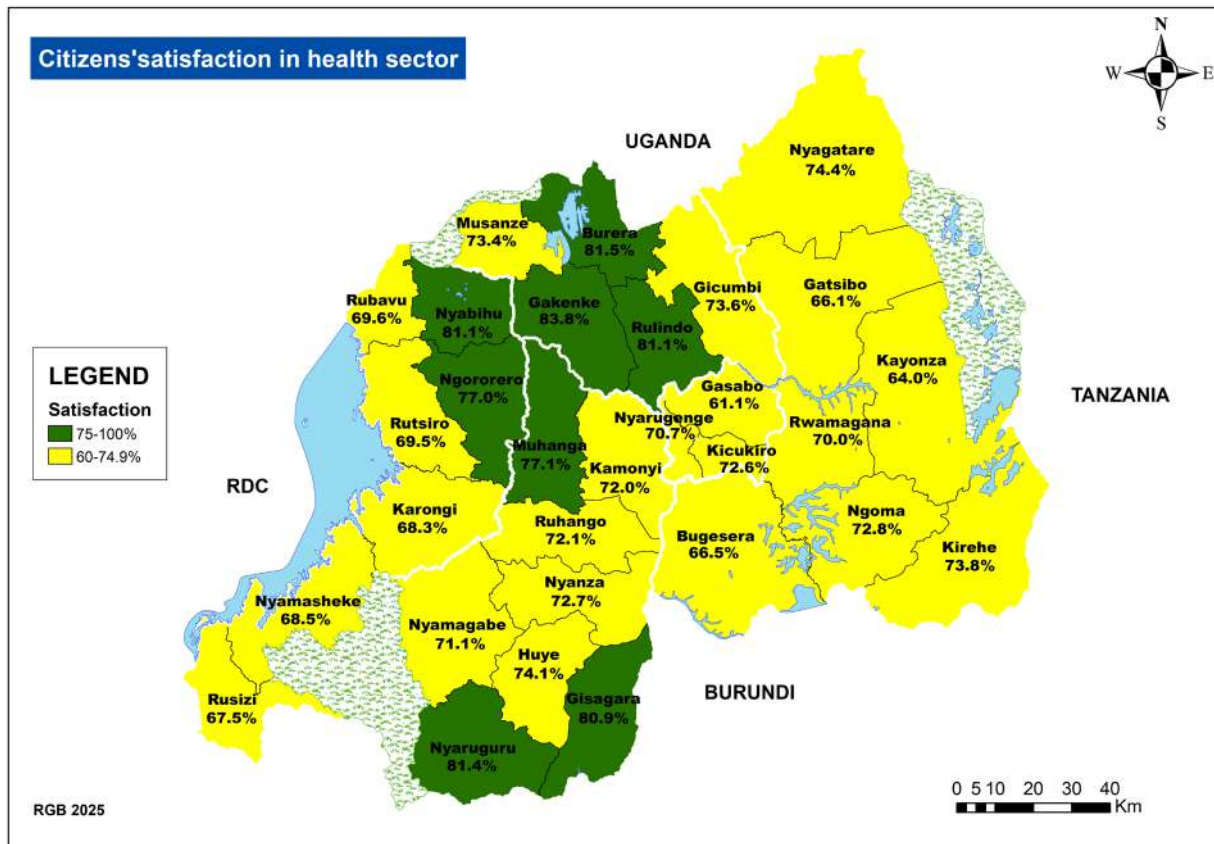


Source: RGB Survey, 2025

The findings indicate that overall citizen satisfaction with health services is moderately high, at 72.4%, with minimal differences between women (72.5%) and men (72.2%), suggesting relatively equitable perceptions of healthcare quality across genders.



Map 10: Citizens' satisfaction with Health sector services per district



Overall, citizen satisfaction with health services was 72.4%, with minimal differences between women (72.5%) and men (72.2%). At the district level, six districts Gakenke, Burera, Nyaruguru, Gisagara, Nyabihu, and Rulindo reported the highest satisfaction, exceeding 80%, whereas Gasabo and Kayonza recorded the lowest, below 65%. These variations highlight regional disparities in healthcare delivery that may warrant targeted interventions to ensure more equitable access and quality of services across the country.



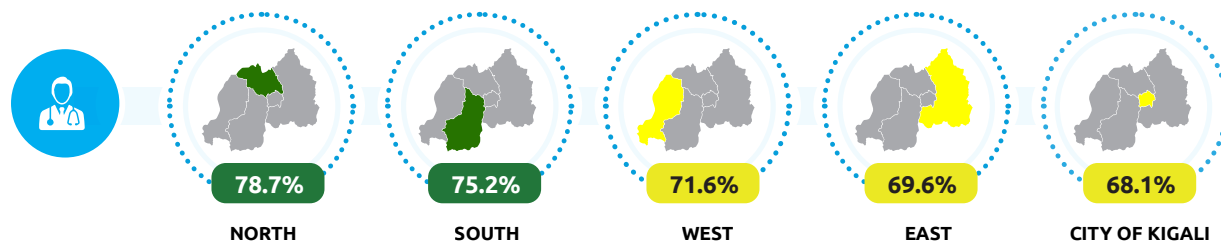
**Table 18:**  
Citizens' satisfaction with health services by district

N°	DISTRICT	CRC 2025
1	Gakenke	83.8%
2	Burera	81.5%
3	Nyaruguru	81.4%
4	Nyabihu	81.1%
5	Rulindo	81.1%
6	Gisagara	80.9%
7	Muhanga	77.1%
8	Ngororero	77.0%
9	Nyagatare	74.4%
10	Huye	74.1%
11	Kirehe	73.8%
12	Gicumbi	73.6%
13	Musanze	73.4%
14	Ngoma	72.8%
15	Nyanza	72.7%
16	Kicukiro	72.6%
17	Ruhango	72.1%
18	Kamonyi	72.0%
19	Nyamagabe	71.1%
20	Nyarugenge	70.7%
21	Rwamagana	70.0%
22	Rubavu	69.6%
23	Rutsiro	69.5%
24	Nyamasheke	68.5%
25	Karongi	68.3%
26	Rusizi	67.5%
27	Bugesera	66.5%
28	Gatsibo	66.1%
29	Kayonza	64.0%
30	Gasabo	61.1%
<b>OVERALL SCORE</b>		<b>72.4%</b>

Source: RGB Survey, 2025

### 2.2.2. Health sector services by province and City of Kigali

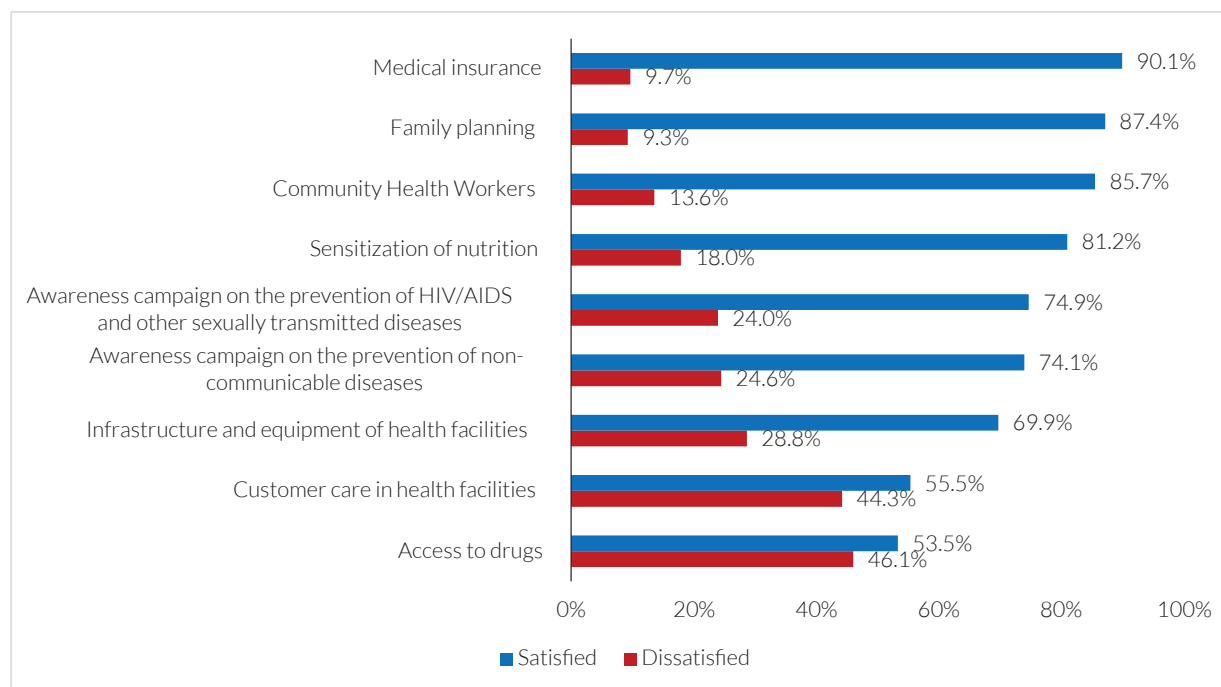
Figure 64: Citizens' satisfaction with Health services by province and City of Kigali



Source: RGB Survey, 2025

### 2.2.3. Citizens' satisfaction with assessed health services

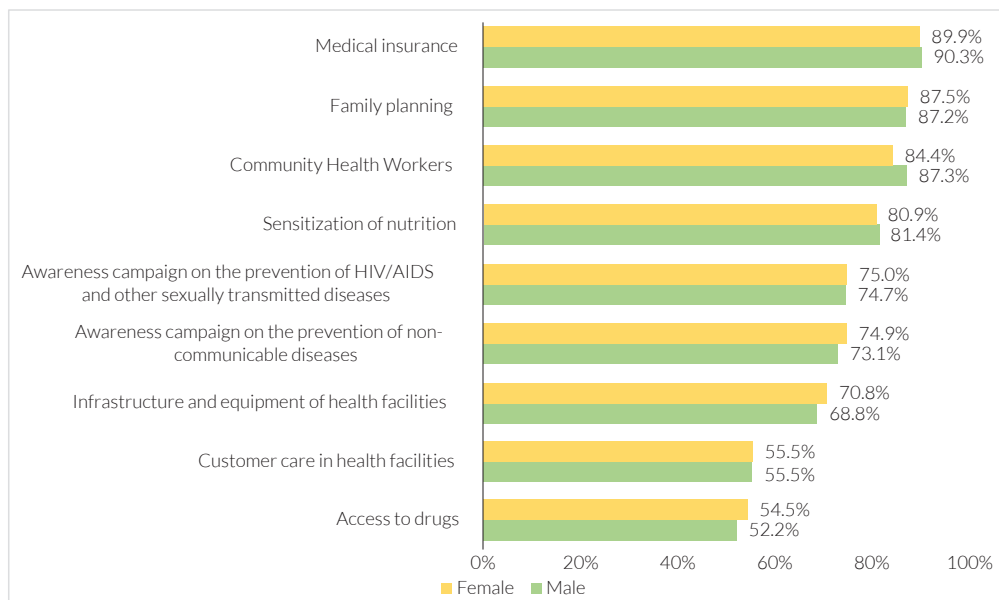
Figure 63: Citizens' satisfaction with assessed services of health sector



Source: RGB Survey, 2025

Citizens expressed the greatest satisfaction with medical insurance, family planning, and community health worker services, all exceeding 85%. Conversely, satisfaction was considerably lower for customer care in health facilities and access to essential drugs, with scores between 50% and 60%. In seven districts of Gasabo, Kayonza, Rusizi, Bugesera, Nyanza, Nyamasheke, and Karongi more than half of citizens reported dissatisfaction with customer care, signalling urgent need for targeted interventions to improve service delivery and patient experience.

Figure 64: Citizens' satisfaction with assessed health services by gender

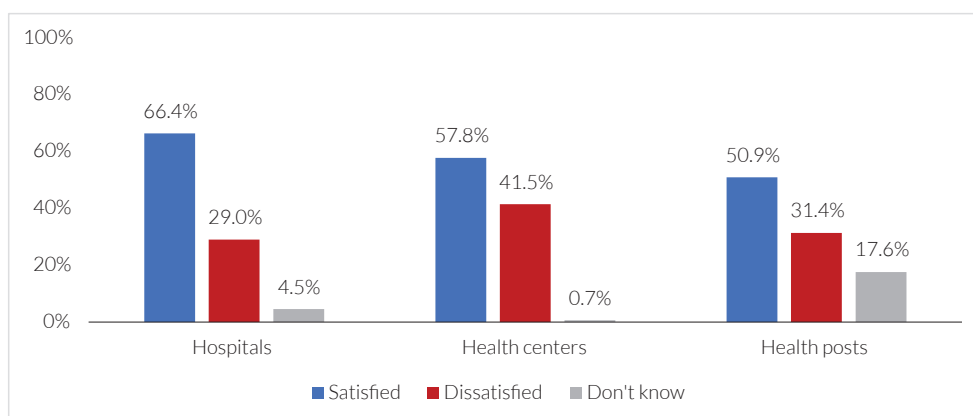


Source: RGB Survey, 2025

The findings in the figure above indicate that men and women reported similar levels of satisfaction with health services.

## 2.2.4. Services rendered in different health facilities

Figure 65: Citizens' satisfaction with services rendered in different categories of health facilities



The graph above indicates generally low citizen satisfaction with services across all assessed health facility types, with hospitals achieving the highest satisfaction rate of 66.4%. Notably, 17.6% of respondents reported being unaware of the services offered by health posts. Districts such as Kicukiro, Muhanga, Ruhango, Nyabihu, and Rulindo recorded over 25% of citizens unfamiliar with health post services, likely due to limited access or non-functioning facilities, highlighting a critical gap in service availability and community outreach.



## 2.2.5. RECOMMENDATIONS

- Implement continuous monitoring systems to improve service delivery and ensure high-quality care in healthcare facilities.
- Improve management and operational efficiency of healthcare facilities, particularly health posts, to enhance performance and service delivery.
- Reinforce oversight and targeted measures to increase availability and accessibility of essential medicines in all health facilities.
- Invest in expanding healthcare infrastructure and medical equipment to areas lacking adequate facilities, promoting equitable access to care.



## 2.3. HYGIENE SECTOR

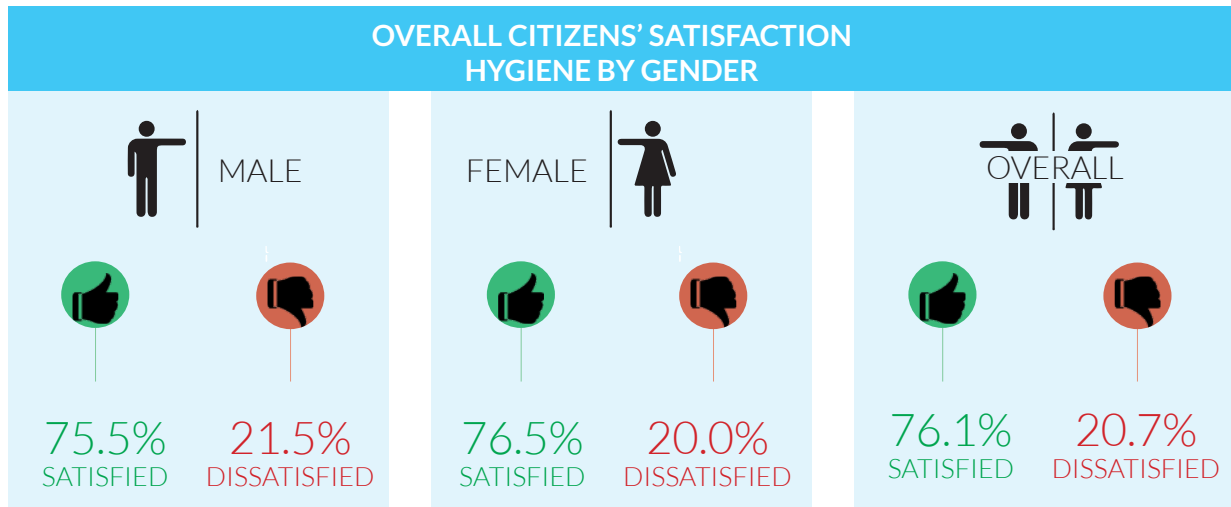




## 2.3.1. Introduction

Hygiene refers to the conditions and practices that promote health and prevent the transmission of disease. Within the second generation of the National Strategy for Transformation (NST2), hygiene serves as a key indicator of population well-being. This study assessed hygiene across multiple settings, including health facilities, markets, local administrative offices, restaurants and bars, and households. In addition, the assessment examined the availability and condition of household latrines, as well as personal hygiene practices, with particular attention to body and clothing cleanliness.

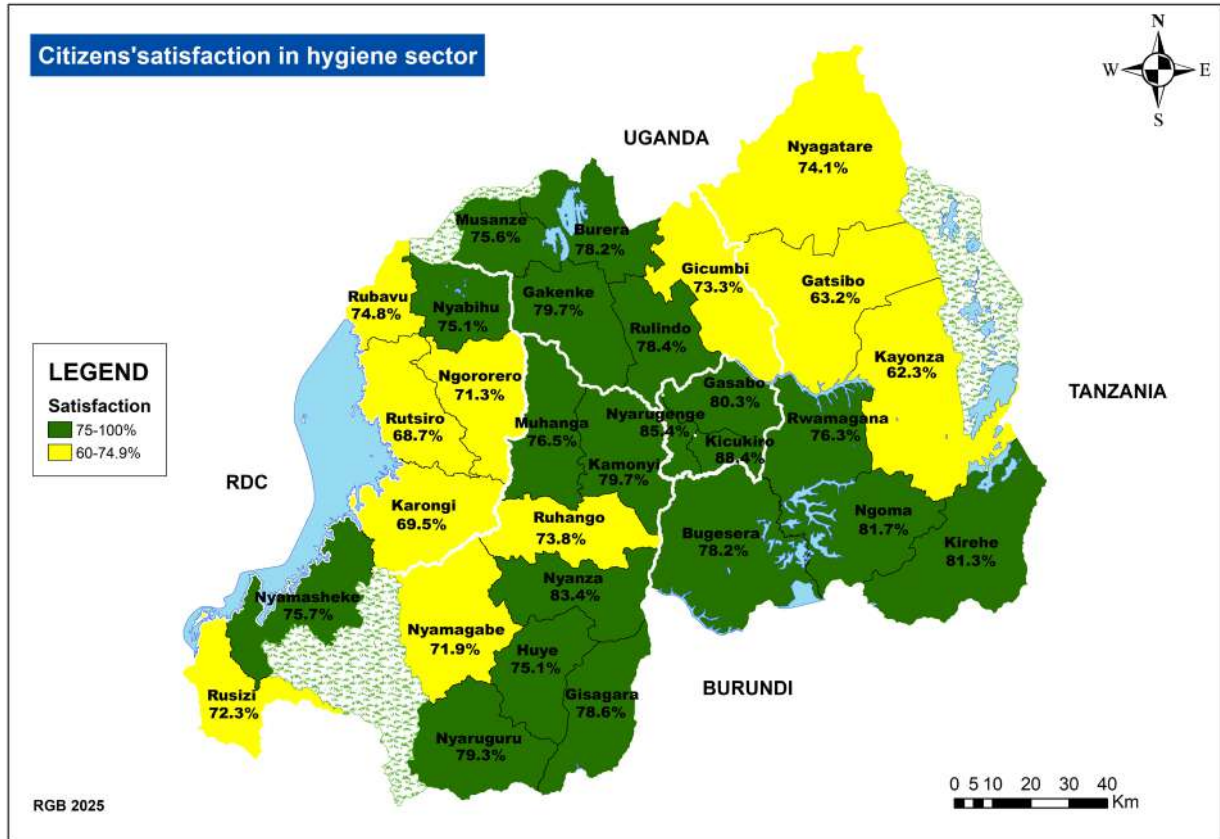
 **Ishusho 66: Overall citizens' satisfaction hygiene by gender**



Source: RGB Survey, 2025

The findings show that, the overall citizens satisfaction with hygiene stands at 76.1%, with women reporting a satisfaction level of 76.5% compared to 75.5% among men.

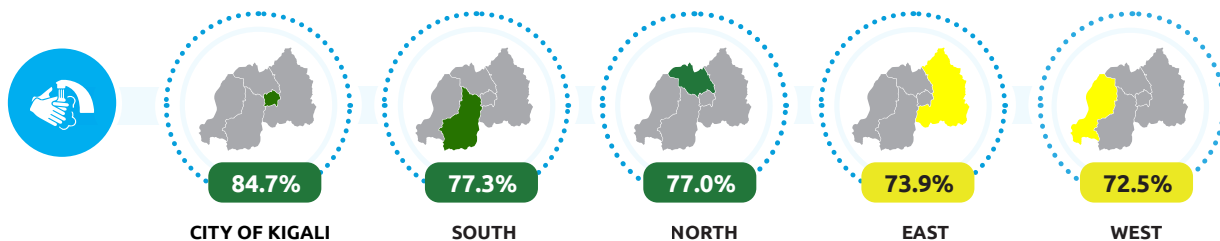
Map 11: Citizens' satisfaction with hygiene per district



The findings indicated that citizens in Kicukiro, Nyarugenge, Gasabo, Nyanza, Ngoma, and Kirehe districts reported the highest levels of hygiene satisfaction, exceeding 80%, whereas satisfaction rates in Kayanza, Gatsibo, Rutsiro, and Karongi districts were below 70%.

### 2.3.2. The status of hygiene by province and City of Kigali

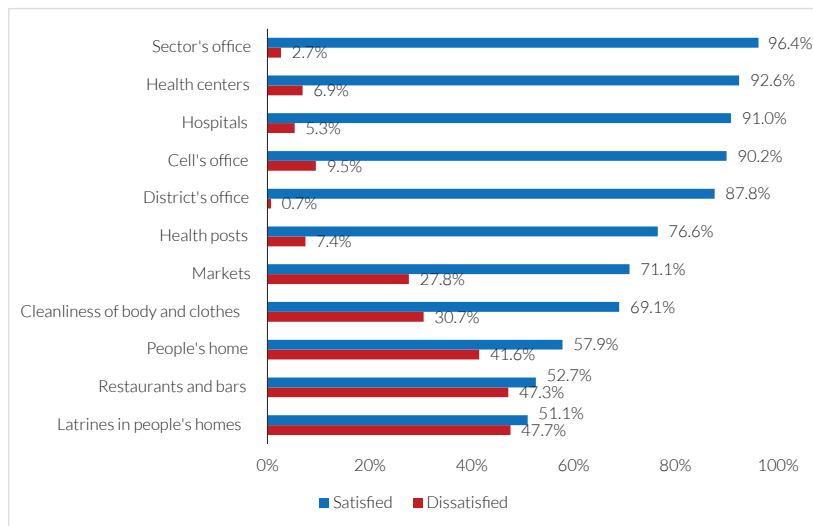
Figure 67: Citizens' satisfaction with hygiene by province and City of Kigali



Source: RGB Survey, 2025

### 2.3.3. Status of hygiene in different places

Figure 68: Citizens' satisfaction with hygiene in different places

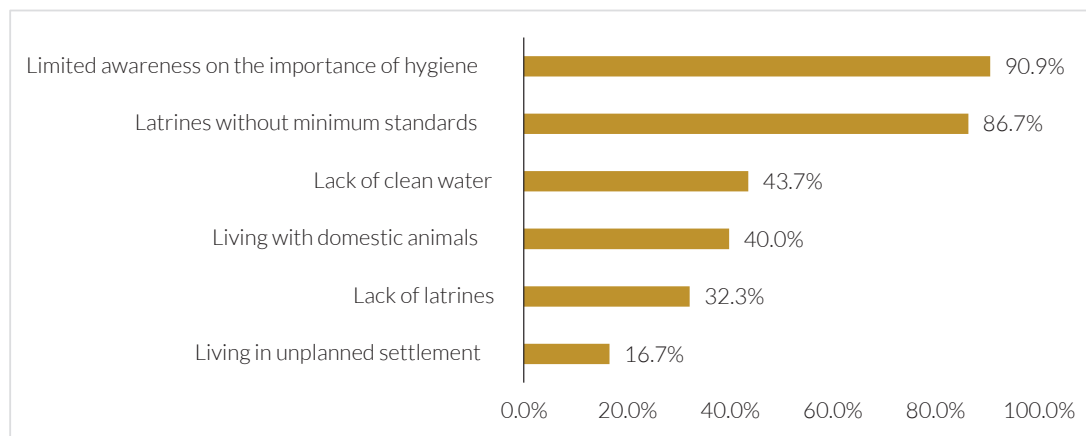


Source: RGB Survey, 2025

Hygiene in local administration offices and health facilities is the most highly rated, with satisfaction levels exceeding 75%. In contrast, households, restaurants, bars, and household latrines received lower hygiene ratings, with satisfaction below 60%.

### 2.3.4 Causes of poor hygiene

Figure 69: Some of the causes of poor hygiene



Source: RGB Survey, 2025

A large proportion of citizens reported that limited awareness of the importance of hygiene and the presence of substandard latrines are the main causes of poor hygiene. Furthermore, a lack of understanding about hygiene often appears to be used as a pretext for not taking hygiene seriously.



### 2.3.5. RECOMMENDATIONS

- Mobilize citizens to construct latrines that meet minimum standards and ensure their proper maintenance.
- Strengthen monitoring of hygiene in households and public places, including markets, restaurants, and bars.



**Table 19:**  
Citizens' satisfaction with hygiene services by district

N°	DISTRICT	CRC 2025
1	Kicukiro	88.4%
2	Nyarugenge	85.4%
3	Nyanza	83.4%
4	Ngoma	81.7%
5	Kirehe	81.3%
6	Gasabo	80.3%
7	Kamonyi	79.7%
8	Gakenke	79.7%
9	Nyaruguru	79.3%
10	Gisagara	78.6%
11	Rulindo	78.4%
12	Burera	78.2%
13	Bugesera	78.2%
14	Muhanga	76.5%
15	Rwamagana	76.3%
16	Nyamasheke	75.7%
17	Musanze	75.6%
18	Huye	75.1%
19	Nyabihu	75.1%
20	Rubavu	74.8%
21	Nyagatare	74.1%
22	Ruhango	73.8%
23	Gicumbi	73.3%
24	Rusizi	72.3%
25	Nyamagabe	71.9%
26	Ngororero	71.3%
27	Karongi	69.5%
28	Rutsiro	68.7%
29	Gatsibo	63.2%
30	Kayonza	62.3%
<b>OVERALL SCORE</b>		<b>76.1%</b>

Source: RGB Survey, 2025



2.4.

## SOCIAL PROTECTION PROGRAMS SECTOR



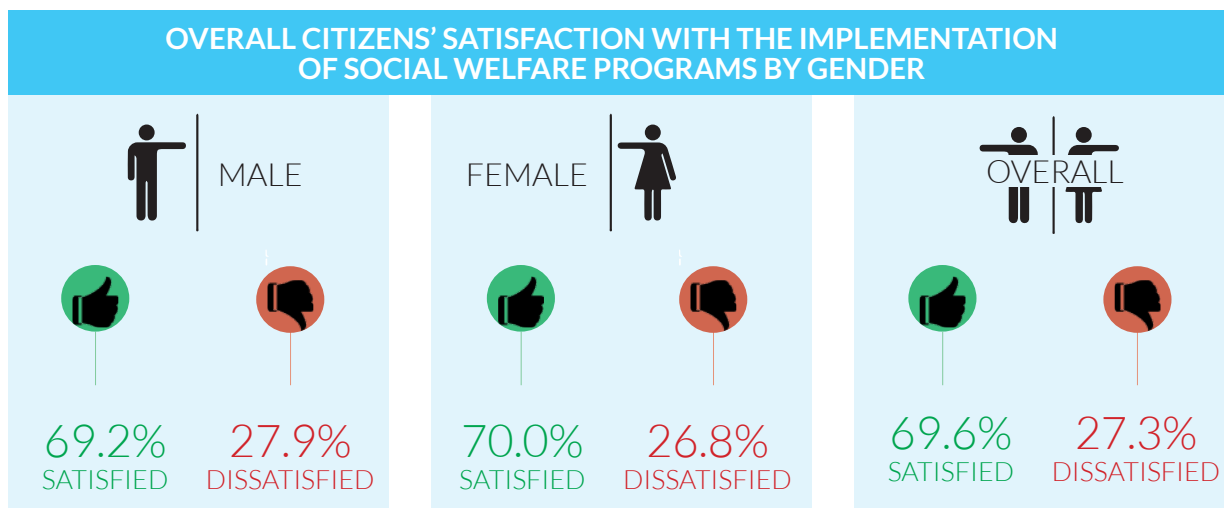


## 2.4.1. Introduction

Social protection refers to a set of policies and programs designed to reduce poverty and vulnerability throughout a person’s life. These programs help individuals achieve stability, resilience, and productivity. The Government of Rwanda has established initiatives aimed at improving the welfare of citizens, particularly the most vulnerable. This survey assessed citizens’ satisfaction with the implementation of social protection programs, their use of insurance and social security, and the challenges affecting their social welfare.



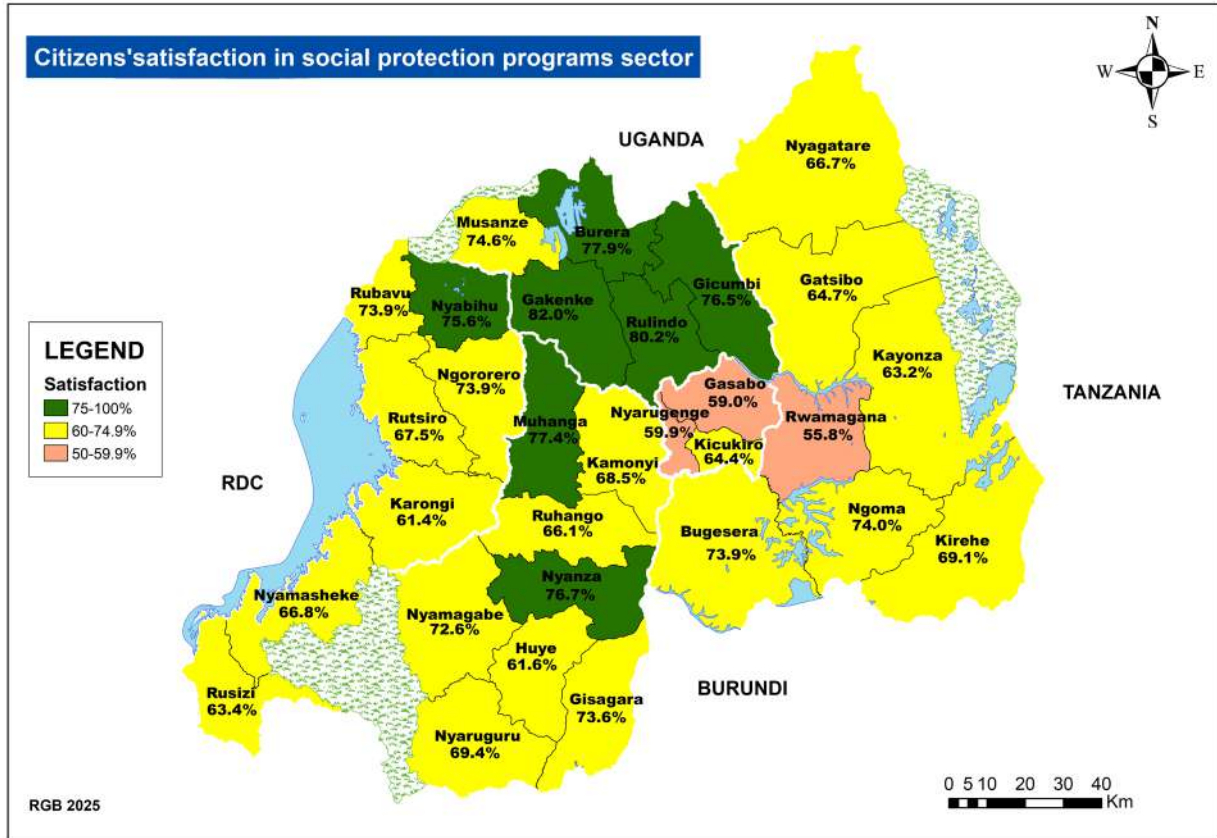
**Figure 70: Overall citizens’ satisfaction with the implementation of social welfare programs by gender**



Source: RGB Survey, 2025

The overall citizens’ satisfaction with the implementation of social protection programs was low, at 69.6%, with men and women reporting nearly the same levels of satisfaction.

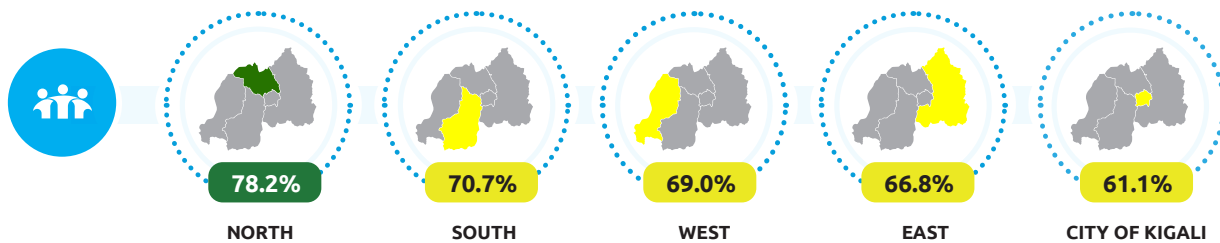
Map 12: Citizens' satisfaction with Social protection programs per district



Gakenke district reported the highest citizen satisfaction with social protection programs, scoring 82.0%, while Rwamagana district had the lowest satisfaction at 55.8%.

### 2.4.2. Social welfare programs by province and City of Kigali

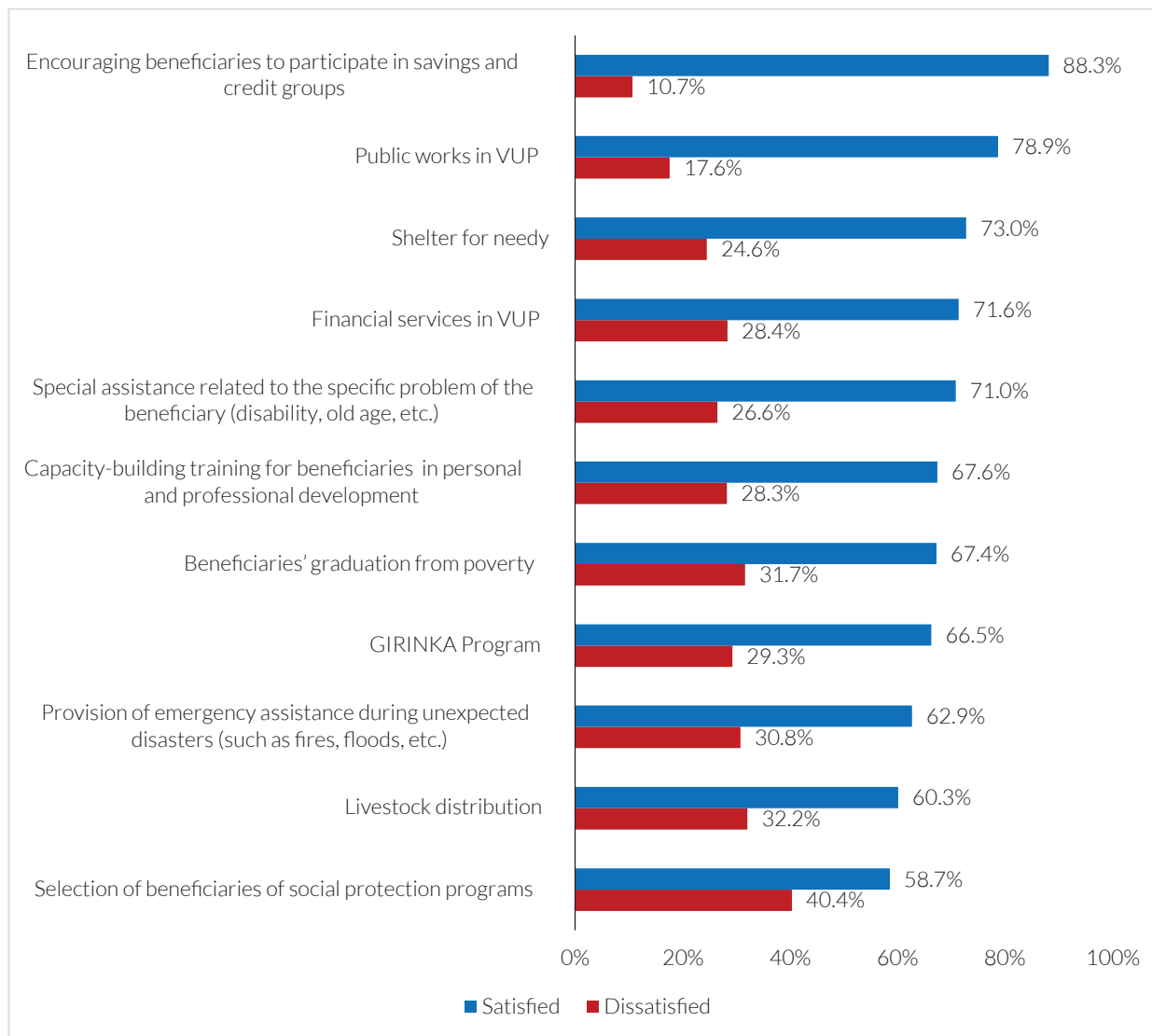
Figure 71: Citizens' satisfaction with social welfare programs by province and City of Kigali



Source: RGB Survey, 2025

### 2.4.3. Citizens' satisfaction with the implementation of social protection programs

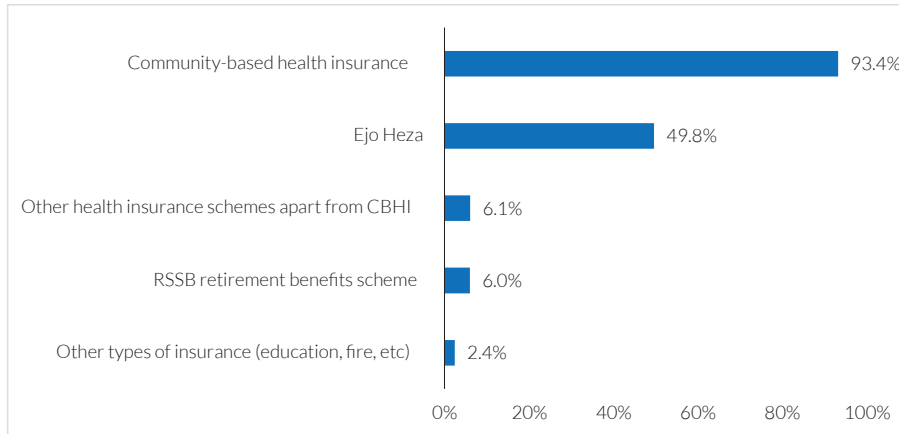
Figure 72: Citizens' satisfaction with the implementation of social protection programs



Source: RGB Survey, 2025

With regard to citizens' satisfaction with the implementation of social protection programs, mobilizing beneficiaries to participate in savings and credit groups was highly appreciated, with a satisfaction rate of 88.3%, whereas the selection of program beneficiaries received the lowest satisfaction rate, at 58.7%.

••  **Figure 73: Citizens' use of insurance and social security**

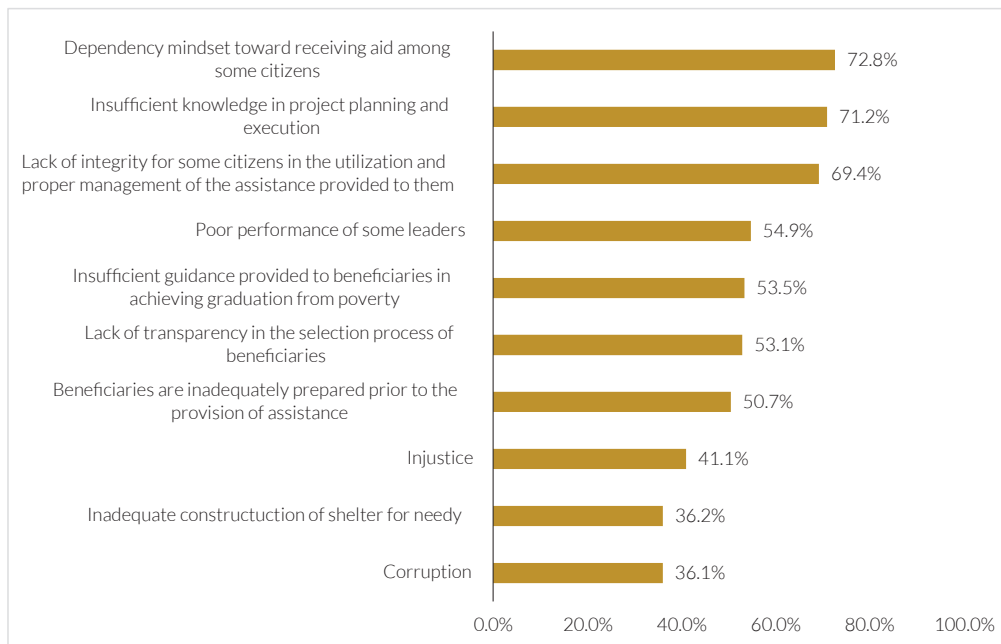


Source: RGB Survey, 2025

The community based health insurance is the most used form of health insurance by the citizens.

### 2.4.4. Challenges in the social protection sector

••  **Figure 74: Some challenges in the social protection sector**



Source: RGB Survey, 2025

A dependency mindset among some citizens, limited knowledge in project planning and execution, and a lack of integrity in utilizing and managing provided assistance are the major challenges hindering the implementation of social protection programs.



## 2.4.5. RECOMMENDATIONS

- Strengthen the capacity and knowledge of social protection program beneficiaries to enable them to develop sustainable income-generating projects that help reduce poverty.
- Conduct regular monitoring and evaluation of social protection programs, ensuring active engagement of citizens and relevant stakeholders.
- Provide ongoing coaching to beneficiaries to help them effectively utilize the support received and achieve self-reliance.



**Table 20:**  
Citizens' satisfaction with social protection programs by district

N°	DISTRICT	CRC 2025
1	Gakenke	82.0%
2	Rulindo	80.2%
3	Burera	77.9%
4	Muhanga	77.4%
5	Nyanza	76.7%
6	Gicumbi	76.5%
7	Nyabihu	75.6%
8	Musanze	74.6%
9	Ngoma	74.0%
10	Ngororero	73.9%
11	Rubavu	73.9%
12	Bugesera	73.9%
13	Gisagara	73.6%
14	Nyamagabe	72.6%
15	Nyaruguru	69.4%
16	Kirehe	69.1%
17	Kamonyi	68.5%
18	Rutsiro	67.5%
19	Nyamasheke	66.8%
20	Nyagatare	66.7%
21	Ruhango	66.1%
22	Gatsibo	64.7%
23	Kicukiro	64.4%
24	Rusizi	63.4%
25	Kayonza	63.2%
26	Huye	61.6%
27	Karongi	61.4%
28	Nyarugenge	59.9%
29	Gasabo	59.0%
30	Rwamagana	55.8%
<b>OVERALL SCORE</b>		<b>69.6%</b>

Source: RGB Survey, 2025



2.5.

## FAMILY WELFARE SECTOR





## 2.5.1. Introduction

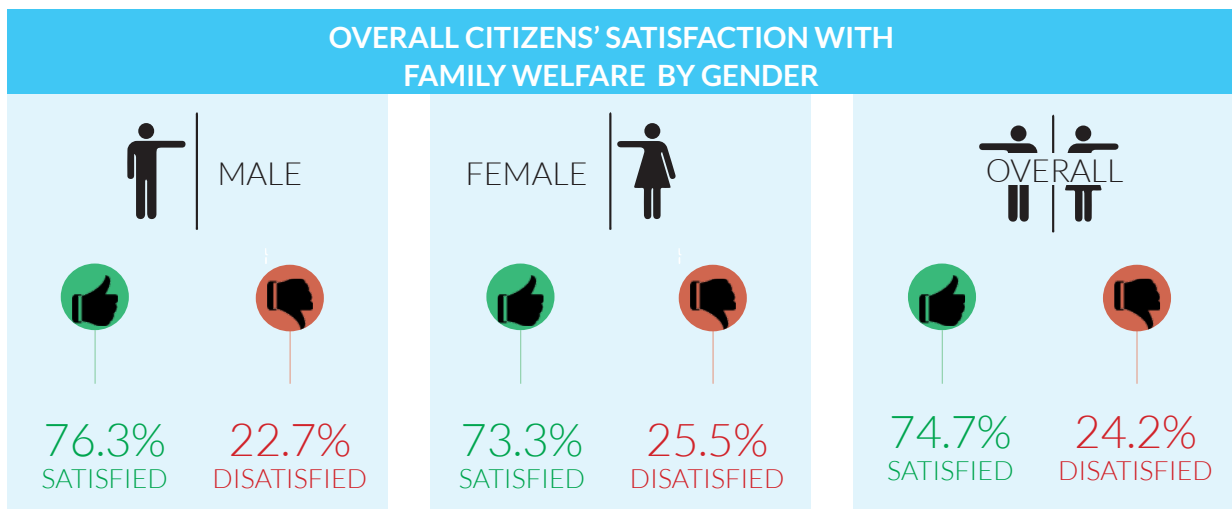
Family welfare refers to a comprehensive set of efforts that may include programs, social services, and community initiatives aimed at supporting the physical, mental, and economic well-being of the family unit. Family welfare recognizes that a person's health and success are deeply tied to their home environment. Its primary goal is to preserve and strengthen the family, ensuring it functions as a stable foundation for its members and for society.

Family welfare is a key objectives of the second generation of National Strategy for Transformation (NST2), aiming to ensure a secure and prosperous Rwandan family.

In this sector of family welfare, the assessment was done on the following: respect of gender equality, making consensual decisions on management of resources, respect of children's rights, caring for persons with disability, caring for elderly, family issues and their causes.



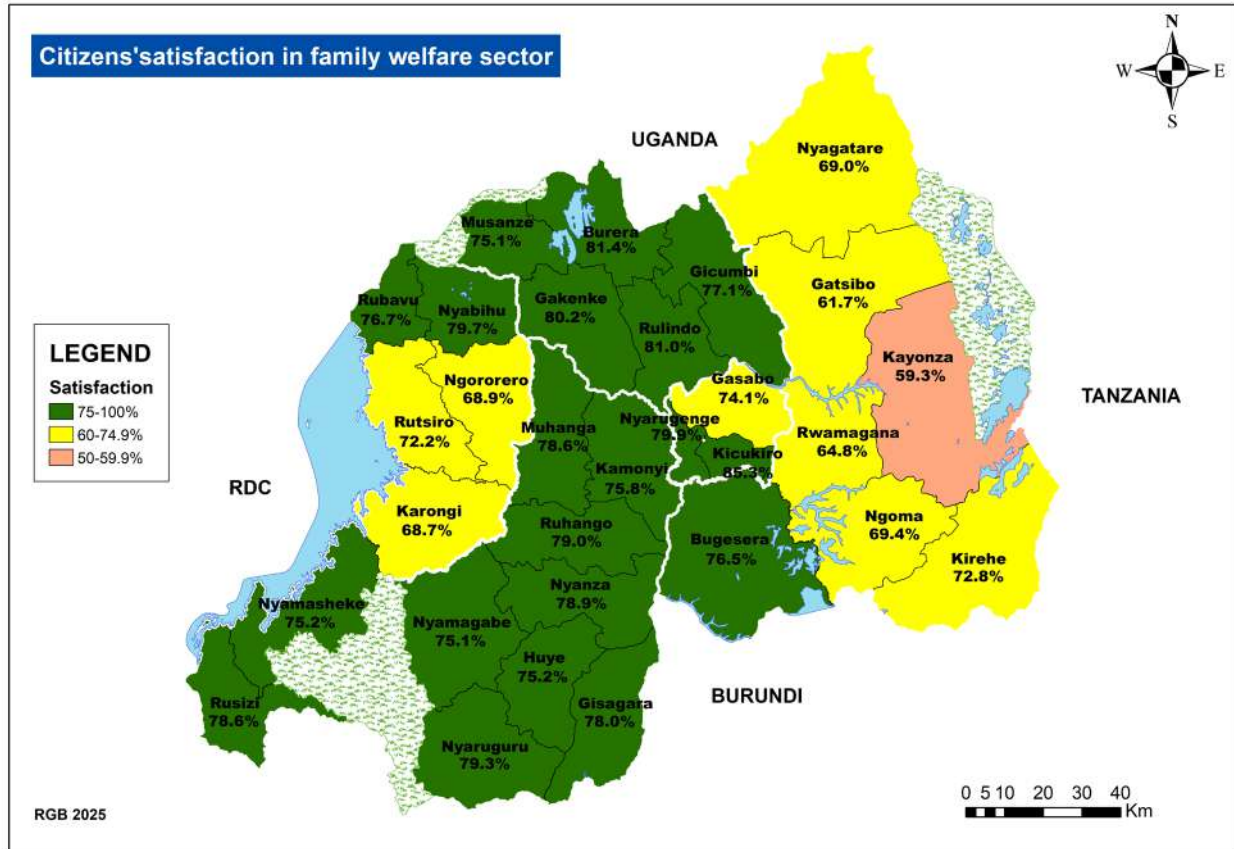
Ishusho 75: Overall citizens' satisfaction with family welfare by gender



Source: RGB Survey, 2025

The findings show that, the overall citizens' satisfaction with the family welfare was 74.7% where the satisfaction of men is 76.3% and that of women is 73.3%.

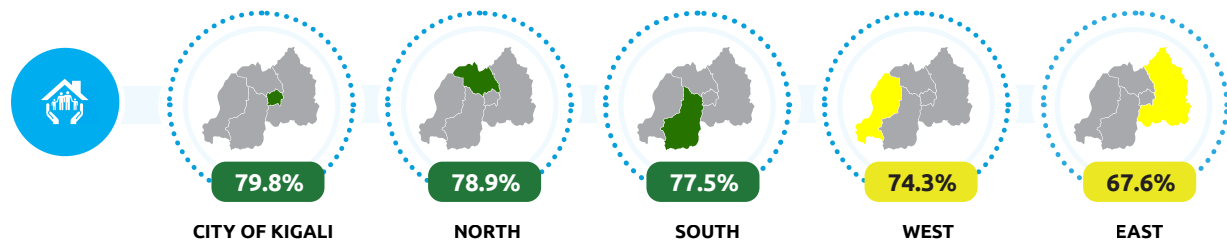
Map 13: Citizens' satisfaction with the performance of family welfare per district



The citizens of Kicukiro, Rulindo, Burera, and Gakenke districts were satisfied with the family welfare with scores of above 80%. On the other hand, Kayanza district had the lowest level of satisfaction of 59.3%.

### 2.5.2. Satisfaction with Family welfare by province and City of Kigali

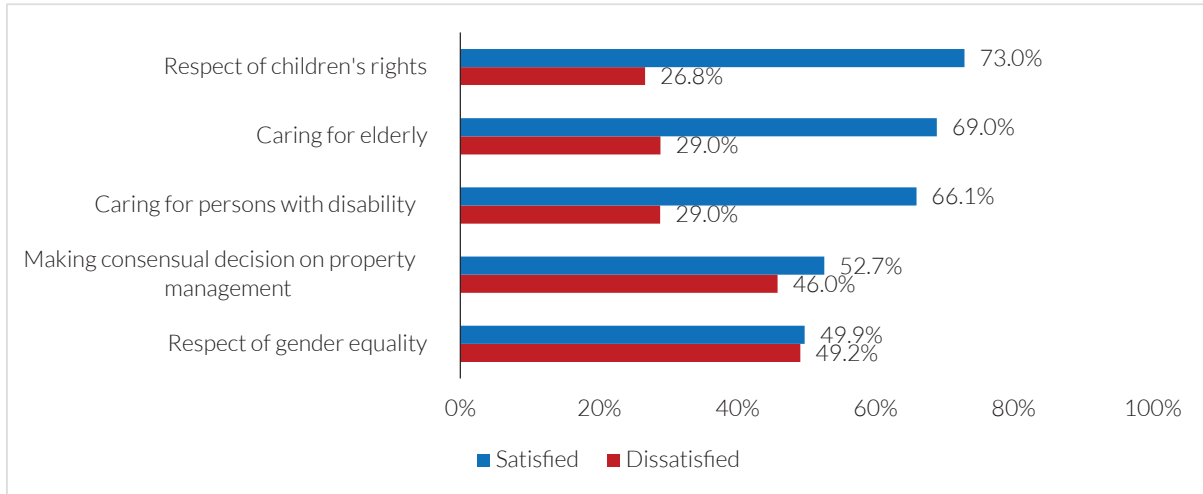
Figure 76: Citizens' satisfaction with family welfare sector by province and City of Kigali



Source: RGB Survey, 2025

### 2.5.3. Satisfaction with the assessed programs in family welfare

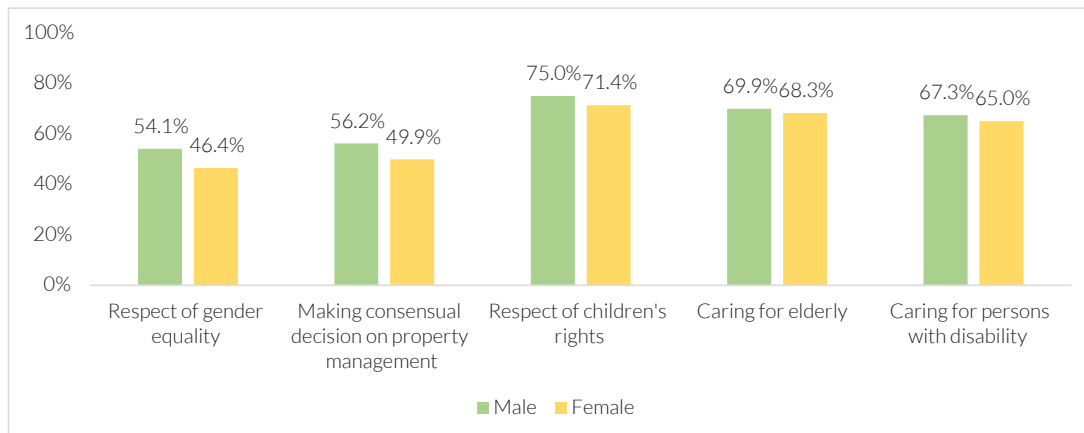
Figure 77: Citizens' satisfaction with the assessed programs in family welfare



Source: RGB Survey, 2025

Respect for children's rights was the most appreciated, with a satisfaction rate of 73.0%, whereas respect of gender equality had the lowest satisfaction of 49.9%.

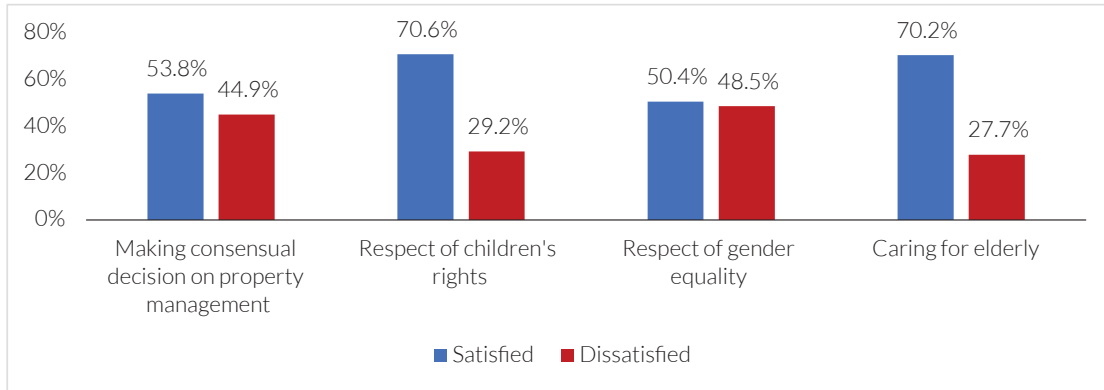
Figure 78: Citizens' satisfaction with the assessed aspects of family welfare by gender



Source: RGB Survey, 2025

As shown in the figure above, the satisfaction of men on the aspects of family welfare is higher than that of women. Women satisfaction with respect to gender equality and making consensual decisions on management of family resources is very low (below 50%). This indicates that women and men have different views on the respect of gender equality and management of family resources.

**Figure 79: Youth satisfaction with different assessed aspects of family welfare**

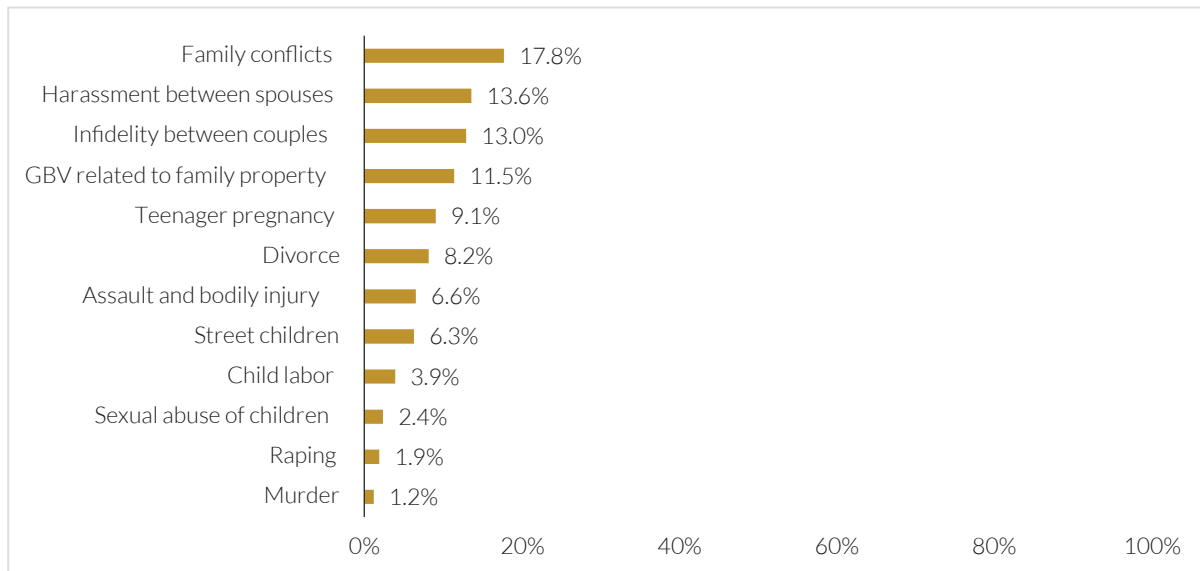


Source: RGB Survey, 2025

As the rest of the population, the satisfaction of youth with gender equality and making consensual decision on property management is very low.

### 2.5.4. Issues hindering family harmony

**Figure 80: Some of the issues hindering the harmony of family**

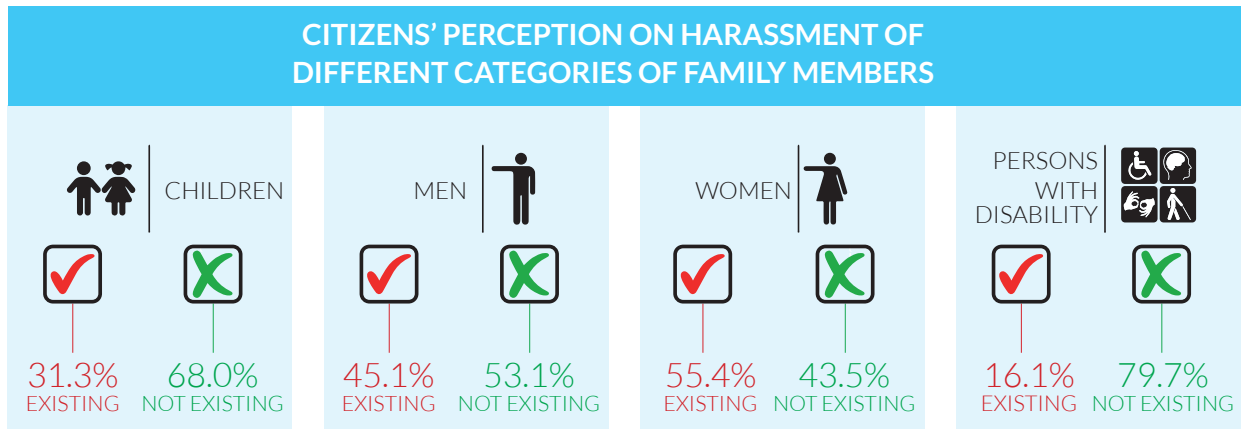


Source: RGB Survey, 2025

Family conflicts, harassment among spouses, infidelity among couples, and GBV related to family resources are the major issues affecting the family harmony (above 10%).

### 2.5.5. Perception on harassment of different categories of family members

Figure 81: Citizens' perception on harassment of different categories of family members

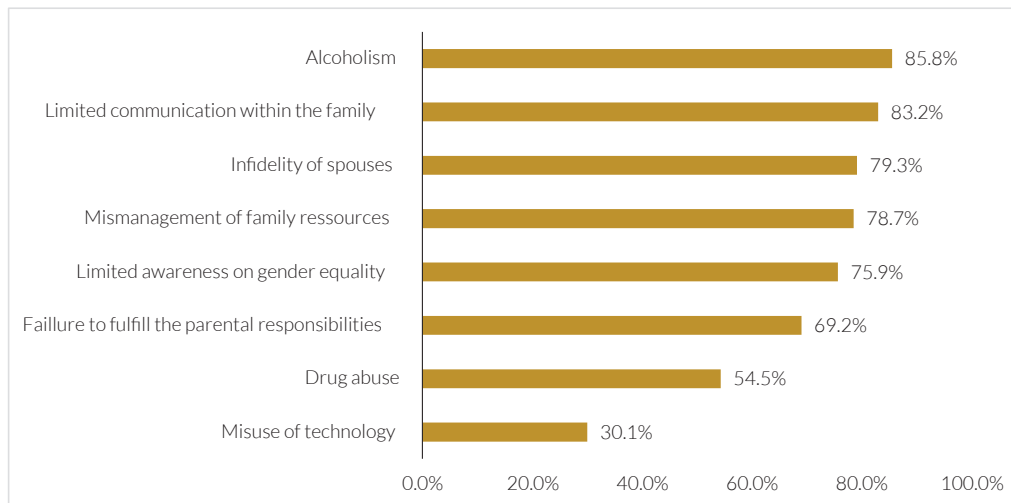


Source: RGB Survey, 2025

As indicated in the figure above, women are more subjected to violence than other categories of family members.

### 2.5.6. Citizens' perception on the causes of family conflicts

Figure 82: Citizens' perception on the causes of family conflicts



Source: RGB Survey, 2025

Alcoholism, limited communication within the family, infidelity of spouses, mismanagement of family resources and limited awareness of gender equality are the major issues affecting the family harmony.



## 2.5.7 RECOMMENDATIONS

- Strengthen efforts to address family-related issues through “Inteko z’abaturage” (community assemblies) and “Umugoroba w’imiryango” (family evening meetings);
- Mobilise families to enhance communication within the family;
- Strengthen the fight against alcoholism, drug trafficking and drug abuse;
- Sensitise the public on the principles of gender equality, as well as on family law and efficient use of resources.
- Enhance awareness of parents to prioritise their children's education and to discuss with them reproductive health issues.



**Table 21:**  
Levels of citizen's satisfaction with family welfare services by district

N°	DISTRICT	CRC 2025
1	Kicukiro	85.3%
2	Burera	81.4%
3	Rulindo	81.0%
4	Gakenke	80.2%
5	Nyarugenge	79.9%
6	Nyabihu	79.7%
7	Nyaruguru	79.3%
8	Ruhango	79.0%
9	Nyanza	78.9%
10	Muhanga	78.6%
11	Rusizi	78.6%
12	Gisagara	78.0%
13	Gicumbi	77.1%
14	Rubavu	76.7%
15	Bugesera	76.5%
16	Kamonyi	75.8%
17	Huye	75.2%
18	Nyamasheke	75.2%
19	Nyamagabe	75.1%
20	Musanze	75.1%
21	Gasabo	74.1%
22	Kirehe	72.8%
23	Rutsiro	72.2%
24	Ngoma	69.4%
25	Nyagatare	69.0%
26	Ngororero	68.9%
27	Karongi	68.7%
28	Rwamagana	64.8%
29	Gatsibo	61.7%
30	Kayonza	59.3%
<b>OVERALL SCORE</b>		<b>74.7%</b>

Source: RGB Survey, 2025

# 3

## Transformational Governance Pillar





3.1.

## LOCAL ADMINISTRATION SECTOR



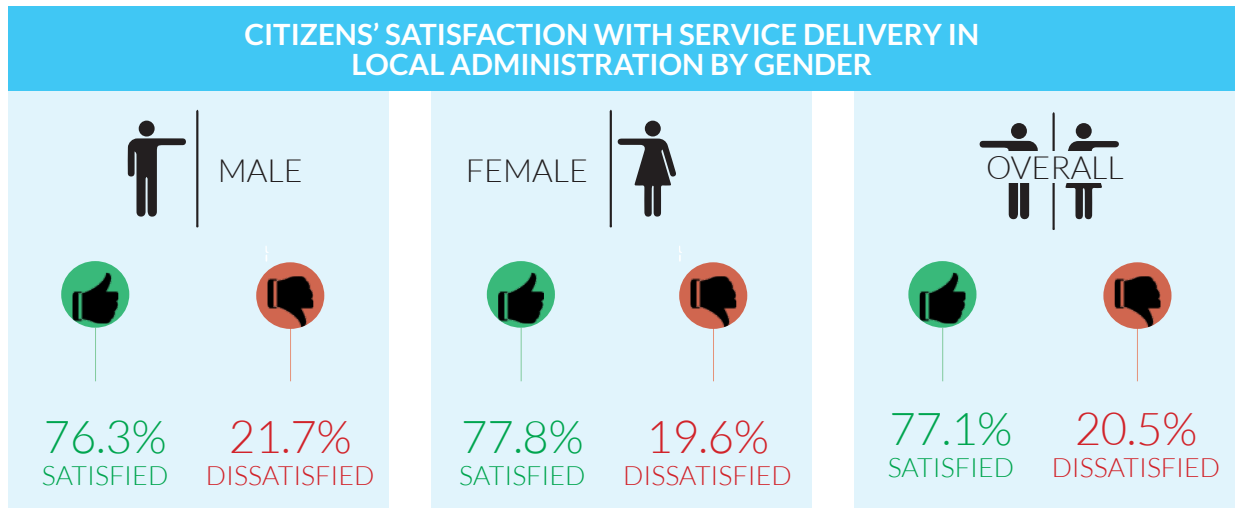


### 3.1.1. Introduction

Local administration refers to the system of governing and managing public affairs at the local level. It involves local authorities providing public services, implementing laws and policies, and addressing the day-to-day needs of the community members.

In order to assess the implementation of decentralisation policy, this survey focused on the performance of local administration, the services provided by local entities, the performance of some of their employees and the issues affecting the service delivery in local administration.

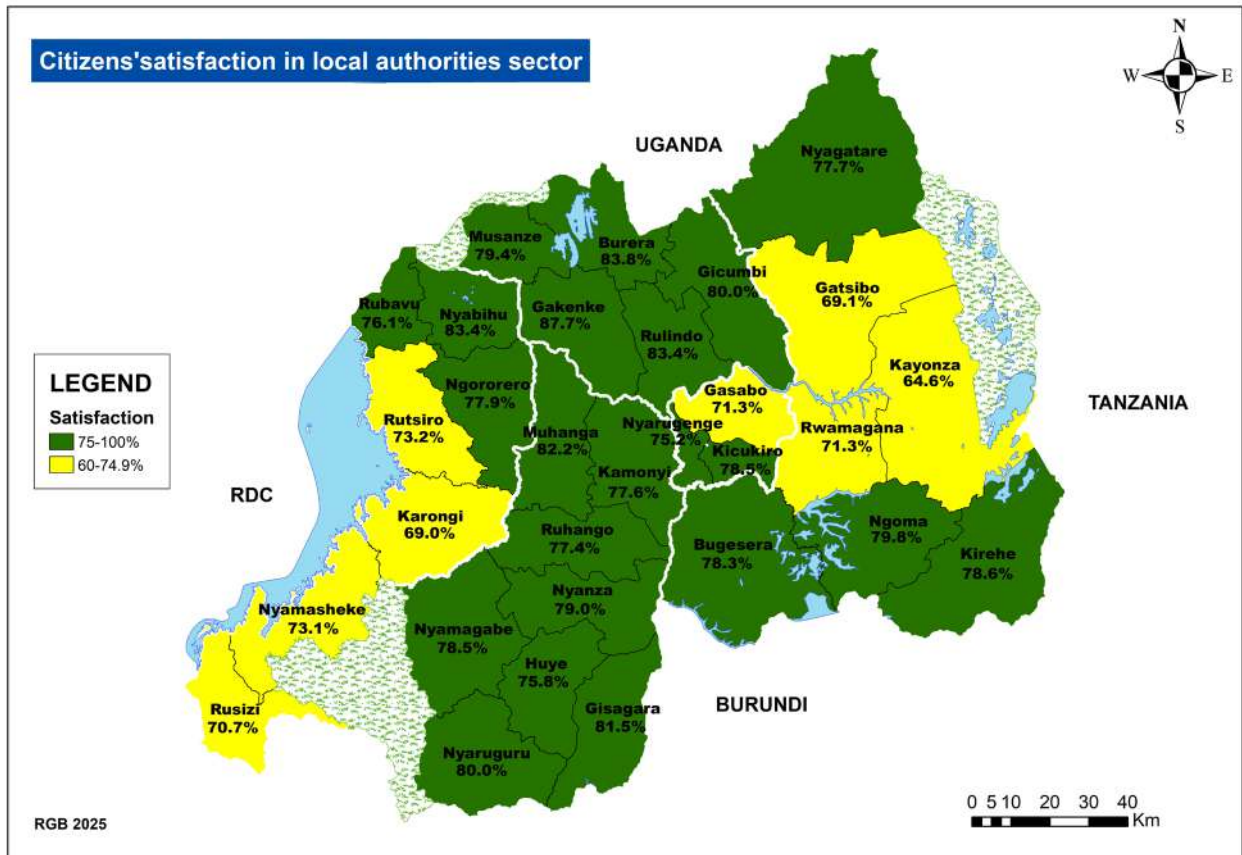
••  **Figure 84: Citizens’ satisfaction with service delivery in local administration by gender**



Source: RGB Survey, 2025

The findings show that the level citizens’ satisfaction with the performance of local administration is 77.1%. The satisfaction of women is 77.8% and that of men is 76.3%.

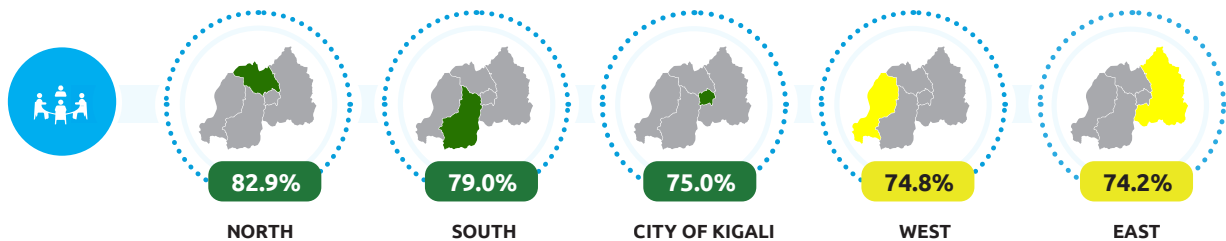
Map 14: Citizens' satisfaction with the performance of local administration by district



The level of citizens' satisfaction with local administration services in twenty-two (22) districts is above 75%, where Gakenke district has the highest satisfaction rate of 87.7%. On the other hand, satisfaction level of the remaining eight (8) districts below 75% where Kayanza district has the lowest level of satisfaction of 64.6%.

### 3.1.2. Local administration services by province and City of Kigali

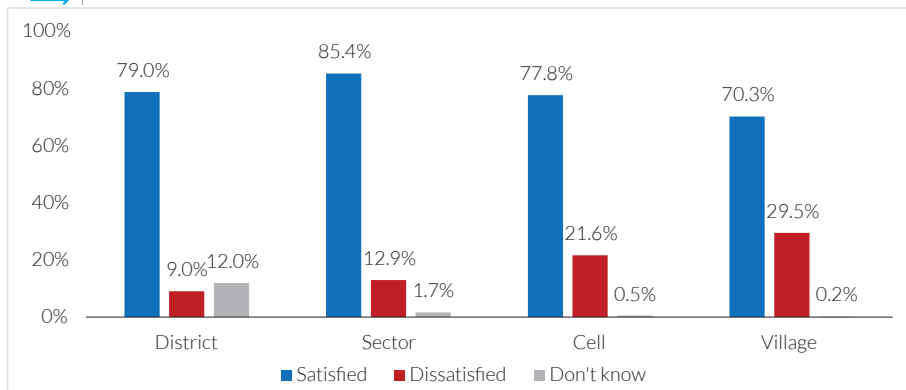
Figure 84: Citizens' satisfaction with local administration services by province and City of Kigali



Source: RGB Survey, 2025

### 3.1.3. Performance of local government entities

Figure 85: Citizens' satisfaction with the performance of local government entities

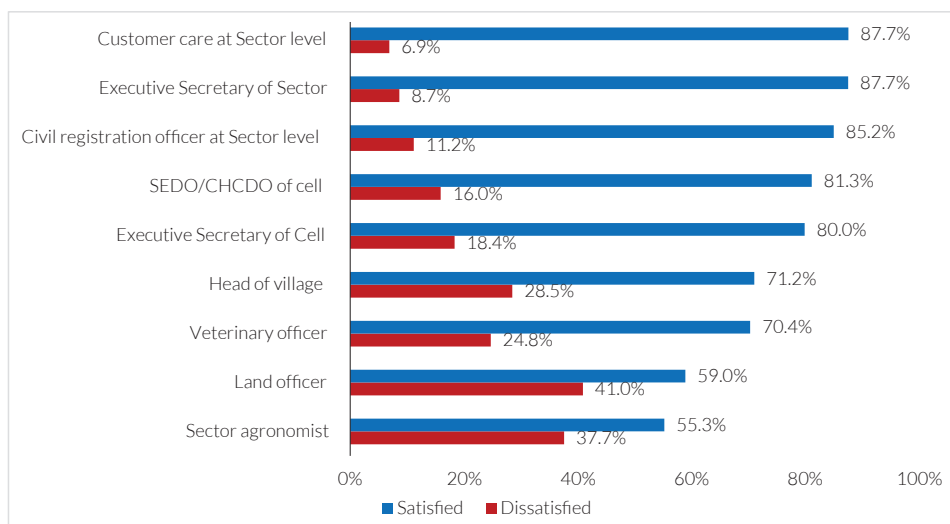


Aho byavuye: Ubushakashatsi bwa RGB, 2025

As illustrated in the figure above, citizens reported high level of satisfaction with services provided at the sector level with a score of 85.4% while the village level (Umudugudu) received the lowest satisfaction score of 70.3%. The high satisfaction rate at the sector level may be attributed to the fact that, many essential services that citizens need are provided by the sector. Although the NST1 aimed to decentralize some of these services from the sector to the cell level, this goal was not achieved because the cell level still lacks adequate resources such as staff, infrastructure, and equipment to deliver the services effectively.

### 3.1.4. Performance of some of the employees of local government entities

Figure 86: Citizens' satisfaction with the performance of key employees of local government entities

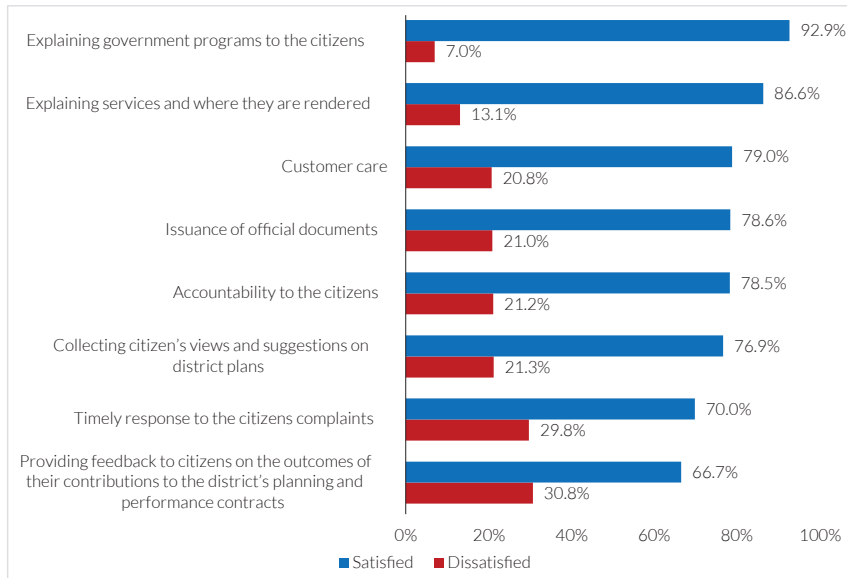


Source: RGB Survey, 2025

As indicated in the figure above, citizens' satisfaction with the performance of some of key employees in local government entities was above 80%. However, satisfaction with the performance of land officers and sector agronomists was low at 59% and 55.3% respectively.

### 3.1.5. Citizens' satisfaction with local administration services

Figure 87: Citizens' satisfaction with assessed local administration services

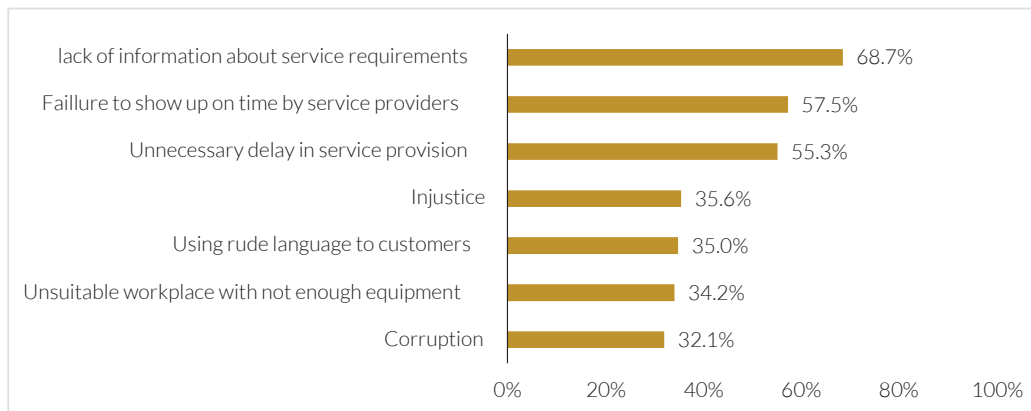


Source: RGB Survey, 2025

The service of explaining government programs to citizens had the highest satisfaction rate of 92.9%, while providing feedback to citizens on the outcomes of their contributions to the district's planning and performance contracts had the lowest satisfaction rate of 66.7%.

### 3.1.6. Challenges of services delivery in local administration

Figure 88: Some of the challenges of services delivery in local administration



Source: RGB Survey, 2025

As presented in the figure above, lack of information about service requirements, failure of service providers to show up on time, and unnecessary delays in service provision were identified as the main challenges to effective service delivery in local administration.



### 3.1.7. RECOMMENDATIONS

- Local government leadership should provide information on the requirements for citizens to access services to enable citizens save time trying to find it;
- Local government leadership should ensure timely delivery of service and institute regular monitoring to identify potential bottle necks to service delivery and address them timely;
- Local government leadership should ensure that feedback is provided to citizens on the outcomes of their proposals given during district performance contracts planning;
- Local government leadership should endeavour to combat corruption and injustice in the delivery of services;
- Strengthen the capacity of the cell entities with the aim of decentralizing services closer to citizens.



**Table 22:**  
Citizens' satisfaction with local administration services by district

N°	DISTRICT	CRC 2025
1	Kicukiro	85.3%
2	Burera	81.4%
3	Rulindo	81.0%
4	Gakenke	80.2%
5	Nyarugenge	79.9%
6	Nyabihu	79.7%
7	Nyaruguru	79.3%
8	Ruhango	79.0%
9	Nyanza	78.9%
10	Muhanga	78.6%
11	Rusizi	78.6%
12	Gisagara	78.0%
13	Gicumbi	77.1%
14	Rubavu	76.7%
15	Bugesera	76.5%
16	Kamonyi	75.8%
17	Huye	75.2%
18	Nyamasheke	75.2%
19	Nyamagabe	75.1%
20	Musanze	75.1%
21	Gasabo	74.1%
22	Kirehe	72.8%
23	Rutsiro	72.2%
24	Ngoma	69.4%
25	Nyagatare	69.0%
26	Ngororero	68.9%
27	Karongi	68.7%
28	Rwamagana	64.8%
29	Gatsibo	61.7%
30	Kayonza	59.3%
<b>OVERALL SCORE</b>		<b>77.1%</b>

Source: RGB Survey, 2025



## 3.2. JUSTICE SECTOR



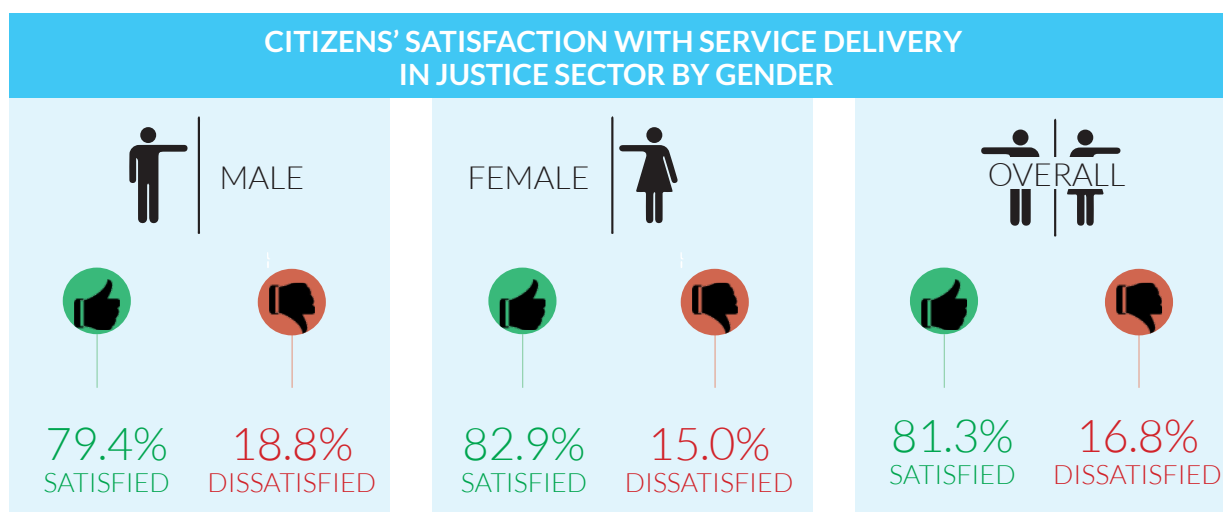


## 2.5.1. Introduction

In the justice sector, the survey focused on key aspects that included the provision of justice services, the functioning of Mediation Committees (Abunzi), the services of Access to Justice Bureaus (Maisons d'Accès à la Justice – MAJ), and the performance of the Rwanda Investigation Bureau (RIB). The study also assessed citizens' perception on corruption and injustice across various institutions, as well as the effectiveness of different entities in preventing and combating these issues.



Figure 89: Citizens' satisfaction with service delivery in justice sector by gender

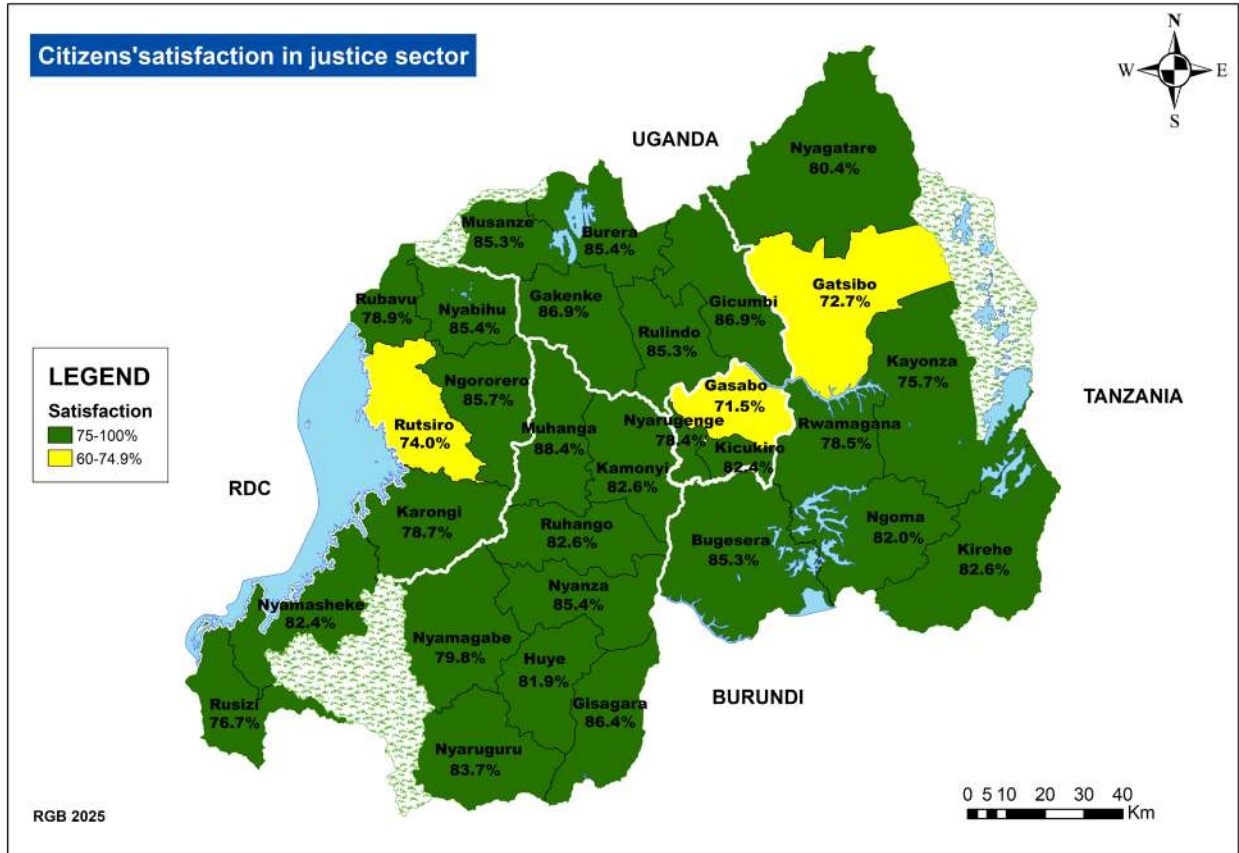


Source: RGB Survey, 2025

The findings presented in the graph above, show that, citizens' satisfaction with justice services is 81.3%. The satisfaction of women is 82.9% while of men is 79.4%.



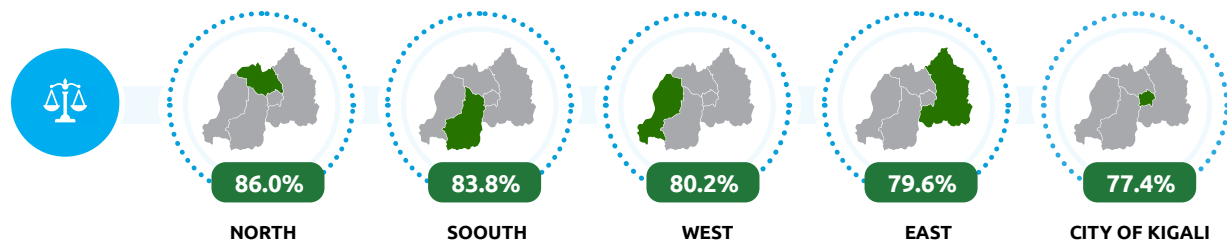
Map 15: Citizens' satisfaction with justice sector services per district



Overall, citizens' satisfaction with justice services was above 75% in twenty-seven (27) districts, with Muhanga District leading with a score of 88.4%. On the other hand, the satisfaction of citizens was between 70% and 75% in the districts of Rutsiro, Gatsibo and Gasabo.

### 3.2.2. Justice services by province and City of Kigali.

Figure 90: Citizens' satisfaction with justice services by province and City of Kigali

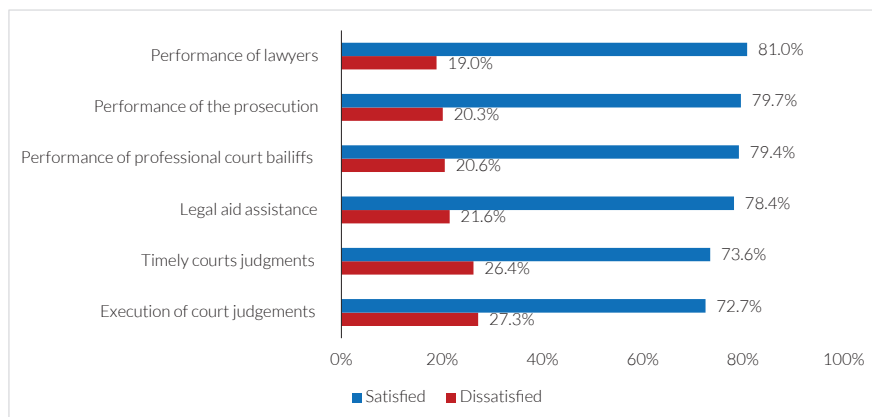


Source: RGB Survey, 2025

### 3.2.3. Service delivery and performance of institutions in justice sector

In this section, the following components were assessed: timely courts judgments, performance of professional bailiffs, execution of court judgements, the performance of the prosecution, performance of lawyers and legal aid assistance.

••  **Figure 91: Citizens' satisfaction with service delivery and performance of institutions in justice sector**



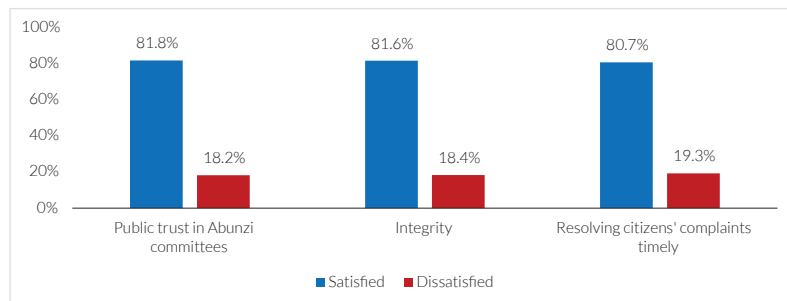
Source: RGB Survey, 2025

The performance of lawyers had the highest satisfaction rate of 81%, while the execution of court judgments had the lowest satisfaction rate of 72.7%.

### 3.2.4. Performance of Abunzi Committees

Concerning the performance of Abunzi Committees, CRC 2025 assessed public trust in these committees, their integrity, and their ability to timely resolve citizens' disputes.

••  **Figure 92: Citizens' satisfaction with the performance of Abunzi Committees**



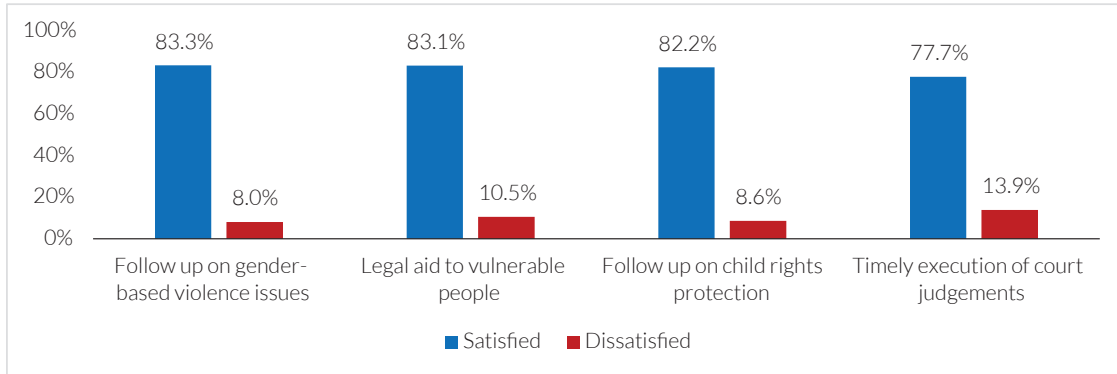
Source: RGB Survey, 2025

The findings show that, citizens' satisfaction with the performance of Abunzi Committees (on the three aspects assessed) was above 80%.

### 3.2.5. MAJ services

Concerning MAJ effectiveness, this survey assessed the following services provided by MAJ: legal aid to vulnerable people, follow up on child rights protection, follow up on gender-based violence issues as well as timely execution of court judgements.

••  **Figure 93: Citizens' perception on MAJ services**



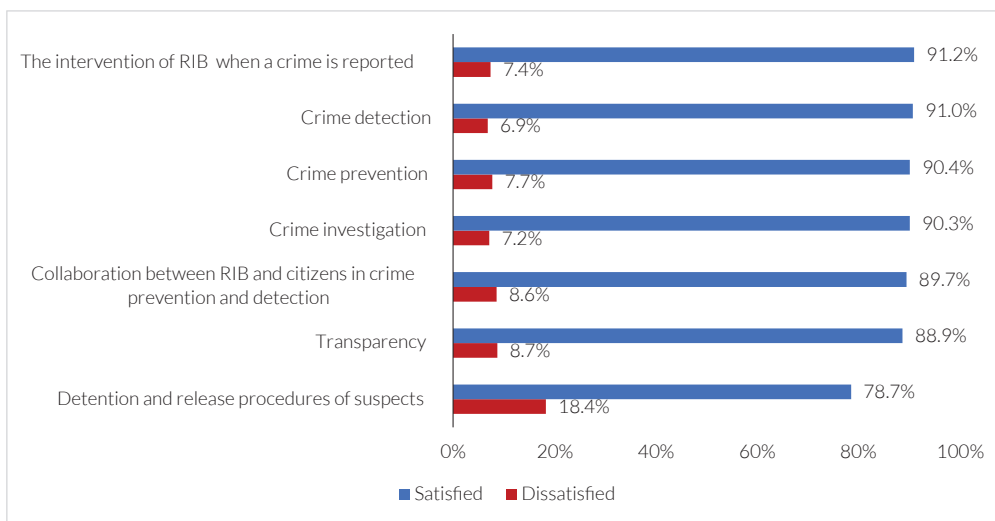
Source: RGB Survey, 2025

The follow-up on gender-based violence cases was the most highly appreciated service provided by MAJ, with a satisfaction rate of 83.3%, whereas the timely execution of court judgments had the lowest satisfaction rate of 77.7%.

### 3.2.6. RIB performance

Regarding the performance of RIB, this study focused on crime prevention, investigation and detection, transparency, RIB's collaboration with citizens in preventing and detecting crimes, the intervention of RIB when a crime is reported, as well as the detention and release of procedures of suspects.

••  **Figure 94: Citizens' satisfaction with RIB performance**

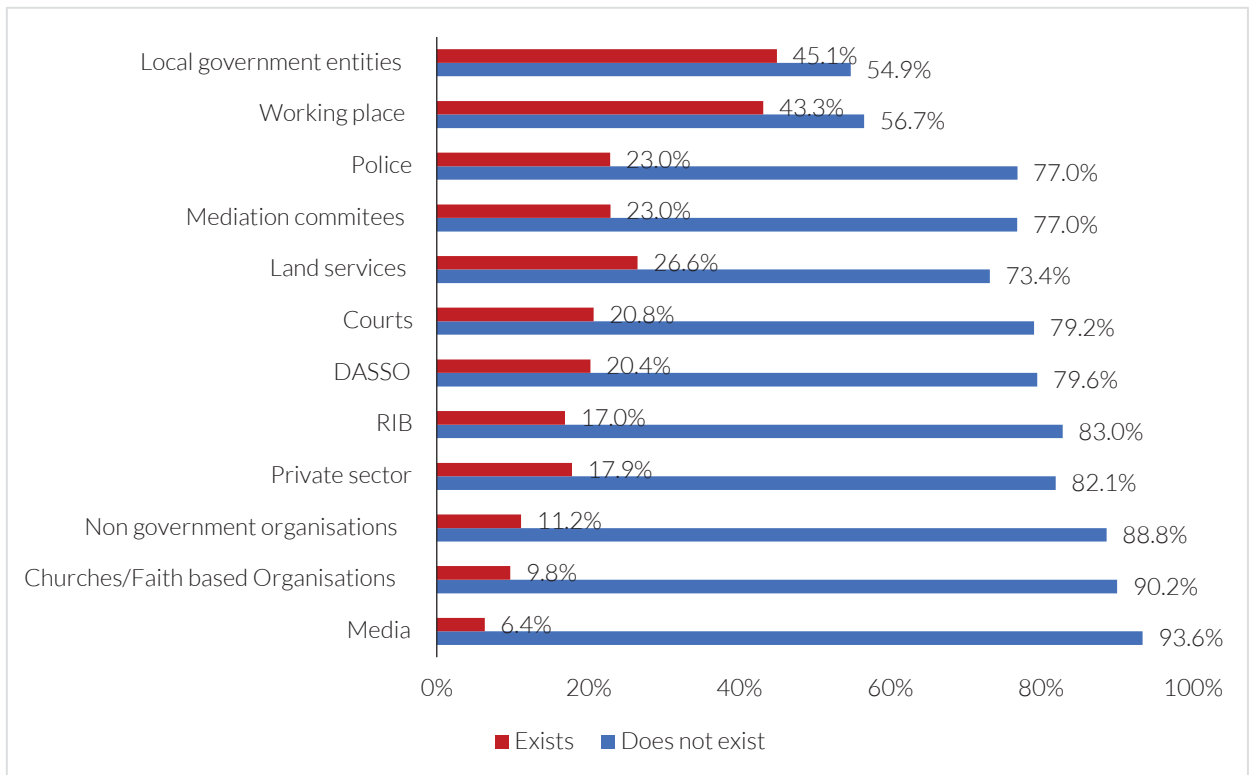


Source: RGB Survey, 2025

The figure above shows that, citizens showed the highest satisfaction with the intervention of RIB when a crime is reported at 91.2% while the detention and release of suspects had the lowest satisfaction rate of 78.7%.

### 3.2.7. Status of corruption in different institutions

Figure 95: Citizen's perception of corruption in different institutions

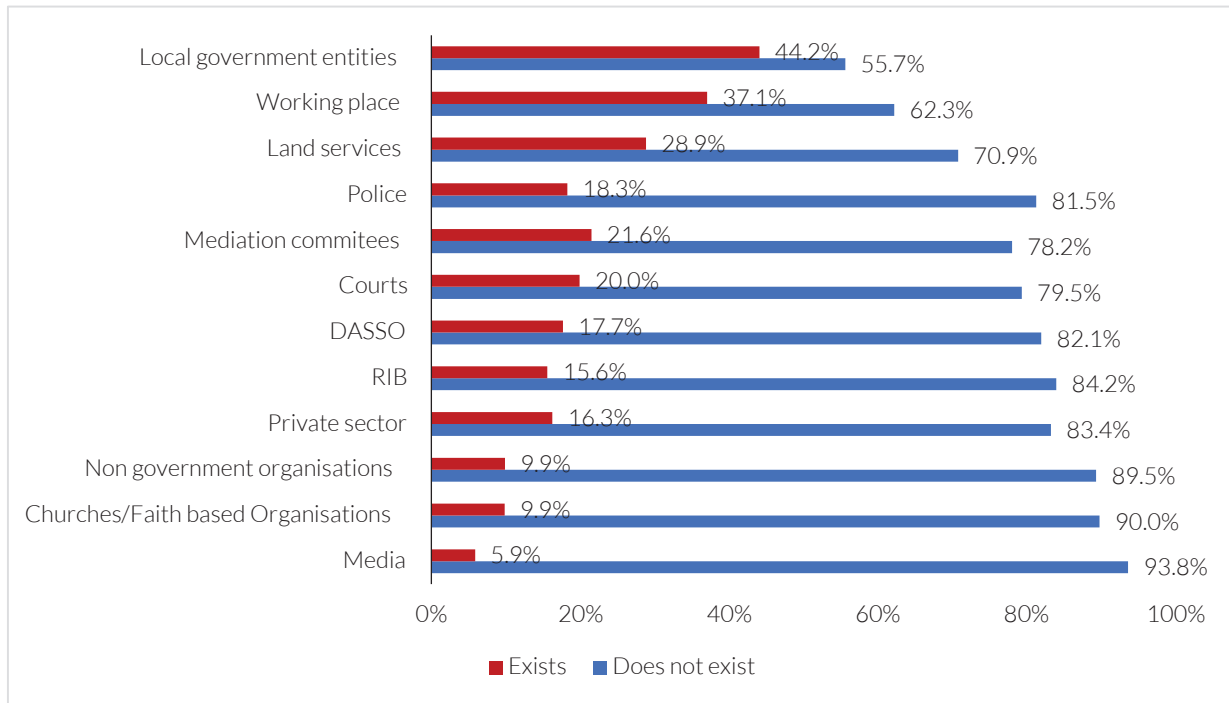


Source: RGB Survey, 2025

Citizens have indicated that corruption is more prevalent in local government institutions and workplaces compared to other areas.

### 3.2.8. Status of injustice in different institutions or services

••  **Figure 96: Citizen's perception of injustice in different institutions or services**



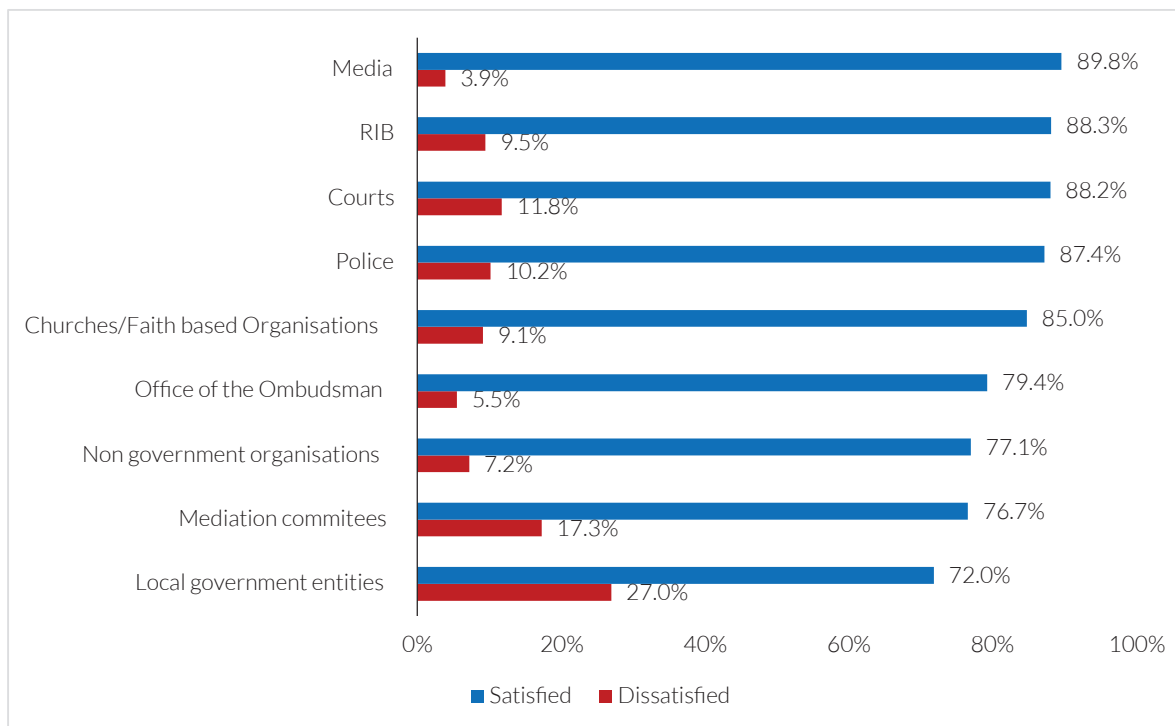
Source: RGB Survey, 2025

This survey has indicated that injustice is more prevalent in local government institutions and work related compared to other areas.

### 3.2.9. Performance of institutions in fighting corruption and injustice

Citizens were asked their perceptions of the performance of various institutions involved in combating corruption and injustice, including the Office of the Ombudsman, the Rwanda Investigation Bureau (RIB), local government authorities, the Rwanda National Police, the courts, Abunzi Committees, non-governmental organizations, faith-based organizations, and the media.

Figure 97: Citizens' perception on performance of institutions in fighting corruption and injustice



Source: RGB Survey, 2025

While some institutions and services continue to experience cases of corruption, citizens reported being satisfied with the efforts made by different institutions to address these issues. Satisfaction levels were above 70% with the media having the highest rating of 89.8%.



### 3.2.10. RECOMMENDATIONS

- The ministry of justice and ministry of should enhance measures to timely execute court judgements;
- Continue to strengthen efforts to combat corruption and injustice;
- Ensure compliance with the law on the detention and release procedures of suspects.



**Table 23:**  
Citizen's satisfaction with Justice services by district

N°	DISTRICT	CRC 2025
1	Muhanga	88.4%
2	Gicumbi	86.9%
3	Gakenke	86.9%
4	Gisagara	86.4%
5	Ngororero	85.7%
6	Nyanza	85.4%
7	Nyabihu	85.4%
8	Burera	85.4%
9	Musanze	85.3%
10	Bugesera	85.3%
11	Rulindo	85.3%
12	Nyaruguru	83.7%
13	Ruhango	82.6%
14	Kirehe	82.6%
15	Kamonyi	82.6%
16	Kicukiro	82.4%
17	Nyamasheke	82.4%
18	Ngoma	82.0%
19	Huye	81.9%
20	Nyagatare	80.4%
21	Nyamagabe	79.8%
22	Rubavu	78.9%
23	Karongi	78.7%
24	Rwamagana	78.5%
25	Nyarugenge	78.4%
26	Rusizi	76.7%
27	Kayonza	75.7%
28	Rutsiro	74.0%
29	Gatsibo	72.7%
30	Gasabo	71.5%
<b>OVERALL SCORE</b>		<b>81.3%</b>

Source: RGB Survey, 2025



### 3.3. GOVERNANCE AND RESPECT OF HUMAN RIGHTS





### 3.3.1. Introduction

The CRC 2025 assessed the following components: respect of human rights, principles of democracy, fighting and preventing the ideology of genocide, combating all kinds of discrimination, compliance with the law, transparency and accountability, fighting corruption and injustice as well as the independency of institutions . The survey also examined citizens’ trust in various government institutions and their role in promoting good governance.

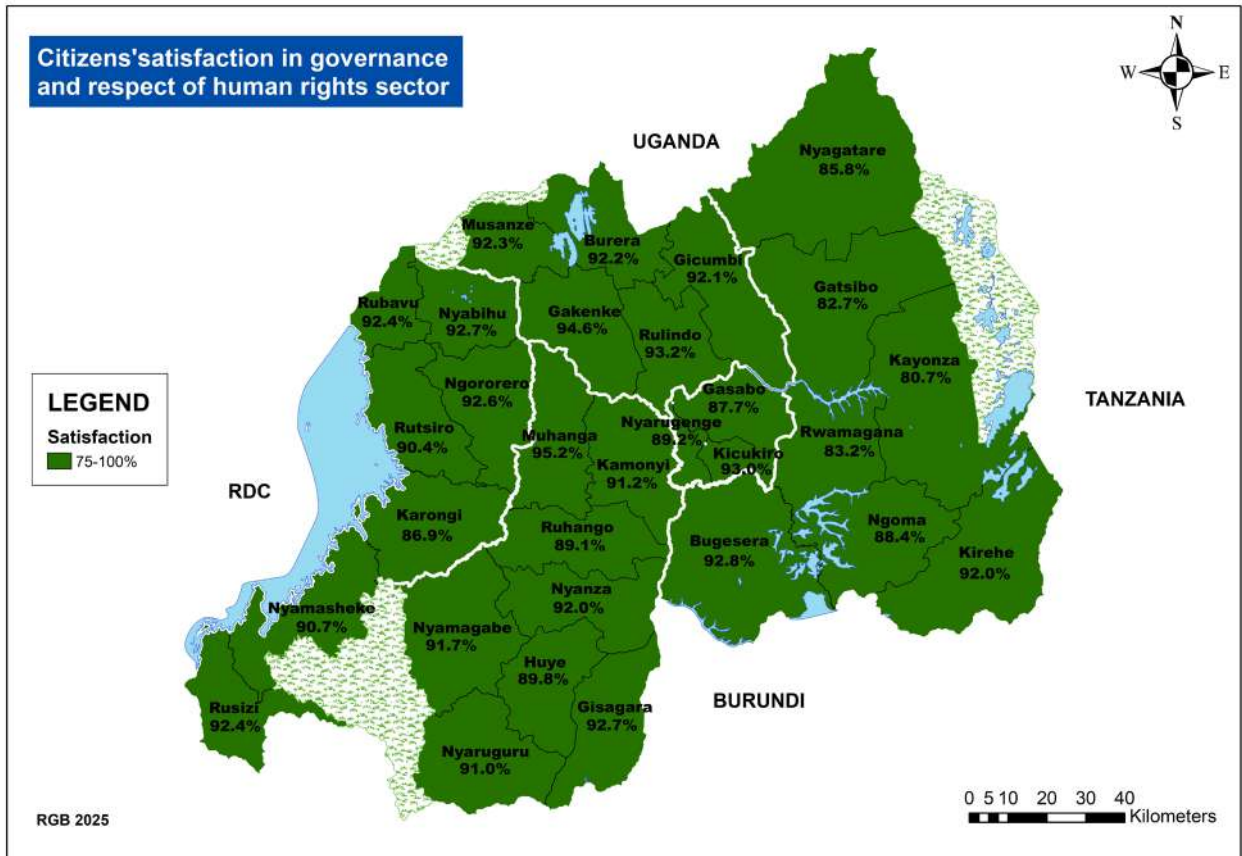
 **Figure 98: Overall citizens’ satisfaction with governance and respect of human rights by gender**



Source: RGB Survey, 2025

Overall, the citizens’ satisfaction with governance and respect of human rights was 90.1%. Both men and women reported more or the same levels of satisfaction.

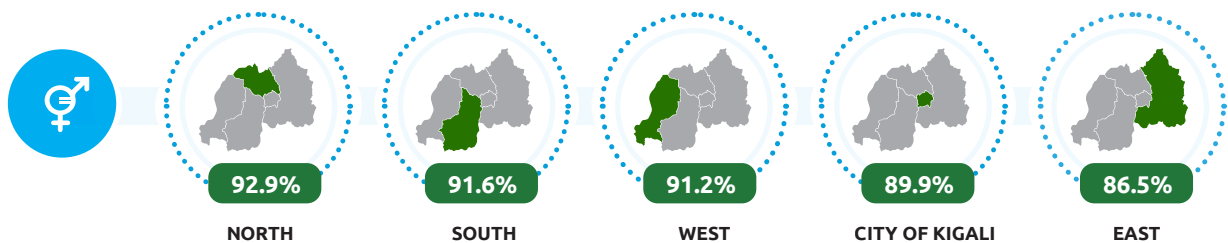
Map 16: Citizens' satisfaction with governance and respect of human rights per district



As shown in the map above, citizens are satisfied with the governance and respect of human rights with scores above 80% in all districts.

### 3.3.2. Governance and respect of human rights sector by province and City of Kigali

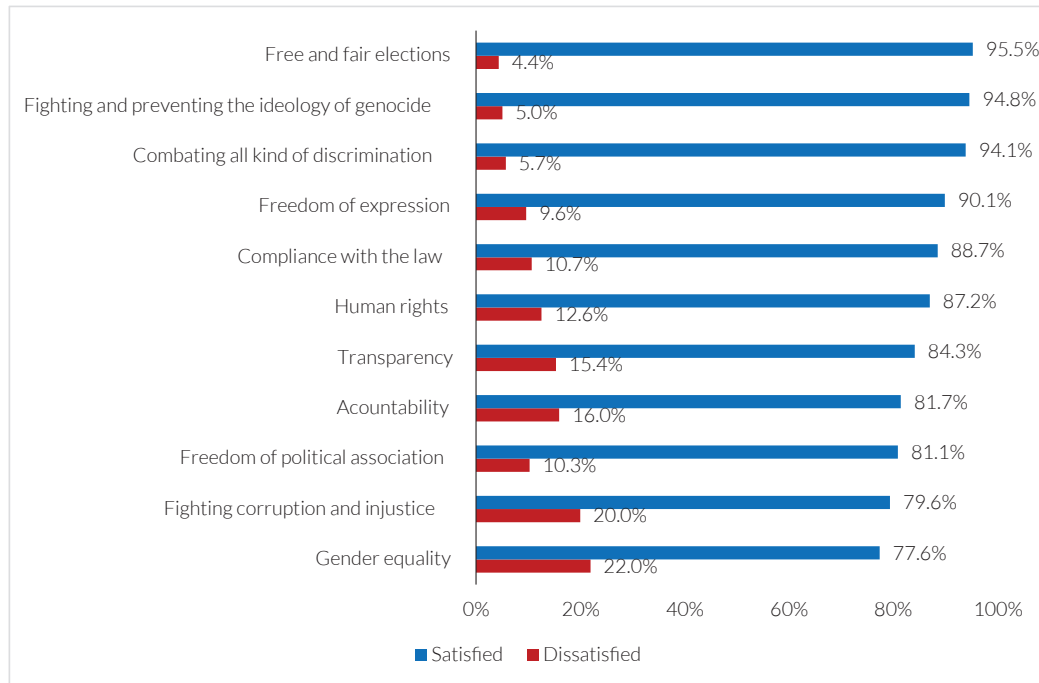
Figure 99: Governance and respect of human rights sector services by province and City of Kigali



Source: RGB Survey, 2025

### 3.3.3. Citizens' satisfaction with governance and respect of human rights

Figure 100: Citizens' satisfaction with governance and respect of human rights

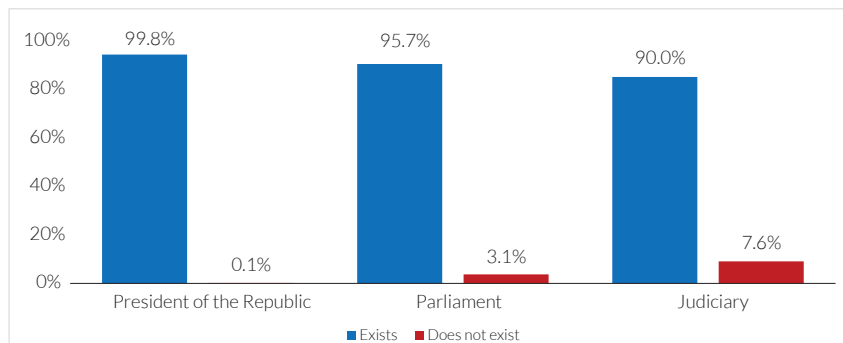


Source: RGB Survey, 2025

In general, the assessed aspects of governance and respect of human rights had as satisfaction rate of above 75% where free and fair elections received the the highest satisfaction of 95.5%.

### 3.3.4. Citizens' trust in the state institutions

Figure 101: Citizens' trust in the state institutions



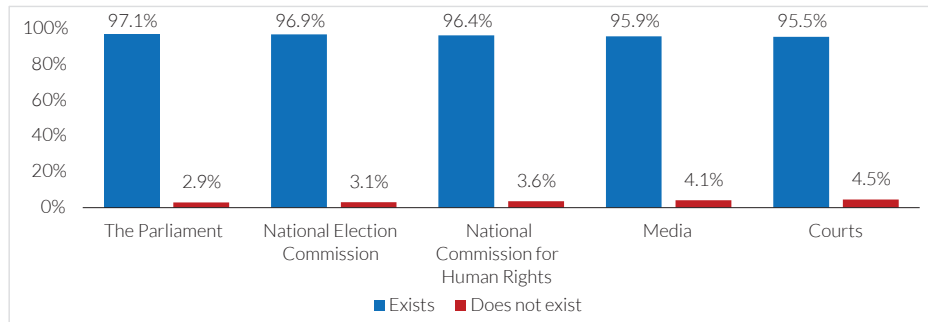
Source: RGB Survey, 2025

Citizens' trust in the President of the Republic continues to be the highest even if the other assessed institutions also have high citizens' trust that is over 90%.

### 3.3.5. Citizens' perception of independency of the governing organs

Regarding the independency of institutions, the following institutions were assessed: The Parliament, the judiciary (courts), the National Electoral Commission, the National Commission for Human Rights and the Media.

#### **Ishusho 102: UCitizens' perception on independency of selected that play a role ingovernance**



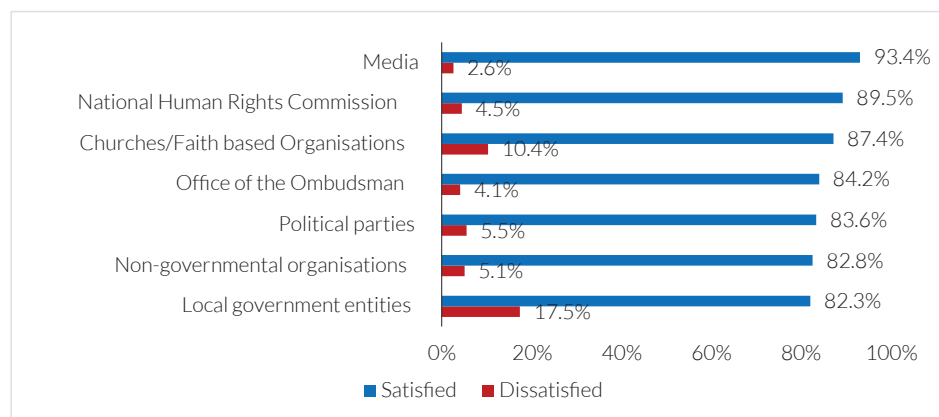
Source: RGB Survey, 2025

The findings showed that over 95% of citizens confirm that the institutions manifest independency in executing their mandate.

### 3.3.6. Performance of institutions in promoting good governance principle

In relation to the promotion of good governance, the following institutions were assessed: the Office of the Ombudsman, the Human Rights Commission, local administration entities, faith based organisations, non-government organisations, political organisations and the Media.

#### **Ishusho 103: Citizens' satisfaction of the performance of institutions in promoting good governance principle**

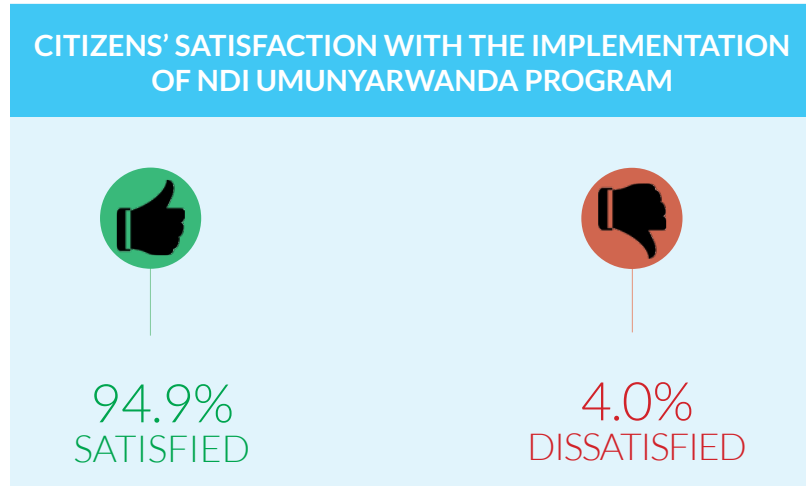


Source: RGB Survey, 2025

The findings in the graph above show that, the citizens were satisfied with the performance of the institutions in promoting good governance at the rates above 80%, with the media leading with a score of 93.4%.

### 3.3.7. Satisfaction with the implementation of Ndi Umunyarwanda program

••  **Figure 104: Citizens' satisfaction with the implementation of Ndi Umunyarwanda program**



Source: RGB Survey, 2025

Citizens are satisfied with the implementation of the Ndi Umunyarwanda program at a rate of 94.9%. This indicates that the unity of Rwandans continues to be reinforced as a foundation of good governance and development.



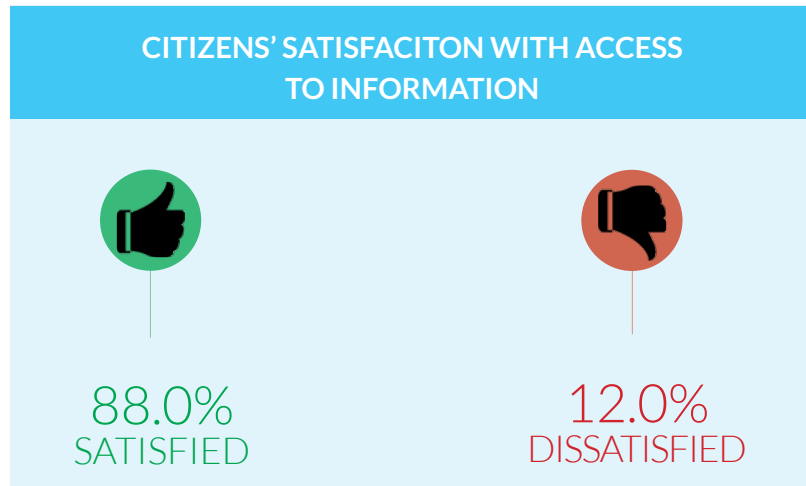
**Table 24:**  
Citizens' satisfaction with the implementation of Ndi Umunyarwanda program by districts

N°	DISTRICT	SATISFIED	DISSATISFIED
1	Muhanga	99.4%	0.6%
2	Gicumbi	98.3%	1.7%
3	Kicukiro	98.1%	1.7%
4	Rubavu	97.9%	2.1%
5	Nyaruguru	97.9%	1.5%
6	Ngororero	97.7%	2.3%
7	Musanze	97.5%	2.2%
8	Burera	97.4%	1.3%
9	Rusizi	97.4%	2.3%
10	Kamonyi	97.1%	2.6%
11	Nyamasheke	97.0%	2.7%
12	Gakenke	96.7%	2.1%
13	Huye	95.8%	3.1%
14	Rutsiro	95.5%	2.9%
15	Rulindo	95.5%	3.5%
16	Nyabihu	95.4%	1.2%
17	Gisagara	95.2%	1.6%
18	Kirehe	95.2%	4.8%
19	Bugesera	95.1%	4.6%
20	Kayonza	94.7%	4.1%
21	Ruhango	94.2%	3.8%
22	Nyarugenge	94.1%	5.0%
23	Gatsibo	93.4%	4.3%
24	Gasabo	93.2%	5.5%
25	Nyanza	92.9%	2.8%
26	Nyamagabe	91.6%	4.1%
27	Karongi	91.2%	7.6%
28	Ngoma	90.2%	9.5%
29	Nyagatare	90.1%	9.0%
30	Rwamagana	85.1%	14.9%
<b>OVERALL SCORE</b>		<b>94.9%</b>	<b>4.0%</b>

Source: RGB Survey, 2025

### 3.3.8. Access to information

••  Ishusho 105: Citizens' satisfaciton with access to information



Source: RGB Survey, 2025

The satisfaction of citizens with access to information according to CRC2025 is 88.0%. This reflects significant progress made in the information sharing by various public institutions compared to the previous years.



### 3.3.9. RECOMMENDATIONS

- ☛ Institutions concern should sustain the gains attained promoting good governance at all levels;
- ☛ Continue to enhance initiatives that promote gender equality across all sectors focusing on areas that still manest gaps.



**Table 25:**  
Citizens' satisfaction with governance and respect of human rights services by district

N°	DISTRICT	CRC 2025
1	Muhanga	95.2%
2	Gakenke	94.6%
3	Rulindo	93.2%
4	Kicukiro	93.0%
5	Bugesera	92.8%
6	Nyabihu	92.7%
7	Gisagara	92.7%
8	Ngororero	92.6%
9	Rusizi	92.4%
10	Rubavu	92.4%
11	Musanze	92.3%
12	Burera	92.2%
13	Gicumbi	92.1%
14	Kirehe	92.0%
15	Nyanza	92.0%
16	Nyamagabe	91.7%
17	Kamonyi	91.2%
18	Nyaruguru	91.0%
19	Nyamasheke	90.7%
20	Rutsiro	90.4%
21	Huye	89.8%
22	Nyarugenge	89.2%
23	Ruhango	89.1%
24	Ngoma	88.4%
25	Gasabo	87.7%
26	Karongi	86.9%
27	Nyagatare	85.8%
28	Rwamagana	83.2%
29	Gatsibo	82.7%
30	Kayonza	80.7%
<b>OVERALL SCORE</b>		<b>90.1%</b>

Source: RGB Survey, 2025



## 3.4. SECURITY SECTOR





### 3.4.1. Introduction

Rwanda recognizes security as a cornerstone of sustainable development. In CRC 2025, the assessment focused on multiple dimensions, including national security, personal safety, property protection, citizens’ trust in security institutions, and perceived threats to people and their property, providing insights into areas that may require targeted interventions to strengthen public confidence and overall safety.



Ishusho 106: Overall citizens’ satisfaction with security sector by gender

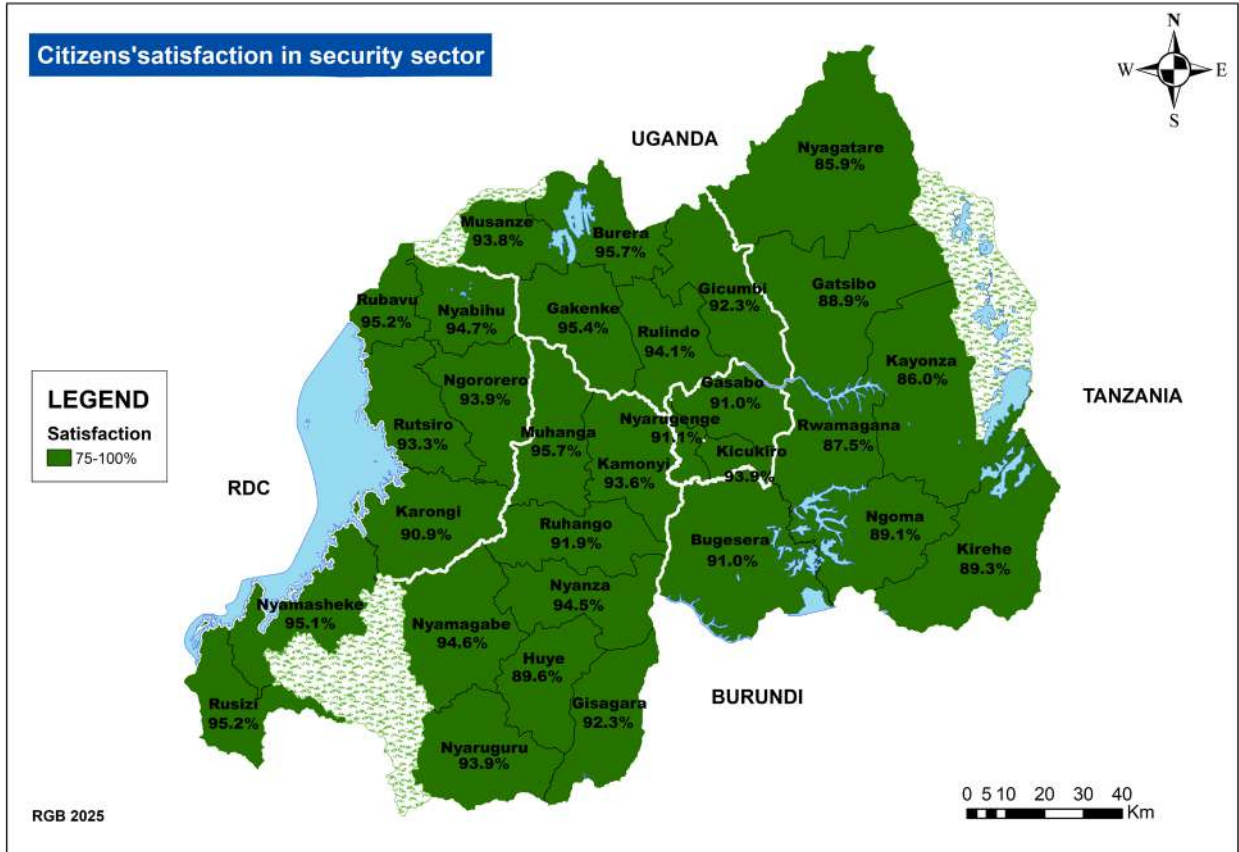


Source: RGB Survey, 2025

In CRC 2025, citizens reported a satisfaction rate of 92.1% with security services, with no difference between men and women. This sector achieved the highest overall satisfaction among all those assessed, underscoring its central role in public confidence and national development.



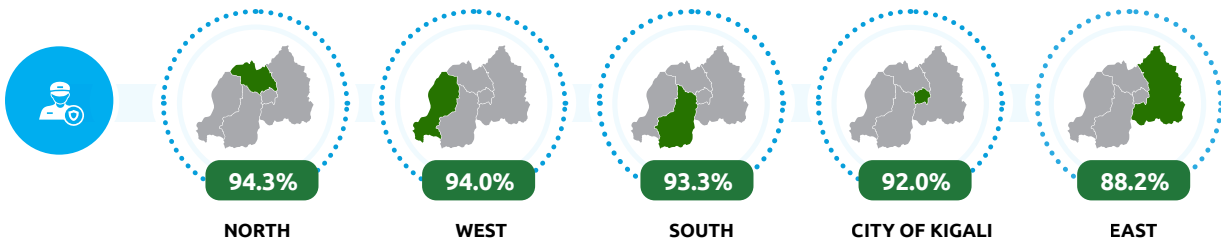
Map 17: Citizens' satisfaction with Security by district



Overall, citizen satisfaction with security exceeded 85% across all districts, with Muhanga achieving the highest rate at 95.7%, highlighting relatively strong perceptions of safety throughout the country.

### 3.4.2. Performance of security by province and City of Kigali

Figure 107: Citizens' satisfaction with security by province and City of Kigali

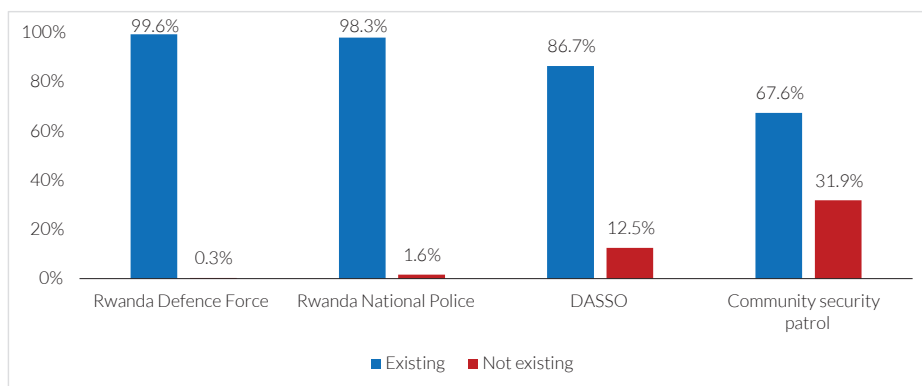


Source: RGB Survey, 2025

### 3.4.3. Citizens' trust in security organs

The assessment focused on key security institutions, namely the Rwanda Defence Force, the Rwanda National Police, and the District Administration Security Support Organ (DASSO), to evaluate their roles in ensuring public safety and confidence.

Figure 108: Citizens' trust in security organs



Source: RGB Survey, 2025

The Rwanda Defence Force remains the most trusted security institution, with a public trust score of 99.6%, whereas community security patrols received the lowest trust score at 67.6%, suggesting the need to strengthen community-level security initiatives to enhance public confidence.





**Table 26:**  
**Citizens' trust in security organs by district**

DISTRICT	RWANDA DEFENSE FORCE	RWANDA NATIONAL POLICE	DASSO	COMMUNITY SECURITY PATROL
Gasabo	99.5%	98.0%	77.5%	53.6%
Kicukiro	99.7%	98.9%	82.0%	59.1%
Nyarugenge	100.0%	97.2%	72.5%	53.1%
<b>CITY OF KIGALI</b>	<b>99.8%</b>	<b>98.0%</b>	<b>77.4%</b>	<b>55.3%</b>

Gisagara	99.7%	99.4%	89.5%	76.8%
Huye	99.2%	98.6%	89.6%	70.7%
Kamonyi	100.0%	99.1%	87.1%	60.3%
Muhanga	100.0%	99.1%	89.7%	76.6%
Nyamagabe	99.4%	98.8%	90.9%	80.0%
Nyanza	99.7%	99.4%	95.4%	74.0%
Nyaruguru	99.4%	98.5%	92.7%	74.6%
Ruhango	99.7%	98.8%	91.6%	70.6%
<b>SOUTH</b>	<b>99.6%</b>	<b>98.9%</b>	<b>90.8%</b>	<b>73.0%</b>

Karongi	99.7%	97.3%	87.5%	64.3%
Ngororero	99.4%	99.0%	86.5%	77.1%
Nyabihu	100.0%	97.8%	93.2%	91.7%
Nyamasheke	99.7%	99.4%	92.1%	73.3%
Rubavu	99.0%	97.6%	87.2%	74.1%
Rusizi	99.7%	98.0%	90.3%	74.9%
Rutsiro	99.7%	99.0%	88.2%	76.4%
<b>WEST</b>	<b>99.6%</b>	<b>98.3%</b>	<b>89.3%</b>	<b>75.9%</b>

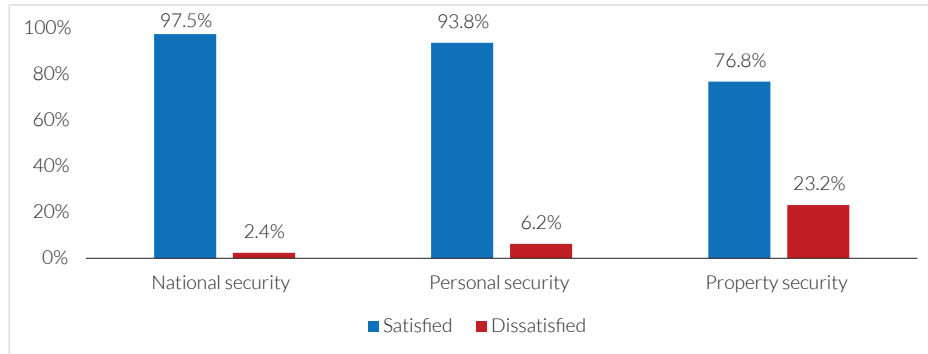
Burera	99.7%	97.4%	92.9%	79.5%
Gakenke	100.0%	99.4%	87.2%	72.9%
Gicumbi	100.0%	99.7%	87.5%	65.5%
Musanze	99.7%	99.2%	86.4%	77.2%
Rulindo	99.7%	99.0%	87.8%	77.2%
<b>NORTH</b>	<b>99.8%</b>	<b>99.0%</b>	<b>88.4%</b>	<b>74.5%</b>

Bugesera	99.8%	98.8%	87.8%	54.8%
Gatsibo	99.8%	95.3%	83.2%	64.5%
Kayanza	100.0%	98.2%	84.1%	59.1%
Kirehe	100.0%	99.1%	86.5%	63.7%
Ngoma	99.1%	96.3%	88.9%	62.8%
Nyagatare	98.9%	96.2%	82.6%	58.4%
Rwamagana	99.7%	97.9%	75.3%	38.3%
<b>EAST</b>	<b>99.6%</b>	<b>97.4%</b>	<b>84.0%</b>	<b>57.4%</b>

Source: RGB Survey, 2025

### 3.4.4. Citizens' perception on national security, personal and property security

Figure 109: Citizens' perception on national security, personal and property security

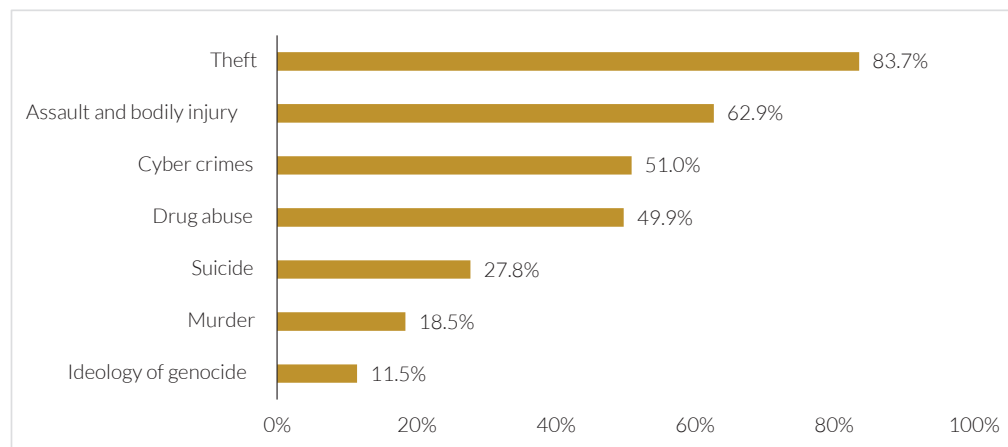


Source: RGB Survey, 2025

Citizen satisfaction was highest for national security at 97.5%, while property security lagged behind at 76.8%, indicating potential areas for improvement in protecting citizens' assets.

### 3.4.5. Threats to personal and property security

Figure 110: Citizens' perception on security threats to persons and their property



Source: RGB Survey, 2025

Overall, citizens reported theft as the primary threat to personal and property security, with other notable concerns including assault, bodily harm, cybercrime, and drug abuse. Despite these challenges, high levels of trust in key security institutions and overall satisfaction with the security sector suggest that citizens generally feel confident in the capacity of security services to address these risks, although targeted measures may be needed to mitigate specific threats.



### 3.4.6. RECOMMENDATIONS

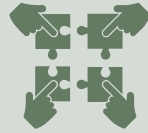
- ☛ Promote stronger collaboration between citizens and security institutions to enhance personal and property safety.
- ☛ Continuously build the capacity of community security patrols and improve their monitoring to increase effectiveness.
- ☛ Increase public awareness on cybercrime prevention and strengthen confidence in the capacity of responsible institutions to address cyber threats.



**Table 27:**  
Citizens' satisfaction with security services by district

Nº	DISTRICT	CRC 2025
1	Muhanga	95.7%
2	Burera	95.7%
3	Gakenke	95.4%
4	Rusizi	95.2%
5	Rubavu	95.2%
6	Nyamasheke	95.1%
7	Nyabihu	94.7%
8	Nyamagabe	94.6%
9	Nyanza	94.5%
10	Rulindo	94.1%
11	Ngororero	93.9%
12	Kicukiro	93.9%
13	Nyaruguru	93.9%
14	Musanze	93.8%
15	Kamonyi	93.6%
16	Rutsiro	93.3%
17	Gicumbi	92.3%
18	Gisagara	92.3%
19	Ruhango	91.9%
20	Nyarugenge	91.1%
21	Gasabo	91.0%
22	Bugesera	91.0%
23	Karongi	90.9%
24	Huye	89.6%
25	Kirehe	89.3%
26	Ngoma	89.1%
27	Gatsibo	88.9%
28	Rwamagana	87.5%
29	Kayonza	86.0%
30	Nyagatare	85.9%
<b>OVERALL SCORE</b>		<b>92.1%</b>

Source: RGB Survey, 2025



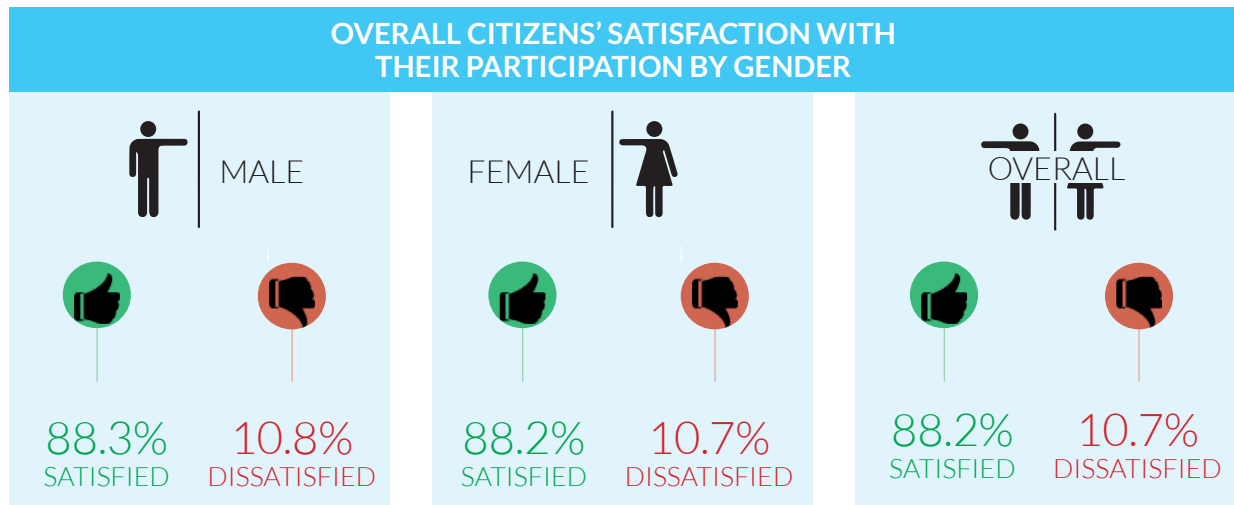
## 3.5. CITIZENS PARTICIPATION SECTOR



### 3.5.1. Introduction

Promoting citizen participation is a core principle of governance that Rwanda has prioritized in its citizen-centered governance approach. The Citizen Report Card (CRC) assesses this aspect of governance by collecting feedback on citizens' satisfaction with their involvement in decision-making and other development processes. CRC 2025 evaluated citizen participation across a range of programs and activities, including: Umuganda (community work), Umugoroba w'Imiryango (family meetings), Inteko z'Abaturage (community assemblies), volunteerism, accountability initiatives, participation in decision-making, community policing, contributions to district planning and performance contracts, electing leaders, solving community problems, and participation in social protection programs.

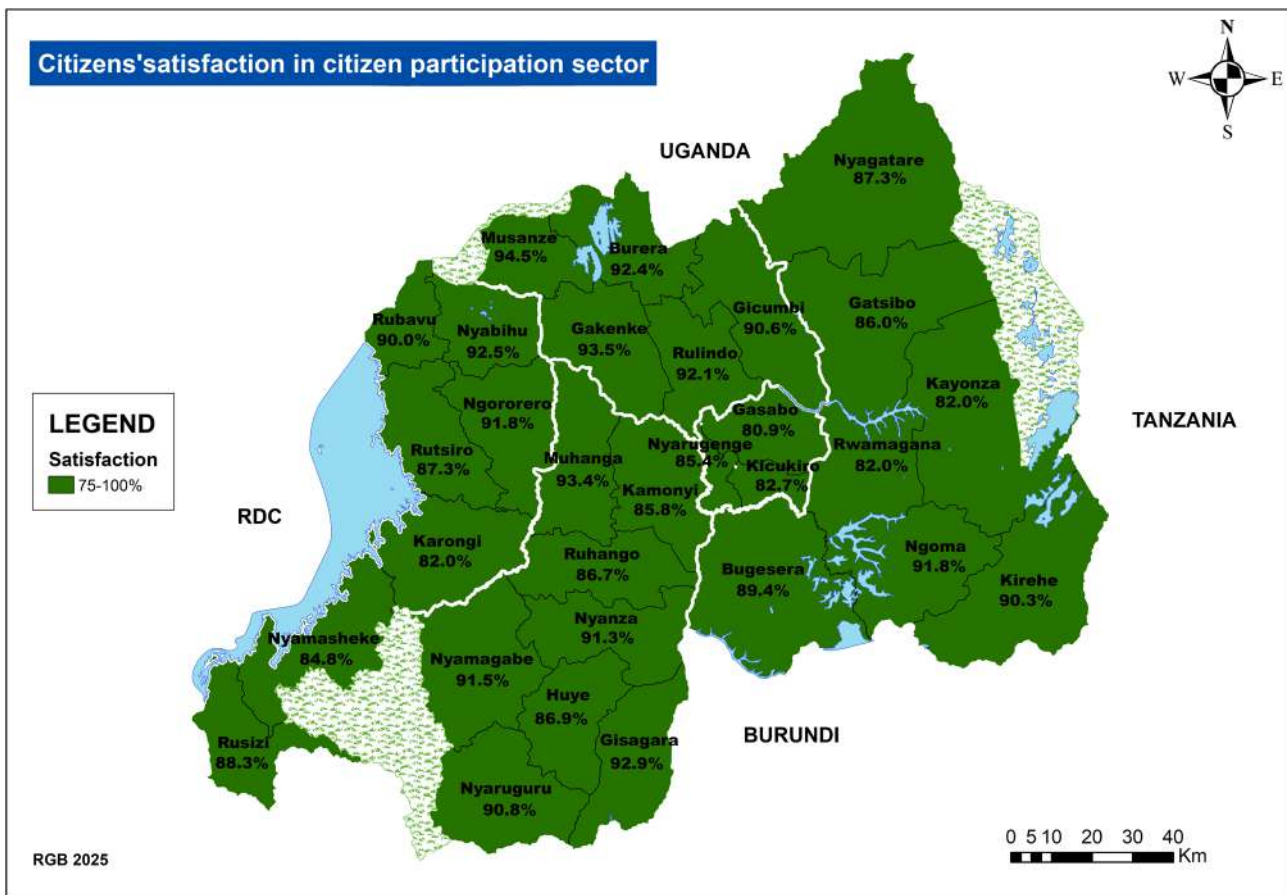
Figure 111: Overall citizens' satisfaction with their participation by gender



Source: RGB Survey, 2025

The findings indicate that overall citizen satisfaction with participation is high, at 88.2%, with minimal difference between men (88.3%) and women (88.2%), suggesting broadly equitable engagement across genders.

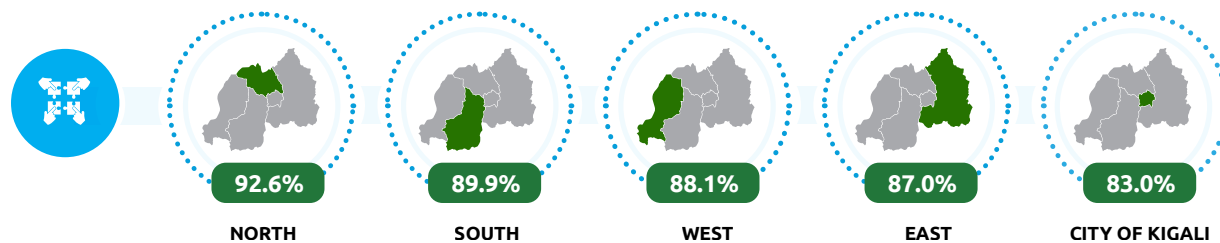
Map 18: Citizens' satisfaction with their participation by district



In general, the citizens' satisfaction with their participation was over 80% in all districts.

### 3.5.2. Citizen participation by province and City of Kigali

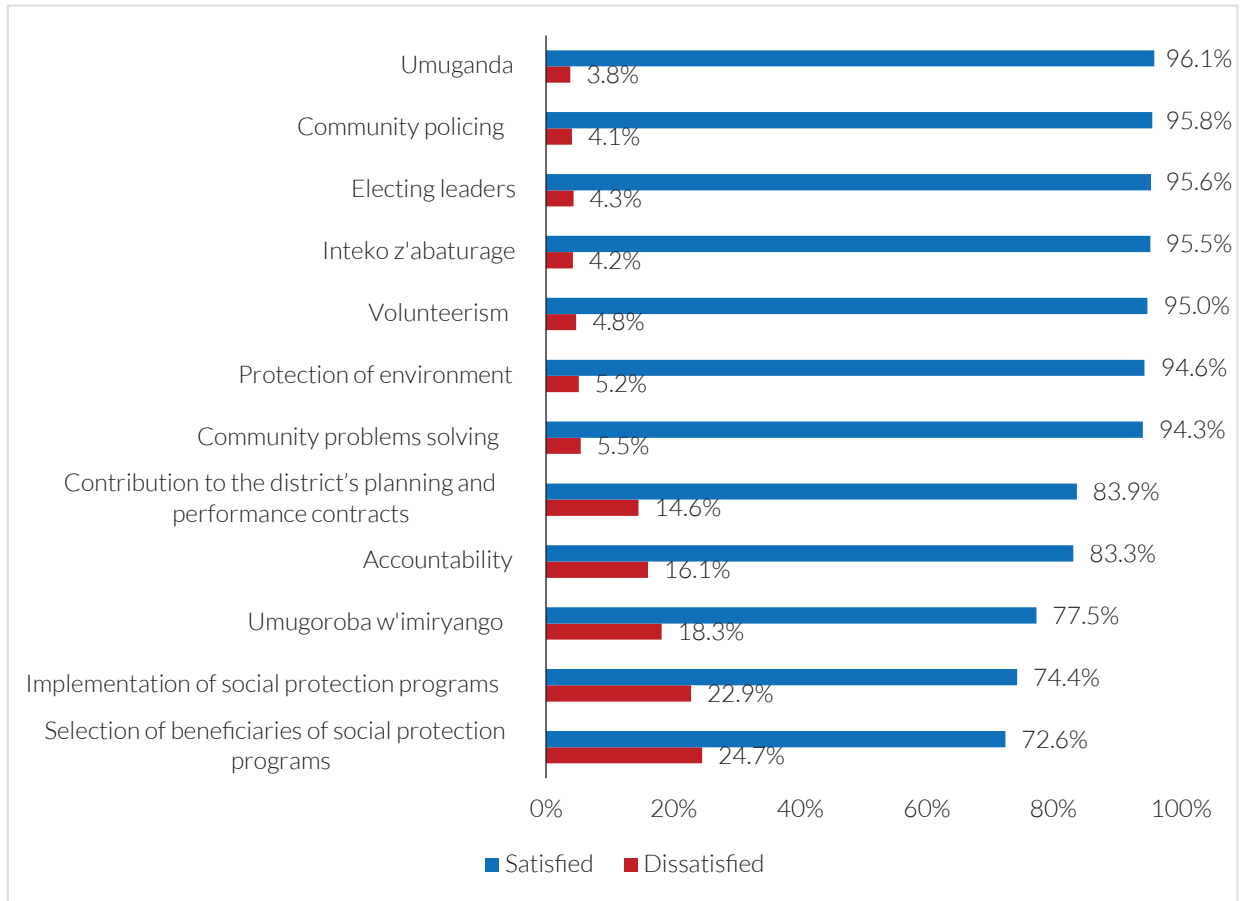
Figure 112: Citizen participation by province and City of Kigali



Source: RGB Survey, 2025

### 3.5.3. Citizens' participation

Figure 113: Citizens' satisfaction with their participation in various programs



Source: RGB Survey, 2025

Overall, citizens expressed high satisfaction with their participation in various programs, with engagement in Umuganda receiving the highest ratings. Conversely, the relatively low satisfaction rate of 72.6% for the selection of social protection program beneficiaries' points to potential gaps in transparency and inclusiveness that may require targeted attention.



**Table 28:**  
Citizens' perception on their participation in Umugoroba w'imiryango by district

N°	DISTRICT	EXISTS	DOES NOT EXIST
1	Rutsiro	93.6%	3.8%
2	Rubavu	93.5%	5.0%
3	Burera	92.9%	6.4%
4	Ngororero	91.3%	7.7%
5	Musanze	90.5%	8.9%
6	Nyabihu	90.4%	9.0%
7	Rulindo	89.4%	9.9%
8	Muhanga	89.4%	6.2%
9	Rusizi	86.0%	9.4%
10	Gisagara	84.8%	6.0%
11	Kirehe	84.4%	13.8%
12	Gakenke	84.2%	15.8%
13	Gicumbi	81.5%	17.7%
14	Nyamagabe	81.3%	13.1%
15	Ngoma	81.2%	16.3%
16	Nyaruguru	78.9%	18.1%
17	Nyamasheke	76.3%	22.5%
18	Kamonyi	75.6%	23.5%
19	Gasabo	74.8%	19.0%
20	Gatsibo	71.8%	23.0%
21	Nyarugenge	70.0%	20.3%
22	Nyanza	69.7%	16.1%
23	Kicukiro	69.6%	22.7%
24	Bugesera	69.2%	29.8%
25	Karongi	68.9%	30.2%
26	Huye	65.4%	26.8%
27	Nyagatare	65.1%	30.0%
28	Ruhango	62.5%	25.0%
29	Rwamagana	55.9%	37.8%
30	Kayanza	54.7%	39.4%

Source: RGB Survey, 2025



### 3.5.4. RECOMMENDATIONS

- Local government entities and their partners should sustain and enhance initiatives that encourage active citizen participation, with particular emphasis on social protection program implementation to improve inclusivity and impact.
- Monitoring of participation in the Umugoroba w'Imiryango (family evening) platform should be strengthened to ensure effective engagement and that the platform delivers its intended results.



**Table 29:**  
Citizens' satisfaction with their participation by district

Nº	DISTRICT	CRC 2025
1	Musanze	94.5%
2	Gakenke	93.5%
3	Muhanga	93.4%
4	Gisagara	92.9%
5	Nyabihu	92.5%
6	Burera	92.4%
7	Rulindo	92.1%
8	Ngoma	91.8%
9	Ngororero	91.8%
10	Nyamagabe	91.5%
11	Nyanza	91.3%
12	Nyaruguru	90.8%
13	Gicumbi	90.6%
14	Kirehe	90.3%
15	Rubavu	90.0%
16	Bugesera	89.4%
17	Rusizi	88.3%
18	Rutsiro	87.3%
19	Nyagatare	87.3%
20	Huye	86.9%
21	Ruhango	86.7%
22	Gatsibo	86.0%
23	Kamonyi	85.8%
24	Nyarugenge	85.4%
25	Nyamasheke	84.8%
26	Kicukiro	82.7%
27	Kayonza	82.0%
28	Karongi	82.0%
29	Rwamagana	82.0%
30	Gasabo	80.9%
<b>OVERALL SCORE</b>		<b>88.2%</b>

Source: RGB Survey, 2025



## 4. Conclusion

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The CRC 2025 assessed governance practices and service delivery across sixteen sectors, grouped under three pillars: economic transformation, social transformation, and transformational governance. Security recorded the highest satisfaction rate, consistent with previous CRC editions, whereas the land, settlement, and environment sector had the lowest satisfaction level in CRC 2025. The assessment also identified key challenges affecting governance and service delivery in decentralized entities, and based on these findings, recommendations for improvement were proposed.



**Table 30:**  
**General recommendations**

SECTOR	RECOMMENDATION	RESPONSIBLE INSTITUTIONS
AGRICULTURE	<ul style="list-style-type: none"> <li>▶ Devise and implement strategies promote climate-resilient agriculture;</li> <li>▶ Strengthen efforts to prevent and control crop diseases with focus on agricultural research;</li> <li>▶ Invest more in promoting market-oriented agriculture.</li> </ul>	MINAGRI, RAB, NAEB, MoE, REMA, MINICOM, RCA, BRD, PSF, BDF, MINALOC, RDB
LIVESTOCK	<ul style="list-style-type: none"> <li>▶ Equip farmers with knowledge on animal care, disease prevention and control;</li> <li>▶ Encourage investors to participate in market-oriented livestock particularly in mechanisation and irrigation.</li> </ul>	MINAGRI, RAB, PSF, RCA, MINALOC, MINICOM, RDB
INFORMATION, COMMUNICATION TECHNOLOGY	<ul style="list-style-type: none"> <li>▶ Increase public digital skills to support the “Byikorere” initiative;</li> <li>▶ Improve internet and mobile network coverage and reliability</li> </ul>	MINICT, RURA, RISA, PSF, MINALOC
LAND, SETTLEMENT AND ENVIRONMENT	<ul style="list-style-type: none"> <li>▶ Fast-track the development and dissemination of physical land use plans to facilitate implementation of desired settlement and land use policies;</li> <li>▶ Put in place necessary infrastructure in planned settlement areas to facilitate planned settlement efforts;</li> <li>▶ Enhance access to affordable and eco-friendly energy sources for cooking.</li> </ul>	MININFRA, MoE, REMA, NLA, RHA, PSF, MINALOC, MINECOFIN
EDUCATION	<ul style="list-style-type: none"> <li>▶ Reduce school dropout rates focusing on addressing family issues, especially in families that are most vulnerable;</li> <li>▶ Reduce overcrowding in schools to improve quality of education.</li> </ul>	MINEDUC, REB, MINALOC, MIGEPROF, FBOs.
HEALTH	<ul style="list-style-type: none"> <li>▶ Increase efforts to resolve challenges in healthcare service delivery;</li> <li>▶ Improve the availability and management of medical infrastructure and equipment.</li> </ul>	MINISANTE, RBC, RSSB, MINALOC, FBOs.
JUSTICE	<ul style="list-style-type: none"> <li>▶ Establish effective measures for timely execution of court judgements;</li> <li>▶ Strengthen measures to continuously fight corruption and injustice.</li> </ul>	MINIJUST, Office of the Ombudsman, RIB, RNP, NPPA, MINALOC
GOVERNANCE AND RESPECT FOR HUMAN RIGHTS	<ul style="list-style-type: none"> <li>▶ Increase efforts to ensure gender equality across all levels.</li> </ul>	MIGEPROF, GMO, MINALOC, FBOs
Security	<ul style="list-style-type: none"> <li>▶ Strengthen collaboration between citizens and security organs to enhance personal and property security.</li> </ul>	MININTER, MINALOC, RNP, RIB, NCSA

**Table 31:**  
**Summary of the citizens' satisfaction with governance and service delivery in all districts**

DISTRICT	ECONOMIC TRANSFORMATION						SOCIAL TRANSFORMATION						TRANSFORMATIONAL GOVERNANCE						AVERAGE
	AGRICULTURE	LIVESTOCK	INFRASTRUCTURE	ICT	LAND, SETTLEMENT AND ENVIRONMENT	PRIVATE SECTOR	EDUCATION	HEALTH	HYGIENE	SOCIAL PROTECTION PROGRAMS	FAMILY WELFARE	LOCAL ADMINISTRATION	JUSTICE	GOVERNANCE AND RESPECT OF HUMAN RIGHTS	SECURITY	CITIZEN PARTICIPATION			
Gasabo	72.0%	78.7%	72.9%	75.2%	59.6%	74.5%	81.4%	61.1%	80.3%	59.0%	74.1%	71.3%	71.5%	87.7%	91.0%	80.9%	74.5%		
Kicukiro	59.6%	71.4%	82.5%	80.4%	69.0%	81.6%	87.5%	72.6%	88.4%	64.4%	85.3%	78.5%	82.4%	93.0%	93.9%	82.7%	79.6%		
Nyarugenge	60.1%	72.9%	81.5%	80.9%	66.2%	80.9%	84.2%	70.7%	85.4%	59.9%	79.9%	75.2%	78.4%	89.2%	91.1%	85.4%	77.6%		
Gisagara	79.4%	80.2%	66.8%	74.9%	73.5%	75.7%	83.9%	80.9%	78.6%	73.6%	78.0%	81.5%	86.4%	92.7%	92.3%	92.9%	80.7%		
Huye	75.4%	76.1%	65.6%	73.7%	68.8%	70.9%	80.1%	74.1%	75.1%	61.6%	75.2%	75.8%	81.9%	89.8%	89.6%	86.9%	76.3%		
Kamonyi	81.4%	82.5%	74.2%	76.7%	67.4%	79.7%	80.9%	72.0%	79.7%	68.5%	75.8%	77.6%	82.6%	91.2%	93.6%	85.8%	79.4%		
Muhanga	80.5%	78.5%	66.1%	77.4%	69.8%	71.9%	81.5%	77.1%	76.5%	77.4%	78.6%	82.2%	88.4%	95.2%	95.7%	93.4%	80.6%		
Nyamagabe	71.1%	73.4%	55.2%	69.2%	65.1%	70.2%	74.3%	71.1%	71.9%	72.6%	75.1%	78.5%	79.8%	91.7%	94.6%	91.5%	75.3%		
Nyanza	76.1%	80.2%	70.2%	77.5%	69.0%	75.9%	81.8%	72.7%	83.4%	76.7%	78.9%	79.0%	85.5%	92.0%	94.5%	91.3%	80.3%		
Nyaruguru	77.7%	75.2%	62.2%	72.5%	69.5%	73.0%	84.2%	81.4%	79.3%	69.4%	79.3%	80.0%	83.7%	91.0%	93.9%	90.8%	78.9%		
Ruhango	71.2%	75.0%	61.7%	75.0%	63.4%	71.9%	77.0%	72.1%	73.8%	66.1%	79.0%	77.4%	82.6%	89.1%	91.9%	86.7%	75.9%		
Karongi	64.7%	68.7%	56.8%	70.3%	60.7%	68.6%	75.3%	68.3%	69.5%	61.4%	68.7%	69.0%	78.7%	86.9%	90.9%	82.0%	71.3%		
Ngororero	75.5%	72.8%	57.6%	71.5%	69.8%	66.3%	73.2%	77.0%	71.3%	73.9%	68.9%	77.9%	85.7%	92.6%	93.9%	91.8%	76.2%		
Nyabihu	70.2%	79.5%	60.6%	76.0%	67.9%	73.2%	80.9%	81.1%	75.1%	75.6%	79.7%	83.4%	85.4%	92.7%	94.7%	92.5%	79.3%		
Nyamashoke	65.4%	78.1%	59.7%	69.9%	67.0%	74.0%	82.8%	68.5%	75.7%	66.8%	75.2%	73.1%	82.4%	90.7%	95.1%	84.8%	75.6%		
Rubavu	68.5%	74.2%	71.9%	74.3%	64.3%	73.6%	82.6%	69.6%	74.8%	73.9%	76.7%	76.1%	78.9%	92.4%	95.2%	90.0%	77.3%		
Rusizi	63.4%	74.3%	61.3%	64.9%	65.6%	68.8%	77.9%	67.5%	72.3%	63.4%	78.6%	70.7%	76.7%	92.4%	95.2%	88.3%	73.8%		
Rutsiro	66.3%	71.8%	55.7%	70.4%	59.0%	65.9%	76.5%	69.5%	68.7%	67.5%	72.2%	73.2%	74.0%	90.4%	93.3%	87.3%	72.6%		
Burera	76.2%	84.7%	71.9%	77.4%	70.2%	79.8%	84.4%	81.5%	78.2%	77.9%	81.4%	83.8%	85.4%	92.2%	95.7%	92.4%	82.1%		
Gakenke	74.9%	81.5%	69.2%	75.5%	72.8%	73.3%	82.7%	83.8%	79.7%	82.0%	80.2%	87.7%	86.9%	94.6%	95.4%	93.5%	82.1%		
Gicumbi	67.9%	77.1%	68.7%	74.0%	67.5%	74.4%	81.4%	73.6%	73.3%	76.5%	77.1%	80.0%	86.9%	92.1%	92.3%	90.6%	78.3%		
Musanze	68.2%	79.5%	56.8%	71.5%	70.2%	75.6%	79.6%	73.4%	75.6%	74.6%	75.1%	79.4%	85.3%	92.3%	93.8%	94.5%	77.8%		
Rulindo	79.2%	82.3%	64.9%	71.8%	68.9%	74.5%	83.9%	81.1%	78.4%	80.2%	81.0%	83.4%	85.3%	93.2%	94.1%	92.1%	80.9%		
Bugesera	69.2%	70.6%	69.8%	71.2%	64.2%	76.7%	81.9%	66.5%	78.2%	73.9%	76.5%	78.3%	85.3%	92.8%	91.0%	89.4%	77.2%		
Gatsibo	67.6%	76.1%	61.7%	71.3%	54.3%	69.5%	70.9%	66.1%	63.2%	64.7%	61.7%	69.1%	72.7%	82.7%	88.9%	86.0%	70.4%		
Kayanza	59.6%	67.0%	60.7%	67.3%	54.6%	62.6%	66.8%	64.0%	62.3%	63.2%	59.3%	64.6%	75.7%	80.7%	86.0%	82.0%	67.3%		
Kirehe	65.0%	75.7%	69.0%	69.0%	66.4%	75.2%	74.3%	73.8%	81.3%	69.1%	72.8%	78.6%	82.6%	92.0%	89.3%	90.3%	76.5%		
Ngoma	68.4%	76.7%	73.7%	70.9%	67.7%	74.8%	79.2%	72.8%	81.7%	74.0%	69.4%	79.8%	82.0%	88.4%	89.1%	91.8%	77.5%		
Nyagatare	61.5%	71.6%	65.5%	74.4%	67.4%	73.4%	76.7%	74.4%	74.1%	66.7%	69.0%	77.7%	80.4%	85.8%	85.9%	87.3%	74.5%		
Rwamagana	69.8%	73.9%	65.5%	70.0%	61.1%	68.1%	75.5%	70.0%	76.3%	55.8%	64.8%	71.3%	78.5%	83.2%	87.5%	82.0%	72.1%		
<b>Total</b>	<b>70.6%</b>	<b>76.5%</b>	<b>66.4%</b>	<b>73.4%</b>	<b>65.7%</b>	<b>73.3%</b>	<b>79.4%</b>	<b>72.4%</b>	<b>76.1%</b>	<b>69.6%</b>	<b>74.7%</b>	<b>77.1%</b>	<b>81.3%</b>	<b>90.1%</b>	<b>92.1%</b>	<b>88.2%</b>	<b>76.7%</b>		

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