

# MHOLA ANNUAL REPORT- 2019/2020



**MAMAS' HOPE (MHOLA)**  
**ORGANIZATION FOR LEGAL ASSISTANCE**



# MHOLA



MHOLA Executive Director receiving an Award of appreciation from LSF for Effective implementation of 4 year's project called "increase access to legal aid to all in Kagera region"

Approved by:  
Saulo P. Malauri – Executive Director  
November, 2020

	<b>MHOLA Partners</b>	<b>ANITA FOUNDATION</b>
		

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1. Annual work plan 2021

## **ABBREVIATIONS**

<b>BWF</b>	Better Way Foundation
<b>CSG</b>	Community social groups
<b>ECD</b>	Early Child development
<b>GOT</b>	Government of Tanzania
<b>SGBV</b>	Sexual and Gender Based Violence
<b>H3000</b>	Horizont 3000
<b>IEC</b>	Information Electronic Communication
<b>IGA</b>	Income Generating Activities
<b>KFB</b>	Catholic Women of Austria.
<b>LSF</b>	Legal Service Facility
<b>MDCC</b>	MHOLA Day Care Centre
<b>MHOLA</b>	Mamas' Hope Organization for Legal Assistance
<b>MoCLA</b>	Ministry of Constitutions and Legal affairs
<b>SDGs</b>	Sustainable Development Goals
<b>TANLAP</b>	Tanzania Network for legal Aid Providers
<b>THF</b>	Threshold Foundation
<b>VICOBA</b>	Village Community Bank
<b>VSLA</b>	Village Savings and Loan Association

## ACKNOWLEDGEMENT

On behalf of the people of Kagera region MHOLA extends much appreciation to the government of Tanzania, LSF, BWF, Horizont3000, Threshold Foundation, MHOLA, Anita foundation, UN women(through TANLAP) and Verein Zur for their generosity to support the accomplishment of MHOLA activities in the year 2019/2020.

MHOLA also credit the humble and polite guidance used by the board of MHOLA that directly assisted MHOLA staff to abide to the terms of contract and working procedures. Such act not only simplified the implementation of the projects due for the reporting period but also enhanced the professionalism on financial rules and other policies, Provision of legal aid services to the community, Early childhood development skills and entrepreneurship skills. The skills acquired indeed have excelled MHOLA to another level. Reports from Financial Auditors Project evaluators and appreciation from the Government of Tanzania has been a shield for MHOLA to stand firm and be proud of the growth we achieved in the year 2019/2020.

The year 2020 was an opportunity for MHOLA to link with different stakeholders in the legal aid provision sector in Tanzania. The opportunity enabled to learn and share different new skills to the people we linked with. We got recognized by different government institutions/Ministries like MoCLA, Region, District, Ward and Village Authorities, and on the other hand we strengthened good relationship with other Legal aid providers in the Country. This relationship created a bond which will be useful for the future interventions.

MHOLA worked with different likeminded partners at different events; however Paralegals in Kagera region played a vital role on accomplishing the annual Organization plans. All under below listed achievements was partly facilitated by Paralegals. Despite financial challenges to address all their needs but they tirelessly continued to serve the needy for the interest of justice. Unfortunately, the main project which supported paralegals interventions has come to an end, but MHOLA still hopes the spirit shall continue as MHOLA struggles to find a new way to continue supporting their interventions.

Lastly but not the least, MHOLA appreciate the effort of all MHOLA members. Each individual's support on his/her own way is recognized and thanked. The teamwork simplified the implementation of the year plan. We encourage each one to retain the knowledge/skills gained in this year and share among new and other staff so that we continue to grow and that when a New Year target is set the gained skills shall be a threshold to the new beginning.

## EXECUTIVE DIRECTOR'S MESSAGE

On behalf of myself and MHOLA family, I am very humbled to share the happiness we acquired after completing the first year in our strategic plan 2019-2024. It is worldwide known that the year 2020 was not smooth to all of us due to eruption of COVID-19. Indeed the pandemic disrupted MHOLA's plans since majority of planned activities, particularly those expected to be implemented based on MHOLA's internal budget was seriously affected. In all that we are still grateful for what we achieved.

I was able to control all the turbulent emerged within implementation period due to the availability of strong members of the Board, committed members of Executive Council and tireless staff of MHOLA and paralegals who demonstrated well their capacity to accomplish the organization goals. On the other hand financial support, advice and challenges posed by partners and government soften the path.

Based on the feedback from the beneficiaries, the year 2019/2020 touched and changed the life of many, especially from the most vulnerable families. We also promise keeping this spirit for as long as we survive.

MHOLA still believes that the seed sown in 2020 will mature in 2021 to make the dream of access to justice for all a reality to the people in the most remoteness areas. It is further a desire of MHOLA that the government of Tanzania will continue to appreciate/recognize the role of legal aid providers, particularly Paralegals and eventually integrate their budget within the government financial plans.

Thank you all and Alluta Continua...

Saulo P. Malauri – Executive Director

## BOARD'S CHAIR MESSAGE

As a Chairperson of MHOLA Board am so grateful to be having wonderful Board members, generous Donors, Supporters, and facilitators, and every one that has engaged in one way or the other to see MHOLA moving successfully. MHOLA has been serving tirelessly to see the justice being attained despite the current pandemic which has been a hardship and a threat to all of us.

Serving the community is our call and helping the needy is deeply rooted in all of us, deep down to our hearts. Your valuable supports of every kind have been of importance to us as MHOLA as they enable us keep moving and growing not only in service but also in this ever-changing environment whereas even when we fail to meet physically in groups, MHOLA manages to develop tangible Zoom sessions to meet the needs.

As the community continues to demand for more services in Legal, Social, Economical and even in moral support, so MHOLA continues to take its due action(s) to the same regard by providing the intended service(s) among other things. Serving the community is the greatest among the core values of MHOLA's existence, though we have been facing a lot of challenges as to the financial capacity compared to the demands at hand.

However, even with that MHOLA is still moving and the planned projects have been met as per the available capacity. We are still moving because as we believe that "Service is the rent that we pay for the privilege of living on the earth". We also believe that it is our duty to help one another. Thus, I, on behalf of MHOLA, kindly continue to request for every possible support of every kind more especially financial support to enable MHOLA to meet the challenges facing us particularly financial challenges.

I thank you all for your valuable contributions and participations in one way or the other in making sure that the required service(s) to the community are rendered accordingly.

Let us continue to serve the needy and the community at large, as by doing so we indeed make this world a better place for us all the present generation and for the generations to come.

Thank you all!

Dr Erasma Rutechura

## EXECUTIVE SUMMARY

MHOLA set four (4) Major objectives to be achieved during the reporting period, which includes enhancement of capacity of women and children to understand basic fundamental rights; Promote ECD in the remoteness areas; Addressing extremely poverty by increasing household income; The last one was provision of legal aid and Counseling.

At the end of reporting period, about 132,954 (59,162M, 73,783F) people were reached, this is 5.4% of the total population of Kagera region. Additionally to that 7,518 individual Clients enjoyed direct legal aid services of which at the end 91% of their cases had been determined. Also 1,728 (824Male, 904 Female) children enjoyed the legal aid services through their parents. Out of statistics, MHOLA's achievement is on referrals of Clients received from other stakeholders and those individual Clients presented their cases and get resolution instantly. Majority of them are grateful for this support and continue to request more intervention in the remoteness areas. This achievement was made possible by the support of GoT, LSF, THF, BWF, H3000 and through MHOLA local resource mobilization.

Under the ECD programme, with the little funding secured MHOLA managed to establish Montessori training system and purchase more equipment like home play kit to support the programme for MHOLA day care centre. 40(20Male, 20 Female) children enjoyed the services, whereby they had time for class, food, playing and sleeping. Extra two Daycare centres at Rusese in Biharamulo and Buyango in Muleba were renovated. Another huge activity which consumed much of the fund secured was purchase and distribution of preventive materials and equipment for COVID-19. This was made possible by the support of BWF and little resources mobilized by MHOLA locally. Four districts i.e. Muleba, Bukoba rural Karagwe and Ngara were issued with WASH equipment's and given training paralegals and community readers on combating the pandemic diseases.

On the other hand about **3,753** community social groups were reached in the reporting period by MHOLA and Paralegals. 27 Community social groups received soft loan amounting to **Tshs.13,500,000/-** to enhance their income generating activities. Members of the groups were also empowered on entrepreneurship skills, Leadership and Management skills and Dispute resolution skills. Additionally to the above, they were engaged on Chill pepper farming and their market was/is at MHOLA. MHOLA observed unity and team work among group members, most of the



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established groups survived compared to the past years where several conflict arise and dissolved the groups. Members gave testimony of increase at group and individual level. This was made possible by the support of H3000.

There some other key activities MHOLA dreamed to achieve but it was not possible, due to various reasons including the outbreak of COVID-19 and has been referred to next financial year. These includes finishing the construction of Rehabilitation centre at MHOLA's compound, Extension of MHOLA day care centres with two rooms (eating place and Rest room), Purchase of 1 Motor Vehicle for Day scholars at MHOLA day care centre, and Recruitment of staff (2 Advocates and 2 Teachers).

Otherwise Mhola continued to maintained and provide quality services and good image of the organization, Received clean certificate from External financial Auditors, different Awards from GoT and other Organization Partners to mention the few are proved the commitment the organization has. A total of **Tshs.1, 022,473,452/-**. Incomes received in 2019/20 were by **Tshs.1, 011,814,428/-** were spent. The budget deficit was **Tshs.333, 450,548**. The support came from BWF, LSF, GoT, THF, H3000, Anita Foundation, MHOLA local resource mobilization.

MHOLA do appreciate support received from all of you. On the other hand in the year **2020/2021** MHOLA's budget is approximated **Tshs. 1,792,220,672.00**, the amount already committed by partners are **Tshs.887, 569,067.00** while the deficit is **Tshs.904, 651,604.80**. MHOLA hopes for prosperity in the new financial year and appeal to all of you again to assist achieve the budget in order to be able to accomplish all plans set in the 2020/2021 annual work plan attached to this report.

## 1.0 GENERAL INTRODUCTION AND BACKGROUND OF MHOLA

### 1.1 GENERAL INTRODUCTION

**MHOLA** financial year runs from October to September yearly, as such this report covers October 2019- September 2020. The Report indicates that at the beginning MHOLA targeted to achieve four (4) major objectives which includes: -

- 1.1.1 Enhancement of women and children to understand basic fundamental rights in Kagera region.
- 1.1.2 Promote ECD in the remote area by provision of health services, Education and Protection in three districts of Muleba, Biharamulo and Karagwe
- 1.1.3 Addressing extremely Poverty by increasing household income in 10 wards of fishing community
- 1.1.4 Provision of Legal Aid and Counseling services to Vulnerable groups of Kagera region

The objectives respond to the achievements of MHOLA Strategic Plan (2020/2024). Different strategies were set to make sure the objectives are achieved as planned. The report at hand shall demonstrate the approaches used to achieve the objectives and how the same succeeded or failed. Mainly it is reported that some of the planned approached did not work out due to the circumstances emerged, to include COVID-19; hence new approaches were designed to suit the situation.

Basically the implementation of planned activities for this financial year was not smooth due to eruption of COVID-19. In Tanzania the pandemic rose in March, 2020 and the Government declared the sate of emergence and advised the citizen to avoid unnecessary movement and suspended all sort of gathering, while observing preventive measures to avoid more spread of corona virus. Such act mainly affected MHOLA internal sources of fund, since hiring of conference halls, Hostel and Transportation was the key target. On the other hand some of programe activities were suspended (upon consultation with partners) and its budget twisted to purchase corona virus protective gears, under the promise to refund the amount spent but in reality the amounts spend was not reimbursed as directed by MHOLA's potential partners.

In order to achieve what shall be narrated at length below the projects activities which are directly funded by our precious partners were narrowed down into four quarters of the year.

However, few implemented activities were based on the availability of fund and priority of the activity itself. The following were the projects supported the achievements: -

- i. Stand up and speak for the rights of the children in Kagera, the focus was on children aged 0- 8yrs and project area were Karagwe Muleba and Biharamulo districts being supported by BWF and Anita Foundation.
- ii. Stand up for women's rights protection and prevention through improved quality, capacity and sustainability of districts paralegal services in Kagera region. The project was implemented in whole of Kagera region being supported by LSF.
- iii. Strengthening of women right's in the District of Muleba, this project covered 10 wards along Lake Zone. Supported by H3000, ADA and Kfb.
- iv. Outreach Clinics and Legal Aid Services in Kagera and Simiyu regions, the project was implemented in whole Kagera region supported by Threshold Foundation, UN Women (TANLAP).On the other hand more than 3000 youths and 450 government officials in Simiyu regional were reached and capacitated on legal related issues under special program sponsored by MoCLA.
- v. Organization capacity development and sustainability, was also one of the priority during the reporting period of which some few activities related to Staff capacity development, development of some important policies including five years Strategic Plan were performed was. The same was supported by the government of Tanzania (MoCLA), Community, BWF and through local resource mobilization.

This report now will be divided into 4 parts: Implemented activities, Success stories arose from the implemented activities, Lessons learned, Challenges and Recommendations, and lastly plans for the next financial year 2020/2021 .

## 1.2 MHOLA: BRIEF DESCRIPTION

Mamas' Hope Organization for Legal Assistance, famously MHOLA is the Non- Governmental Legal Aid Organization based in Tanzania. It was first registered on **30th October, 2006** and granted certificate of registration number **14550** according to **The Societies (Application for Registration) Rules 1954 of the Tanzania laws**. In 2015 the organization complied with Non-Government Organization (NGO) registration requirements and was issued with registration number **00NGO/00008006** under the Tanzania Non-government Act. Also the organization is registered by Ministry of Constitutions and Legal affairs (MOCLA) as legal aid provider with registration number **No. LAP-2019-0005**. The headquarters of the organization are located at Muleba District with branch offices in the districts of Karagwe, Ngara and Bukoba within Kagera region.

### Our Vision

A healthy society which is free from extreme poverty, gender violence and discrimination.

### Our Mission

To empower the community through creating awareness on right and health related issues, provision of legal and psychosocial support to women and children who have no access to that right.

### Our Core Values

Integrity

Transparency

Confidentiality

Volunteerism

Professionalism

Teamwork

Accountability

Quality service

### Our key success in 2020

1. Improved referral system from the grassroots to other relevant legal aid providers/actors
2. Effective jointly (MHOLA & GOT) legal intervention in Kagera and Simuyi Region
3. Maintained quality service delivery and resolving more cases compare to previous years

### MHOLA GOVERNANCE STRUCTURE

1. Annual General meeting (AGM)
2. Board Members (BM)
3. Executive Council (EC)
4. Secretariat

### BOARD MEMBERS

1. Prof. Luckson .M. Kaino- Chairman
2. Dr Andrew Mushi (PHD) - Member
3. Dr Erasma Rutechura (PHD) - Member
4. Hon.Fr. Dr Pius Rutechura (PHD) - Member
5. Adv. Laurian Vedasto - Member
6. Ms. Esther .S. Nkwambe- Member
7. Rev. Jackson Mushendwa- Member

### EXECUTIVE DIRECTOR

SAULO P. MALAURI

### Organization departments

1. Admin and Finance department
2. Monitoring & Evaluation department
3. Primary Health Care & Community based health Care department
4. Legal department.

### Organization Offices

1. Head Office- Butembo, Muleba
2. Bukoba Branch- Hanyama Bukoba
3. Karagwe Branch- Kayanga Karagwe
3. Ngara Branch- Comm centre Ngara

### Our Challenges in 2020

1. Sustainability of paralegals Services remained to be a challenge
2. Reaching more people especially in the hard to reach still a problem due to the geographical and limited resource
3. Underperformance of the Budget targets

## 2.0 THE IMPLEMENTATION APPROACHES OVERVIEW

In between March and June, 2020 Tanzania was in list of countries affected by spread of corona pandemic disease. That was the beginning of the 2<sup>nd</sup> quarter of MHOLA financial year, and more specifically the two quarters were very much affected in the plan. Despite all the challenges put forward by Corona virus, yet MHOLA has a story to tell regarding the actual implementation.

Earlier planned approach to achieve the objectives set included awareness campaign through public meetings, football matches, bonanza, school club, Radio and social media programme, printing and distribution of IEC materials on facilitation of community members especially women and children to understand their basic fundamental rights.

In actual implementation few planned approaches were employed to include football bonanza, capacity building trainings to special groups of people, advice and counseling, Drafting, case follow-ups, court representation, mediation and reconciliation sessions, Day care services, visiting community groups and supporting them with seed money, documentation of MHOLA stories, Distributing IEC materials, fundraising and mobilizing resources to support the budget.

Generally the approaches planned were useful in October- December, 2019 and July-September, 2020. In between March- June, 2020 the situation was challenging due to the fact that all sort of gathering was banned down. New approaches were introduced to fit the period of covid – 19 pandemic which includes use of Online Legal Aid Clinics (Hotline), Online meeting session to accommodate all statutory meetings, Electronic submission of statutory payments and filing to mention just few.

To sum up the above, the implementation plans were not achieved to the expected standard, some of the objective target which directly supports the achievement of the vision was not attained as desired. All in all MHOLA is grateful for such achievement little arrived; new strategies are set for the next period.

## 3.0 OBJECTIVE PERFORMANCE ANALYSIS

### 3.1. PLANNED ACTIVITIES VERSUS ACTUAL IMPLEMENTATION PER OBJECTIVE

**Objective 3.1.1: Enhancement of women and children to understand their basic fundamental rights.**

PLANNED ACTIVITIES	ACTUAL IMPLEMENTATIONS
1. Awareness creation on human rights to 160,000 individual people (75% women)	About 132,945 (59,162M & 73,783F) individual people were reached. This is 46% of women reached.
2. Advocacy for Youth on GBV, Entrepreneurship and human	About 2,319 to include students, Decision makers, Members of Ward Tribunals,

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trafficking to 2,590 people at Simiyu Region	members of school committees and community members were reached
3. Four (4) Roundtable discussion with decision makers to discuss children's' welfare	Two (2) Roundtable discussions conducted at Muleba and Karagwe District
4. Trainings to women leaders on Leadership and Management skills	Two training sessions conducted to 78 women leaders and their capacity enhanced on leadership and dispute resolution skills
5. Design and produce 1000 IEC materials on rights of women to own property	2500 IEC materials on women rights, probate related issues and corona virus designed, produced and distributed

Apart from the above there was other implementations done which was not targeted but implemented, this includes:-Distribution of WASH equipment's, sanitizer, mask, soap, drugs and facilitation of training to the community of Muleba, Karagwe, Ngara and Bukoba rural on prevention measures against COVID-19 pandemic diseases

Support the government effort in combating spread of Corona Virus in Kagera region



**Photo 1: MHOLA ED's (second from right side) handling Corona virus protection gears to the Muleba District Council leaders**

Participated and facilitate on events organized with our stakeholders to raise legal awareness



**Photo 2: Adv. Rodrick (1<sup>st</sup> on the right side) from MHOLA and Kagera High Court Judge (middle) in the group photo with a deaf people trained by judicially and MHOLA during 2020 Lay day week as a sign to launch the Judicially new year 2020**

**Objective 3.1.2:** Promote ECD in the remote area by provision of health services, Education and Protection of children aged 0-8yrs in districts of Muleba, Biharamulo and Karagwe

PLANNED ACTIVITIES	ACTUAL IMPLEMENTATIONS
<ol style="list-style-type: none"> <li>1. Participate on remembrance and celebration of International Child days, like African child day.</li> <li>2. Construction of Physiotherapy building for children with special needs.</li> <li>3. Construction of staff accommodation premise, water tank reserve and Dispensary.</li> <li>4. Identify and provide psychosocial support to 300 children and parents with special needs.</li> <li>5. Provide food and non food items to children at MDCC</li> <li>6. Conduct 2 Wellbeing Clinic day in the Districts of Biharamulo and Karagwe for children with special needs</li> </ol>	<ol style="list-style-type: none"> <li>1. Undertook MHOLA MIA MIA CUP to raise public awareness on Child rights and gender based violence effects.</li> <li>2. Construction of physiotherapy building at MDCC compound to half block course stage, Constructed toilet and bathrooms at MDCC, Constructed Day care centre at Rusese in Biharamulo, renovated toilets and installation of electricity at Buyango Primary school (Muleba District)</li> <li>3. Extended water facilities to all Villagers and schools nearby MHOLA compounds (MDCC) at Muleba District.</li> <li>4. Conducted training to 238 people on ECD program, food security, Nutrition, Child protection, Leadership and Management Skills, prevention of spread of corona virus and entrepreneurship skills and its practices.</li> <li>5. Established Montessori training system and incorporated the same into MDCC training programs. About 40 children enjoyed the service.</li> <li>6. Supported 1 beneficiary with medication costs, specifically preparation of artificial legs;</li> <li>7. Offered school uniforms and food to 40 children at MDCC. Purchased and distributed 200 Sweaters and 100 shirts. Also offered school uniforms and learning materials, paid school fees to four students.</li> </ol>
<div data-bbox="149 1121 870 1478" data-label="Image"> </div> <div data-bbox="149 1507 813 1537" data-label="Caption"> <p><b>Photo -3. Children enjoying their right of playing at MDCC</b></p> </div>	



*Photo 4: children demonstrating their talents using special locally made learning materials – as part of brain stimulation at MDCC.*



*Photo5: Children enjoying their meal together while observing table manner/eating behavior at Daycare centre*

**Objective 3.1.3:** Addressing extremely Poverty by increasing household income in 10 wards of fishing community

PLANNED ACTIVITIES	ACTUAL IMPLEMENTATION
<ol style="list-style-type: none"> <li>1. Support 50 community social groups with seed money to increase income.</li> <li>2. Conduct capacity building to members of community social groups on child rights and necessary requirement for their wellbeing</li> <li>3. Conducting supportive supervision and monitor their group progress</li> <li>4. Link the groups with available market/demand of produces crops</li> </ol>	<ol style="list-style-type: none"> <li>1. Supported 27 community social groups with seed money (soft loans-Tshs.13,500,000/-) and purchasing materials for pepper plantations)</li> <li>2. Link the group with the reliable markets for the harvested chill and were timely paid</li> <li>3. Conducted ten monitoring visit and supportive supervision to 30 groups and address the challenges observed during the visits</li> </ol> <p><b>The groups were able to raise their invested income between 37% to 55%</b></p>





On

**Photo 6:** One of the the community group from Gwanseli Ward in Muleba District preparing their farm for red-chill sowing. This is part of their IGA supported by Mhola.



**Photo 7** Chill harvests bought by MHOLA from CSGs. MHOLA also facilitate the link between farmers with buyers

**Objective 3.1.4: Provision of Legal Aid and Counseling services to Vulnerable groups of Kagera region**

PLANNED ACTIVITIES	ACTUAL IMPLEMENTATION
<ul style="list-style-type: none"> <li>5. Provision of legal aid to 14,500 individual Clients (60%) being women</li> <li>6. Conduct 8 Outreach sessions</li> <li>7. Payment of Case related costs</li> <li>8. Payment of Database and Hotline fees;</li> <li>9. Participation in international and national days on remembrance of children and women rights.</li> <li>10. Sub-granting to 8 paralegal units;</li> <li>11. Gather and document success stories</li> </ul>	<ul style="list-style-type: none"> <li>4. Total number of 7,518 (3,298M &amp; 4,220F) individual clients received legal aid through advice, court representation, drafting of documents, mediations and case follow-ups. Whereby 56% were women.</li> <li>5. Three outreach sessions was conducted in the Districts of Muleba and Karagwe.</li> <li>6. Case related costs direct paid to 107 clients to carter costs of transport and filing fees.</li> </ul>

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12. Prepare and submit implementation reports timely.
13. Maintain MHOLA filing system
14. Purchase Law reports and new legislations
15. Conduct routine and mentorship visits



**Photo 8: New legal aid department building at MHOLA headquarters compound which guarantee the privacy and user-friendly environment for clients to be attended.**



**Photo9: MHOLA staff in collaboration with students from established school clubs providing legal advice**

7. Established MHOLA online legal aid Clinic (Hotline) and service offered to 576 Clients.
8. Sub-granting Tshs.65, 660,765 to Eight Paralegal Organizations and mentoring them.
9. Conducted refresher course to 173 paralegals
10. Participation in commemoration of the Elderly, 16 days of activism, Law week and Law day and International day for women.
11. Visited and offered legal aid to remands and prisoners (Muleba, Bukoba and Karagwe Districts).
12. Data feeding into MHOLA and LSF database system along with timely submission of reports.
13. Documented three success stories (from Muleba, Misenyi and Bukoba Districts)
14. Building legal aid department building at MDCC
15. Conducted four monitoring visit and supportive supervision to Branch Offices, Paralegal Organizations and community social groups



**LSF Chair board Ambassador Benson A Banna attending Paralegal Training organized by MHOLA**

**Objective 3.1.5:** Organization capacity development and Sustainability:

PLANNED ACTIVITIES	ACTUAL IMPLEMENTATION
<ol style="list-style-type: none"> <li>1. Conduct local resource mobilization and fundraising activities.</li> <li>2. Developing organization working tools i.e. Strategic Plan.</li> <li>3. Introduction and orientation on effective utilization of software facilities/devices for staff and board members</li> <li>4. Develop and distribute IDs and business cards for staff and Board members.</li> <li>5. Purchase of office equipments like Laptops, Ups, Heavy duty photocopy and furniture.</li> <li>6. Conduct staff, Board and Organization members' capacity building and retreat.</li> <li>7. Innovation/rehabilitation of IGA Facilities and insured them</li> <li>8. Increase visibility by regular updates of website and publicity of success stories and reports</li> <li>9. Timely payment of Organization Annual fees.</li> <li>10. Conducting organization statutory meetings (Staff, Management, Executive Council, Board and Annual general meetings).</li> <li>11. Payment of Administrative costs (Staff salaries and mandatory payments, Security services, Utilities, and Vehicle maintenance</li> </ol>	<ol style="list-style-type: none"> <li>1. Fundraised Tshs 45,840,500/- which is equivalent to 5.4% of the planned budget.</li> <li>2. Developed organization working tools like, Strategic Plan 2020/20204, Board Charter, Resource mobilization and Child safety Policies</li> <li>3. Purchased 20 Acres of land for IGA at Njombe region.</li> <li>4. Production of chill paper and cassava products which are expected to raise 15m-25m upon harvesting</li> <li>5. Three (3) laptops purchase and distribute to staff.</li> <li>6. Conducted one session to staff and Board members on developing of Strategic Plan, Resource Mobilization, Governance and Leadership.</li> <li>7. Conducted renovated and maintenance at Muleba and Bukoba offices; including IGA Facilities at MDCC. Also undertaken office Vehicle Maintenance and repair.</li> <li>8. Updated MHOLA website Situation report, Evaluation report, Audited, Report and various events. Also 2 success stories and documentation including statistics was shared.</li> <li>9. One AGM; four Board meetings; 12 Managements, 42 Staff meetings and 5 Executive Council meetings conducted.</li> <li><b>10.</b> All statutory payments paid at the end of the year again all house rent for</li> </ol>

	offices in Ngara and Karagwe was paid timely.
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## 3.2 OBJECTIVES PERFORMANCE ANALYSIS

The above set objectives had a goal to achieve two specific issues, The Wellbeing for women and children in Kagera region and Improvement of the Organization structural capacity of MHOLA.

The wide picture of Wellbeing for women and children in Kagera region is for women and children to have good health status, increasing household income in order to reduce extreme poverty at family level and enabling women and children to be free from gender violence and discrimination. At the organization level the strategy is to have capacity of staff who can deliver quality services, Publicity of MHOLA potentials, improving quality of services and sustainability of what has been established so far.

To achieve the target of promoting Early Child Development the focus was mainly in three areas i.e. Health, Education and Protection of children, MHOLA has been promoting ECD issues in the Districts of Muleba, Biharamulo and at high intensity in Karagwe District. The rise of COVID-19 disrupted some of the plans, hence much interventions undertaken was in Muleba and Biharamulo Districts. The implemented activities are as listed above. At MHOLA day care, it was the first time children prolonged hours of staying at the centre from 7.30am to 4.00pm, they were also given Breakfast, Lunch, and enjoyed time to play and sleep at the Centre prior to going back home. MHOLA received complements from parents for such programme, as per their testimony they do observe activeness and quick understanding of routine work being performed by their children after class hours. Currently MHOLA is receiving extra application for new children and request to have transport means to enable children living far from MHOLA compound to access such privilege. In order to address the need of children living far, MHOLA has budgeted for new school bus to facilitate this idea. It is believed that once the car is secured more children especially with special needs will be accommodated.

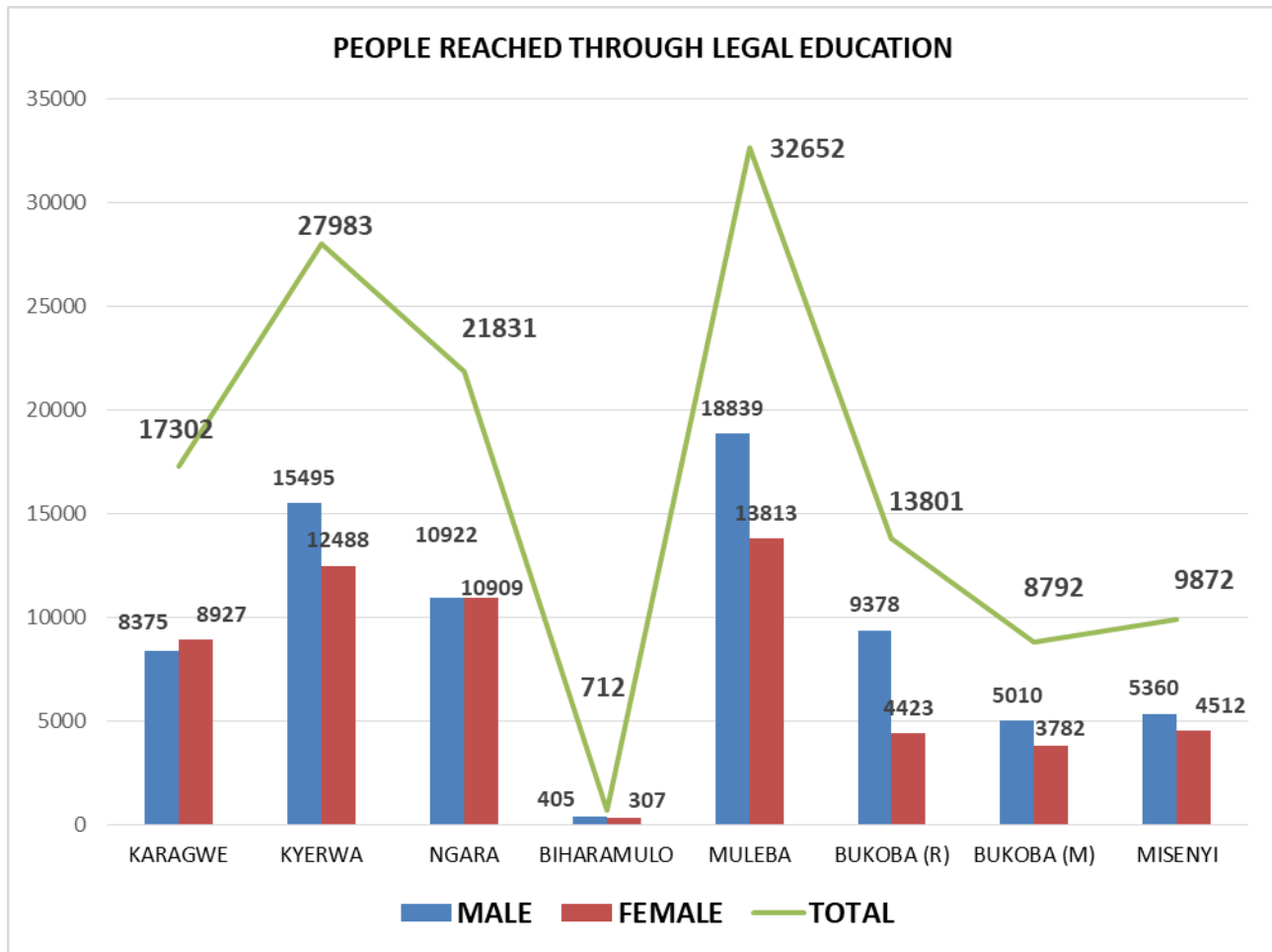
The reporting period also witnessed, several trainings as reported above, more emphasis being on food security, Nutrition and preventive measures for COVID-19. Kagera is marked within top Regions in Tanzania with Malnutrition despite the truth that the Region is among Regions blessed with varieties of food. The tradition methods of preparing and serving food is observed to be a big challenge, whereby vegetables and fruits are not regarded as important meal, as such being disregarded. Therefore purposely this training package was designed to remind the participants, especially women to consider the balanced diet principle whenever they prepare a food. Majority of participants were left wondering when put in practice of proper combination of a meal, but after training session they have mastered the meal planning subject and promised to always consider it while preparing their meals. The recommendation to this was the matter to be considered as the cut across issue to be reminded especially during their community group meetings.

As one of the contributing factor behind many challenged faced women and other vulnerable family the issue Increase household income in order to reduce extremely poverty, particularly to women and youth was also given a top priority. 3,753 Community social groups were identified by Paralegals to facilitate this mission. The approach was after identifying these groups capacity building training followed, the topics covered were on entrepreneurship skills, Leadership and

Management skills, and Dispute resolution skills was undertaken to their group leaders (190 group leaders attended), under the guidance that they should share knowledge to their fellow. Then out of selected groups 27 groups managed to receive "no interest soft loan" equivalent to Tshs.13, 500,000/-. This contributes to NPA – VAWC thematic area number one that aims to strengthen household economy in order to address poverty and GBV since economic insecurity is a powerful trigger that can lead to increased abuse and exploitation.

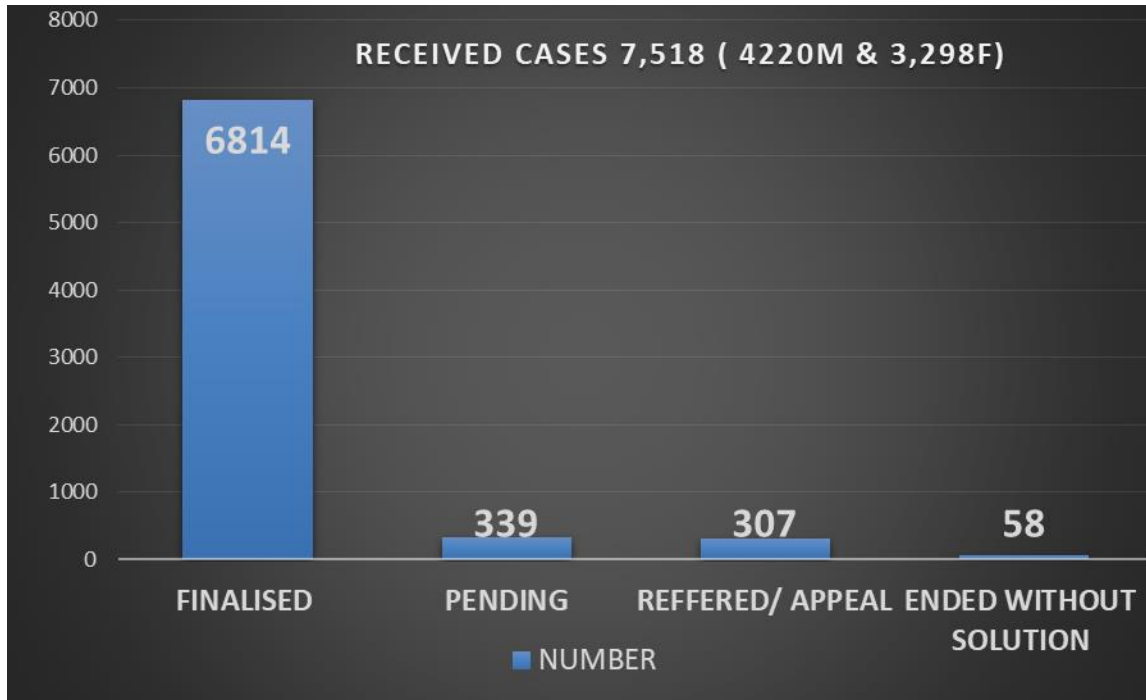
Groups were given a chance to choose a type of IGA would wish to do depending on their needs and their capacity. Basing on the geographical locations farming cash crops was the best choice for most of the groups as it was observed to keep members together and active. The Chill pepper production was among the chosen crops where almost all groups participated on the production. Majority they have harvested and sold the products and the exercise is going on well. MHOLA supported them with skills on farming, seed, manure and pesticide. MHOLA has not undertaken a research on how far the achievement at individual level has gone from individuals' testimonies the small budget at family level has been obtained. However group level the reports indicates that income has increased hence they can advance loan at high scale compared at the beginning. Members testified that out of this project they managed to buy family needs and repairing their houses, which was back then affected by earth quake and could not be able to renovate due to lack of income. At the beginning the soft loan programme intended to reach 100 community social groups, but very unfortunate part of the funds under this category also was transferred to COVID-19. We still believe capacitating the local community through their organized groups it is one of the very positive approach and likely to address poverty challenges.

When addressing the problem of gender violence and discrimination, particularly to women and children. MHOLA believes that women and children should first understand their basic fundamental right. Please note Based on the research conducted in 2016 by MHOLA in collaboration with International Food Policy Research Institute (IFPRI)in based in USA, 75% of women had experienced violence's, and out of them 70% was violence related to land ownership and 68% of the said women did not know where to get assistance to regain/protect their rights.



Hence, MHOLA invested much on increasing access to justice to people in Kagera region through awareness creation on legal and entrepreneurship skills and provision of legal aid services by the aid of MHOLA Advocates/legal officers and Paralegals. The statistics shows people reached within this year via public awareness interventions and provision of legal aid women reached were higher in number compared to men, but the target was not attained. However MHOLA believes that seed of knowledge planted within these women shall survive and keep on growing for their benefit and related or close people.

**TOTAL NUMBER OF CLIENTS RECEIVED 2020**



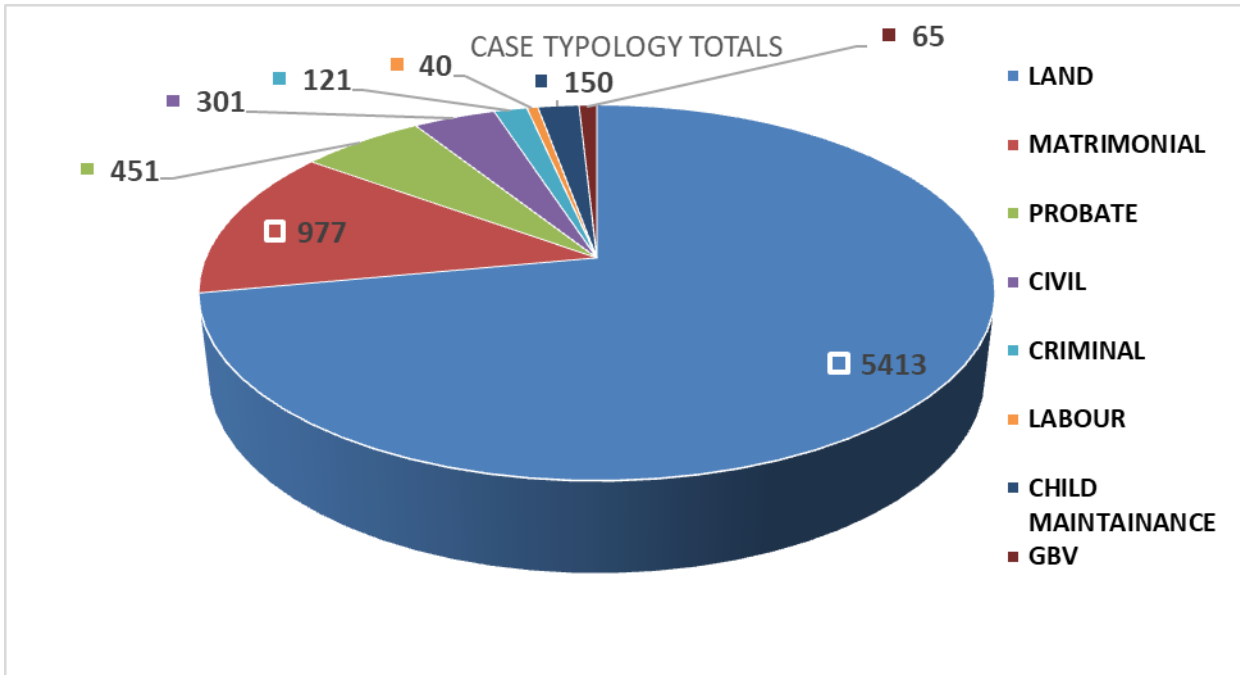
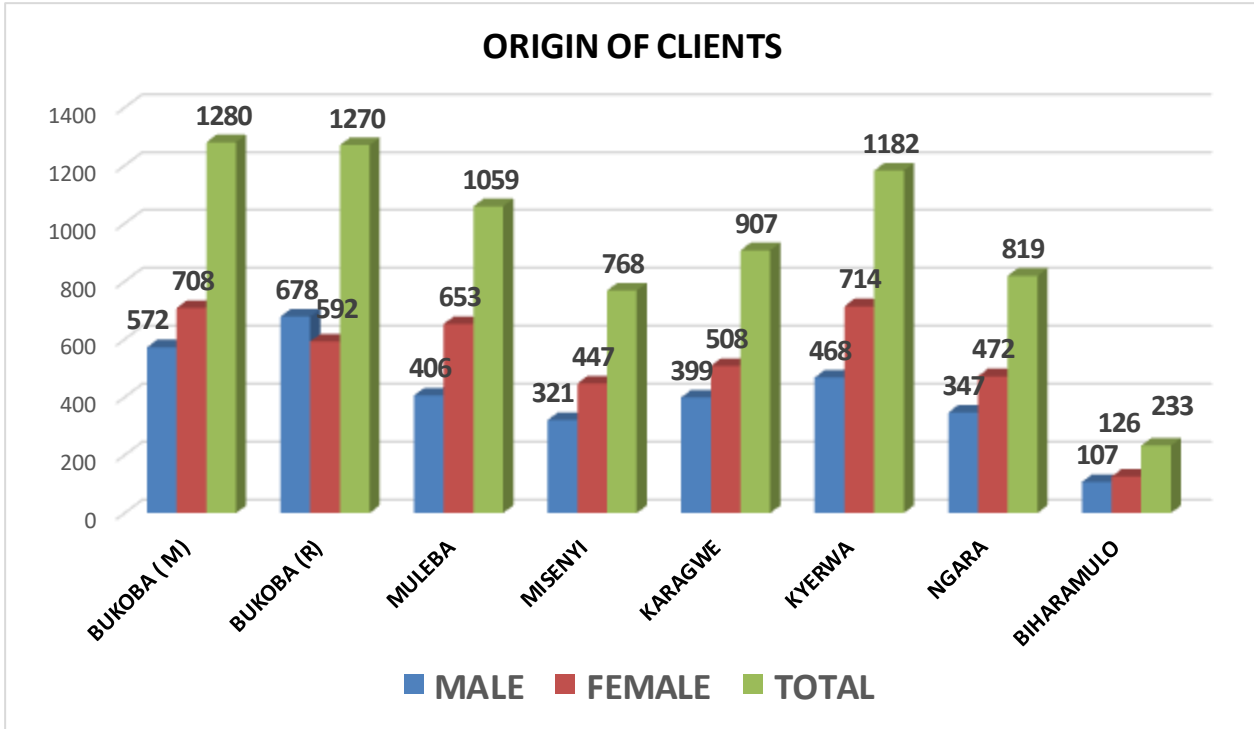
**GRAPH 1:** *least 90.6% of the cases attended during the reporting period were finalized and the clients were satisfactory where 0.77 ended without concrete solution*

Also the general observation through discussion undertaken between July- September, 2020 with CSGs and women leaders proves that the level of understanding has grown compared to the women recruited back in October- December 2019. This is evidenced with how women reasons regarding their cases and procedures they take before opting to lodge cases in Court.

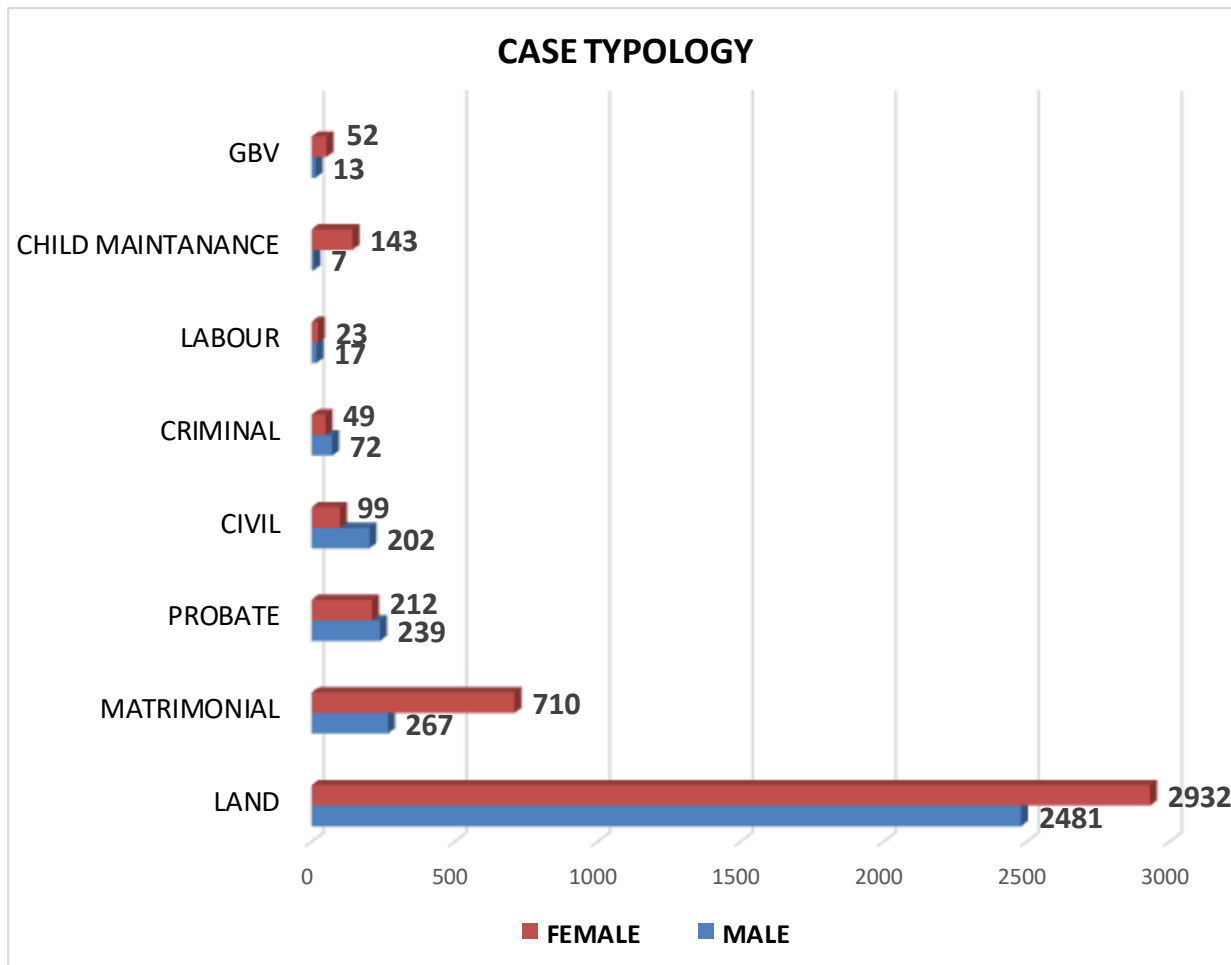
In most occasions, particularly family disputes or cases for maintenance parties do attempt all angles of settling the dispute out of Court. For those related with Probate issues they follow all procedures, something which was contrary to the past experience where a Client was lodging a case in Court without finalizing preliminary stages set by laws.

MHOLA normally receive referral cases from Paralegals or other stakeholders, nature of cases received currently cannot be compared with cases received in the past, the cases received currently are too complicated, the simple cases are finalized at Paralegals' stage or at family level.

Again once client steps in the office he/she has some ideas of how his/her case should go and probably he/she knows where to file the case. This is the new development on the understanding of basic procedures and rights.







Another evidence of achievement is on the increase of number of cases being reported by women. For instance out of 7,518 cases received within this reporting period 4,220 were women equals to 56% of all reported cases. Also majority of cases received were land cases which took 72% of cases. In other way around women reported many cases related to land issues. Back to the research findings of 2016, it is evidenced that currently women's knowledge over land ownership has increased and emerged as an issue of concern in the community at larger. Also women are aware of where to seek assistance in case they are faced up with legal technicalities.

The main challenge complained by community members is prolong of cases in Courts of law. Majority of pending cases are also related with land. In Kagera region the increased of land dispute is likely to continue because of the nature of ownership which is based on succession. Very unfortunate the successors are increasing while the portion of land remains the same. A

purposeful approach to twist the mind of the people in Kagera region to think beyond the succession land is strategy set by MHOLA in the future interventions.

The Courts are striving to remove cases pending in Courts for so long, the plan is to have at least 1 year case in Court registry. Despite the effort they put more cases are filled. So they remove much and receive many cases. The recurring is caused with the approach used to end the cases, sometimes justice is never seen, thus why people re-open the same cases or other dispute arises. With all in mind MHOLA believe that the approach of Joint legal Aid system will be helpful.

The system will involve all stakeholders involved on dispute resolution traveling all over Kagera region within a specific time and invite community members to present their complains. Since all officers involved on resolving the issues will be present the case will instantly be resolved. Based on the past experiences whereby this forum was applied many cases were resolved and opponents get satisfied, than it happens in Court decisions. It is believed that the approach will reduce number of cases and leave the people in Kagera region at harmony.

However this needs a financial support to address Public Addressor system costs to be able to inform majority of people, transport means, stationeries and venue to enable comfortably sitting, Communication costs to follow-up on some issues and accommodation costs for a team of people who will travel from one place to another to facilitate the mission.

In regards to Organization Development and sustainability to ensure quality services is guarantee. The emphasis during the reporting period was increase number of actors/partners; improve on documentation and Publicity of our services and extent our services to the hard to reach people. On the hand the issue of strengthening the organization systems i.e. policies and other working tool was given much attention.

Within this year MHOLA enjoyed the service of about 12 full time employed staff, 13 Volunteers and 173 active Paralegals from all 8 district of Kagera region. Various training of different disipline were organized within and without the office for the purpose of adding knowledge and skills to both staff and board members. i.e. Program and Finance team short course on their working areas from our esteemed Partners (Horizont3000) and LSF. On the other hand the workshop and

## MAMAS' HOPE ORGANIZATION FOR LEGAL ASSISTANCE (MHOLA)

seminars areas organized by MHOLA stakeholders build up the strength and capacity of staff. The trainings assisted much the organization during the spread of pandemic diseases where staff were obliged to perform more than one task. Hence the number of activities implemented was huge compared to the number of available staff. On the other hand MHOLA enjoyed the service of Interns from different collages/Universities like Mzumbe University, Social Welfare Collage in Dar es Salaam and Community Development Collage in Kilimanjaro. All these contributed to the service offered to the community.

The reporting period come up with various important policies and working tool to facilitate the smooth implementation of the activities but also guide the process of soliciting resources i.e. A new Strategic Plan which coves 2020-2024, Revised board charter, Resource mobilization policy to mentioned the few. These entire tools have contributed much in transforming the organization from exploring other opportunities for sustainability of the Organization. The 1 time we are able to organize jointly five days one centre legal clinic outreach with Kagera region authorities where more than 400 people were reached and at least 85% of cases were resolve during the exercise. This also happened in Simiyu Region were more than 3000 students and 200 government officials were capacitated on legal related matters.



**From lets decision makers of Simiyu Region during attending training workshop on Prevention of gender based violence: while right photo is MHOLA legal Officer responding to different questions related to gender violence raised by student in Simiyu region.**

From August, 2020 one of the big project under the support of Legal Service Facility came to an end. This was a big loss to MHOLA because this project fully funded Paralegals Organizations and paid almost fully salaries of 5 staff. It is not well settled if the same will be renewed soon, hence the future of the 5 staff and Paralegals is at risk with MHOLA. This is because based on what has

been reported above regarding the internal sources of income of MHOLA, hence it cannot be guaranteed MHOLA will manage to take over the costs. MHOLA appeals for support on this angle as well.

Despite the fact that the reporting period was much affected by corona virus the undersigned managed to raise awareness and reach more people through hotline legal aid services among other methods. The approach was very useful to the sense that it reduces physical contact and/or Clients when visiting at MHOLA legal Aid Clinics. Some reports and success stories has been shared to various stakeholders including beneficiaries for visibilities and possible support for future interventions. Apart from regular updating our data base information our website and other communication media have been used for public consumption.

Other approach was through football completion league which involved 16 team both women and men of which various activities related to child protection was conducted. It was through this kind information sharing we were performed and raise awareness on protection and supporting children with special need. The approached attracted more youth and women to come up with some solutions in addressing children's challenges.

On the other hand league was an eye open to the decision makesr on existence of big number of children with special need who need to be assisted. We believe this contributed much for the organization to be spotted by other new partners including MoCLA and grant us funds or/and ask us for partnership. We intend to continue using this approach in creating awareness on other important issue in futures.

Lastly category under Organization level is on the sustainability of what has been established. MHOLA is very proud for what has been achieved; indeed they are precious to the organization. These include clients received, infrastructures/buildings, image and trust to the community, Equipments and projects. To maintain all that MHOLA build the spirit of ownership to all of her members, staff and community at large, on the other hand accountability for each one action is strengthened under this target.

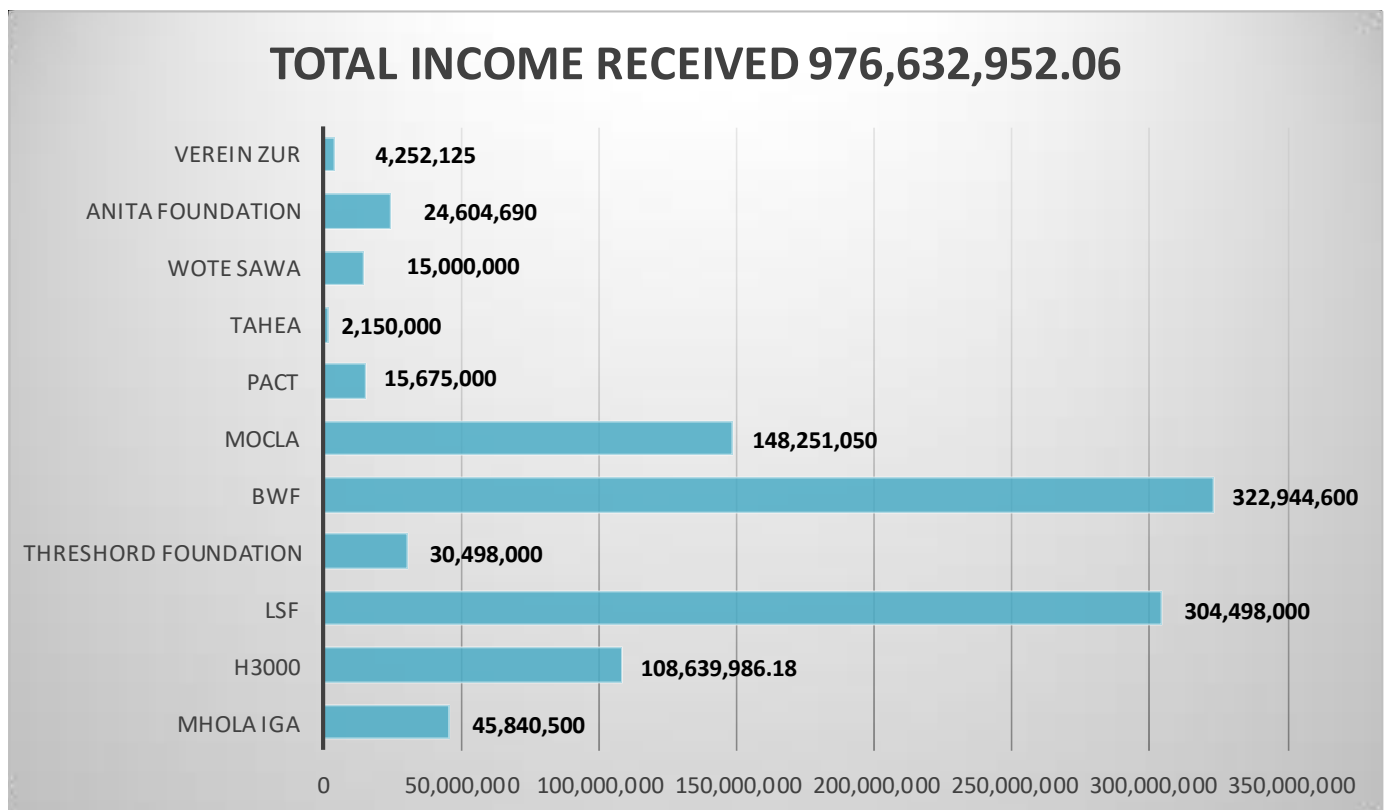
Within this year MHOLA observed high integrity to MHOLA staff and members. The emergence of COVID – 19 pandemic reduced the income to facilitate the project implementation at

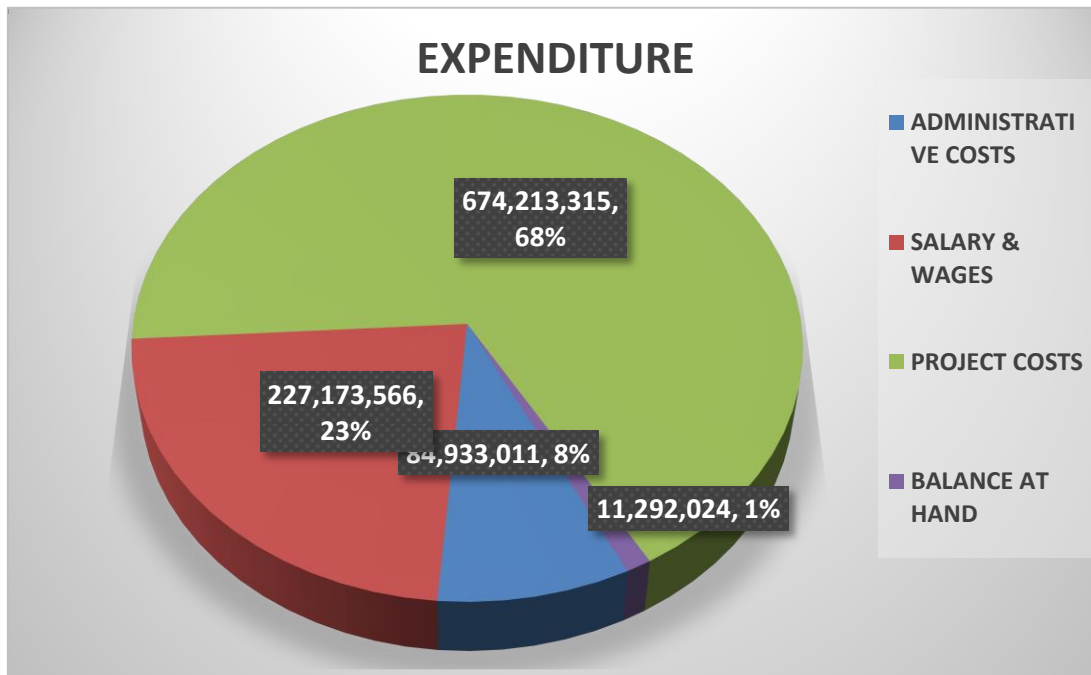
community level, but members of the community, particularly members of community social groups maintained the spirit of the projects within their areas.

Paralegals are one of the groups of people who continued to offer services to the community despite difficult working environment they faced to reach their clients. On the other hand members of community social groups continued to support MV families with food and non food items.

## 5.0 BUDGET AND FINANCIAL MANAGEMENT

Within this financial year MHOLA budgeted to use Tshs.1,355,924,000/- to accomplish the planned objectives. The source for such fund was expected from esteemed donor partners, community and MHOLA. At the end of the year the achievement was as follows:-





As indicated above the budget deficit was Tshs.333, 450,548/- which is equivalent to 25% of the total plan budget. In reality this highly affected the implementation of the planned activities; especially those planned out of donors project activities.

The objective mainly affected was promotion of ECD and increase household income, this is due to the fact that party of the funds was shifted to address the emergence of COVID – 19 pandemic, upon consultation with Better way foundation. However MHOLA still appreciate on how Better way foundation and other partners kept a close follow-up and advise to MHOLA management on how to mitigate the gap, despite the challenges they were also faced up within this financial year.

For the next reporting period (2020/2021) MHOLA's budget is ranged at Tshs.1, 792,220,672/- whereby the source for income are expected from Donors, MHOLA, Community and the GOT.

So far the amount already committed by partners is Tshs. 887,569,067.20 and therefore we need to solicit more source of income to cover the deficit amounting to Tshs. 904,651,604.80.

MHOLA invite all good wisher for the Wellbeing for women and children in Kagera region and MHOLA development to take part on fundraising the budget deficit in terms of cash, materials and human resources skills.

## 6.0 KEY SUCCESS

As narrated above implementation of activities in this year was not smooth due budget insufficient and eruption of corona virus, but still MHOLA has good story to tell which emerged as success for this financial year. These include the following: -

- 6.1 Improved referral system from the grassroots to other relevant legal aid providers/ actors. referral system through trained 190 community leaders, these have been good ambassadors of our works and we also use them to assist and follow-up our interventions
- 6.2 Effective and user friendly working environment with Government institution. During the reporting period we have enjoyed and working in a good collaboration with government authorities and be trusted to the extent of being granted funds amounting to more than Tsh 150,000,000 (68.2 US\$) from MoCLA to implement our legal interventions in Kagera and Simiyu Regions
- 6.3 Muleba and Bukoba districts was the reading area for recording more cases compare to other districts in Kagera region for the past three years consecutively. The reporting period indicate a significant drop of cases reported from Muleba for the 1<sup>st</sup> time. We believe this is the result of much invested effort on creating awareness to the community on legal related intervention and putting clear and user-friendly reporting system. But also the availability of good coordination with government officials and other community leaders whom at a certain time MHOLA and them joined effort to assist the clients timely.
- 6.4 Despite the Challenges of pandemic diseases of COVID-19 and the fact that one of our big project which was supported paralegals in 8 districts of Kagera and few staff ended last September 2020 the organization and paralegals continues to

provide quality services under less payments and/or voluntary basis and ensure continuity while soliciting other potential partners who can support the interventions.

- 6.5 Reaching more people especially the hard to reach villages continued to be a challenge during the reporting period. This is due to the geographical reason and limited resources

## 7.0 LESSON LEARNED, CHALLENGES AND RECOMMENDATIONS

### 7.1 LESSON LEARNED

- MHOLA's activities touches many peoples' lives hence any discontinuance of the service will absolutely marginalize the needy. This has been observed during COVID- 19 pandemic whereby, clients were at some point obliged to be served via mobile phone but could not be satisfied as they forced to attend physical clinics at MHOLA. This means that if the offices could have been closed many clients would lose their cases.
- Community social group has continued to be good platform for reaching more community member including men who are main perpetrators of violence against women.
- Despite the fact that MHOLA's income to support the budget is small compared to Donors' fund but it means a lot to the survival of MHOLA staff. Majority of MHOLA staff are paid with this amount. Lack of it forced the management of MHOLA to reduce some staff, and those who remained in services were receiving half of their salary package but being overworked beyond the normal routine.
- MHOLA is still recognized by government institutions and other Non-government as the image of the Region when it comes the issue of legal aid provision, hence we should as well position as such.



## 7.2 CHALLENGES

- Covid-19 pandemic disease mainly affected the organization plans of development which cannot be replaced, also this went direct to the root of the projects as some of the interventions planned to be implemented shall not be implemented further due to scarcity of fund shifted to address the disease and cannot be refunded.
- Scarcity of fund to support the budget, this is because our main partners who mainly support the budget are currently facing the COVID-19 pandemic disease. On the other hand MHOLA finalized a big contract with LSF the project which normally paid salaries for about 4 staff and about 186 Paralegals, this is the challenges and threat to the future of the referral system created from the grass root if fund are not secured.
- A need for revise of the legal Aid Act for the purpose of making a user-friendly working environment for Paralegal to effectively discharge their duties. Most of them not even registered due the procedural requirements and it is not well stipulated who should cover their running cots of their work. Hence despite the fact that they doing a good work their sustainability out of support from NGO in questionable.

## 7.3 RECOMMENDATION & CONCLUSION

MHOLA is committed to see more changes on the development of the organization structures and staff capacity. Also improvement to the wellbeing of women and children. To have proper directions on how to attain these goals, a new strategic plan has been launched for the period of 2019-2024 and this is to say currently one year of its implementation has gone. Since the main challenge facing its implementation is on financial capacity, hence MHOLA's main effort shall be on resource mobilization and fundraising. On the other hand purposeful interventions shall be set to make sure all project beneficiaries understands and are committed to the sustainability of the projects in their locality.

MHOLA esteemed partners are encouraged to continue supporting the interventions to address the challenges listed above for the betterment of MHOLA and intended beneficiaries.



# MAMAS' HOPE ORGANIZATION FOR LEGAL ASSISTANCE (MHOLA)

		MONTHS											
		Conduct Paralegal refresher course to 186 paralegals and train new 100											
		Provision of legal aid and counselling.											
		Purchase of Legal books and Law reports											
		Participate on celebration of remembrance of women and child events and other legal events											
		Support CSG and IGA											
		Repair Printer and Photocopier machine											
3.	Promote ECD and Increase household income	Construction of rehabilitation centre for people with special needs											
		Provide food for children at MDCC											

# MAMAS' HOPE ORGANIZATION FOR LEGAL ASSISTANCE (MHOLA)

		MONTHS												
		Provide community with pre-primary school materials (Muleba & Bmulo)	█		█	█				█				
		Purchase equipment for physio-therapy building CARE	█	█	█	█	█	█	█	█	█	█	█	█
		Provide incentive for daycare teachers	█	█	█	█	█	█	█	█	█	█	█	█
		Provide physical therapy services to MVC				█	█	█	█	█	█	█	█	█
		Capacity building for CSGs, Sunday school teachers and guardians on ECD	█			█				█			█	
4	Building Institutional capacity and publicity of MHOLA activities	Attend National and International conferences		█	█	█	█					█		
		Conduct Radio programme and documenting success stories	█	█	█	█	█	█	█	█	█	█	█	█

## MAMAS' HOPE ORGANIZATION FOR LEGAL ASSISTANCE (MHOLA)

		MONTHS											
	Maintaining database, website and Hotline services												
	Developing and Printing IEC Materials												
	Routine Monitoring and supportive supervision												
	Conduct entertainment and competitions games												
	Purchase one office car, Three Laptops, Ups, Heavy duty Photocopier machine & Stabilizer												
	Pay wages and statutory deductions												
	Payment of security services												

# MAMAS' HOPE ORGANIZATION FOR LEGAL ASSISTANCE (MHOLA)

		MONTHS											
	Office building and equipment maintenance and repair	■			■			■			■		
	Payment of utilities and other indirect costs	■	■	■	■	■	■	■	■	■	■	■	■
	Conduct staff development programs and retreat			■						■			
	Conduct organization statutory meetings	■			■			■			■		
	Resource mobilization and fundraising	■	■	■	■	■	■	■	■	■	■	■	■
	Prepare and submission of reports.	■	■	■	■	■	■	■	■	■	■	■	■