

MAMAS' HOPE ORGANIZATION FOR LEGAL ASSISTANCE (MHOLA)

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MHOLA'S 2014/2015 MHOLA ANNUAL REPORT



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1.0 EXECUTIVE SUMMARY

Mamas' Hope Organization for Legal Assistance (MHOLA) is the Non- Governmental Legal Aid Organizations 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 updated her registration status from previous registration records to NGO with registration number **00NGO/00008006** under the Non-government Act. The Organization headquarter is located in Bukoba municipal and own branch offices in the districts of Karagwe and Ngara within Kagera region and liaison office in Dar es Salaam City. Also MHOLA has seven Paralegal units situated in seven districts of Kagera Region.

MHOLA aims at contributing to enhancement of women and child rights through provision of legal aid, Advocacy for human rights, supporting the community to provide psychosocial support to vulnerable women and children and prevent violation of women and child rights. On the other hand her **Development objectives includes:-** (a) Improving women and child rights through enhancing their understanding of their basic fundamental rights as well National law as protecting their rights, (b) Enhancing community capacity of positively responding to challenges of poverty and human rights, including of forced migrant and Refugees, (c) Improving health status of the Community especially the vulnerable groups (women and children) through community health education and promotion and (d) Improving organization capacity of MHOLA through capacity building intervention focusing on organization growth and sustainability.

In the year 2014/2015 MHOLA with a the tune of **Tshs.867,293, 708.31** out of budgeted sum of the tune **Tshs.1,024,547,600**) was able to achieve the following:-

Provision of legal aid which included advice, counseling, Mediation and Court representation benefited **4,461** individual Clients (**2,585 Female, 1,876 Male**), 160 vulnerable children were assisted with non-food materials and be able to attend schools, Four paralegal units (Karagwe, Ngara, Kyerwa and Biharamulo) and 95 Catechists were trained on Tanzania legal procedures and disputes resolution to increase legal rights at community levels, Three staff have upgraded their formal knowledge and skills as post graduate studies and one undergraduate study to increase organization efficiency and effectiveness, Existence of update MHOLA website and database system, which helps on sharing of information among members and stakeholders or MHOLA's partners. This was made possible by the aid of GHR and Construction of quality structures at Muleba Community Centre to accommodate different people for organization purpose to mention just few.

Some remarkable challenges noted includes, Donor dependency which threatens sustainability of MHOLA and that of the units and Continuation of community member denial of enjoyment of human rights particularly for women, children and disabled group in the remote areas/or hard to reach villages hence increase of violence and poverty.

In the conclusion, MHOLA has successfully implemented and achieved its plans of 2014/15 due to hands of development partners hence we urge partners to continue with support to these noble efforts to serve these human rights vulnerable (women and children) especially those living in hard to reach areas. On the other hand, MHOLA recommend the extension of legal

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services to community level as only way of restoring the denied human rights of rural women and children in the community.

INTRODUCTION

The organization financial year runs from October-September, hence the report narrates what transpired within such period (October 2014- September 2015). The report will categorize activities implemented and how they contributed to the successes of the organization goal and development objectives. Some few major development indicated includes registration of Paralegal Units and MHOLA under the Non-government Act, Obtaining of Motor vehicle from MIVA under DKA's support, Registration and existence of functional MHOLA Day care centre, Construction of Hostel and Conference room at MHOLA community Centre, Fundraising to the tune of **Tshs.867,293,708.31** to support MHOLA the budget.(**Tshs.1,024,547,600**). There were some challenges as well noted that is continuation of Donor dependency which threatens MHOLA and Paralegal unit sustainability.

2.0 MHOLA: Brief Description

Mamas' Hope Organization for Legal Assistance (MHOLA) is the Non- Governmental Legal Aid Organizations 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 updated her registration status from previous registration records to NGO with registration number **00NGO/00008006** under the Non-government Act. The Organization own branch offices in the Districts of Bukoba (Headquarters), Karagwe and Ngara within Kagera region and liaison office in Dar es Salaam City. Also MHOLA has Seven Paralegal Units situated in all Districts of Kagera Region.

The organization serves in Kagera Region having a population of people of 2,458,023 from 8 Districts. Kagera is bordered with Uganda in the North, Burundi and Rwanda in West and Mwanza in East and Geita in South. The climate is characterized by mountains ranges, which are separated by swampy valley bottoms and wet lands. The altitude ranges between 1500-1800 meters above sea level while valley bottoms and wet lands are 1150 meters to 1450 meters above sea level. Most of the district has a tropical highland climate. The annual average temperature is 26 °C Rainfall distribution is bi-modal with peak rains from September to December and from March to May. The communication/transport mean includes navigation and roads with supplementation of Telecommunications companies that deals with mobile phone such as Vodacom, Airtel, Tigo, Zantel and TTCL. However, the mobile phones network coverage is limited to towns and along the main roads hence making people living in rural areas to be barred from the very important communication services.

2.1 VISION AND MISSION STATEMENT OF MHOLA

The Vision of the organization is to have a healthy society which is free from extreme poverty, gender violence and discrimination.

The Mission is to empower the community by creating awareness on their legal rights, health related issues, provision of legal and counseling assistance to women and children who have no access to that very important right and legal representation when deemed necessary.

2.2 CORE VALUES

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MHOLA staff and members undertake their responsibilities being guided with the following core values to enable them promote women and child rights:- The said values includes Integrity, Transparency, Confidentiality, Professionalism, Voluntarism, Team spirit, Accountability and quality services which meets humanity.

2.3 MHOLA DEVELOPMENT GOAL AND OBJECTIVES

DEVELOPMENT GOAL: MHOLA intends to contribute to the enhancement of women and children rights through provision of legal assistance, Advocacy for human rights, supporting the community to provide psychosocial support to vulnerable women and children and prevention of violation of women and children' rights at community level. On the other hand the organization has four major development objectives:-

- (1) Improve the wellbeing and protection of women and children rights through enhancing their understanding of their basic fundamental rights as well as the National laws protecting their rights.
- (2) Enhance community capacity to respond positively to challenges of poverty and human rights including the rights of the forced Migrants and Refugees.
- (3) To improve the health status of the community especially the vulnerable groups of women and children through community health Education and promotion.
- (4) Improve the organization capacity of MHOLA through capacity building intervention focusing on the organizational growth and sustainability.

2.4 GOVERNANCE STRUCTURE

The organization is comprised with four major structures that is Chairperson of the Organization, Board Members (BM), Executive Council and Secretariat.

2.5 ORGANISATION DEPARTMENTS

The organization is composed with three major departments which are **Admin and Finance**, **Primary Health care** and **Community Based Health Care (PHC/CBHC)** and **Legal Aid Service**. In addition to that the organization has the Monitoring & Evaluation unit which cuts across all named above departments. Through the said departments the organization implemented the following activities:-

2.5.1 Admin and Finance:- The department implemented its activities through 8 staff (1 Executive Director/Operations, 1 Finance Officer, 1 Human resource Officer, 2 Branch Managers, 3 Office Management assistants, 1 Electronic Data Processing Officers(V) 1 Office Assistant. Their major activities were:-Fundraising, Recruitment of new staff, Supervision of the implementation of the organization activities, strengthening the function of MHOLA and Paralegal units, Lobbying, Advocacy and networking to raise community understanding of the organization activities, addressing staff affairs including performance appraisal, financial management issues including facilitation of procurement of the organization equipments and dissemination/sharing of the organization information to donors and other stakeholders.

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2.5.2 PHC/CBHC:- The department had 4 staff that is 1 Head of the department/ Monitoring and Evaluation Officer, 3 Education officers. Mainly they implemented the following activities:- Organizing and conducting different trainings to different actors i.e Members of Most Vulnerable Committees and decision makers etc, facilitation of Identification and form Vulnerable Committees, Identification of Most Vulnerable Children and issued them with supporting materials (Clothes, Shoes and school materials); Identification and support community social/economic groups intending to support most vulnerable children, Facilitation of establishment of Day Care Centre and Dare Care centre parents committee, controlling and updating organization database. Responsible in statistics and mentoring paralegals in data collection and documentation; Developing and distributing IEC materials; Provision of a day care services at Muleba Community Centre, Conducting monitoring and evaluation of the project implementation and report writing.

2.5.3 Legal aid services:- The department worked under the services of 1 Head of department, 4 Legal Officers, 142 Paralegals (17 Muleba, 15 Bukoba Rural, 22 Misenyi, 21 Kyerwa, 22 Ngara, 23 Karagwe and 22 Biharamulo Districts), 57 Catechists and 4 Interns. Their main activities included:- Provision of legal aid services(Counseling and advice, drafting, coaching and court Representation, Conducting Mediation and Reconciliation, Case follow-up), Facilitating legal training and workshops sessions and reports writing.

2.5.4 Monitoring & Evaluation (M&E):- Following the improvement of organization monitoring and evaluation system; staff were able to monitor and evaluate organization and programme performance. This included with routine monitoring that focused on tracking organizational and programme day to day performed tasks by: Filling the M&E tools available in the specific department e.g Clients registration form, Case status reports, Training assessment reports etc. Also the M&E Officer assisted on compiling collected data, analyzing them and generating reports, updating the Website system, verification of information reported by Legal officers and Paralegals.

3.0 MHOLA MAIN AREAS OF ACTIVITIES

In order to achieve the above named organization goal and development objective MHOLA have categorized her activities into three main areas of activities that is Legal aid Services, Health Care services and Community Development, Monitoring and Evaluation cuts across.

4.0 MHOLA'S MAIN PLANNED ACTIVITIES AND ACTUAL OUTCOME/RESULTS

	ORGANISATION ACTIVITIES	PLANNED	EXPECTED OUTCOME/RESULTS	ACTUAL OUTCOME/RESULTS
1.	Provision of legal aid(Advice, Counseling, Mediation, Reconciliation and Court representation		2800 Individual clients be served at low costs and be able to defended themselves following the knowledge and skills obtained from the	4,461 (2,585F, 1,876M) Individual clients served, 2,651 Cases resolved, 1,415 still pending and 395 Referred. Also 1,134 children benefited through the service provided to their parents/guardians

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		legal expert,	Additionally 3,094 People reached through Outreach/legal education, hence making the total of 8,689.
2.	Training of Paralegals (4 Districts) and 65 Catechists of Kagera region	4 Paralegal Units of 100 members and 65 Chatechists be trained on Tanzania legal procedures and disputes reconciliations to assists the reduction of cases at court.	88 Paralegals from (Biharamulo, Ngara, Kyerwa and Karagwe) and 95 Catechists trained on Tanzanians' legal procedures and dispute resolutions in which were able to resolve cases at low costs and (1100 were resolved out of courts).
3.	Protection of Children and Women rights by preventing SGBV and Communicable diseases through Paralegal Services, Sunday and pre-school teachers, Legal education and awareness raising meetings	3,920 social women group members Identified and trained on SGBV and communicable diseases preventions. And be able to fight against SGBV and child rights violations.	4205 women social groups members from , Karagwe Biharamulo, Muleba, Ngara, Kyerwa, Missenyi and Bukoba rural districts identified and trained on women rights, prevention of GBV and Child rights; and were able to train family members at household levels and take actions on SGBV prevention
4.	Provide vulnerable children with psycho-social support to enable early childhood development, education and health development needs	200 Children targeted to be served and be able to address their constraints through provided supports Community social groups are encouraged to involve in Income Generating Activities (IGA) and address the Early Child Developments (ECD) programm	184 Children identified, provided with school uniform, supported with education and clothes. and were able to attend schools/ kindergarten 25 women groups are very active involving in different IGA and supporting more than 60 children (both karagwe Muleba and Kyerwa) A group of youth (10 female and 10 male) actively involving themselves in fishing

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			activities in Muleba and more than 27 MV children have benefited on school material and nutrition from the group
5.	Creation of networking which is well coordinated with harmony by MHOLA, other NGOs, Government institutions, Paralegals and Catechists	Establishment of a functional District and regional Forum on children rights protection in three districts (Muleba, Biharamulo and Karagwe) capable to fights against children rights violation and improving referrals.	<p>Three child rights protection networking were established in Muleba, Biharamulo and Karagwe and able to establish a referral system and created awareness campaign on child rights protection through African child day commemoration jointly.</p> <p>On the other hand Five NGOs MHOLA, TUMAINI LETU from Kagera region and AMANI GIRL, MANTESORY and TAHEA from Mwanza region signed MoU and developed a jointly five years strategic plan on early child development programe which be conducted jointly</p>
6.	Extending legal services to the remote area and strengthening of Paralegal Units	Extending of legal aid services and registering seven paralegal units as NGOs and be able to perform as legal aid body to reduced congestion of cases at court.	A legal aid clinic was established (Ngara) and seven Paralegal units registered as NGOs and being recognized and able to serve clients. More than 1000 cases were resolved through mediation at low cost and reduce congestion of cases at court and MHOLA

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7.	Construction of Muleba Community Centre for serving Most Vulnerable children and different groups of people in need of psychosocial counselling	Quality two structures and one playing ground for children constructed and be able to accommodate number of people for different purposes.	1 conference room erected capable of accommodating 50 people completed 1 Hostel capable of accommodating 48 people. Done by 85% of finishing stage 1 kitchen, store room and resting place for children were completed. Also a playing ground for children is now on use. 84 Vulnerable children are served by the facility
8.	Strengthening the capacity of MHOLA in M&E, HR, Legal and documentation, sharing of reports/information to beneficiaries and partners through attending full time course (1 to 3 yrs)	Capacities of staff on HR, Legal matters and data management process are strengthened, and be able to apply data management process A functional data base to facilitate proper and smooth documentation of data and information are in place	-A functional organization database with user friendly data is in place. Well trained Qualified M&E office, Human resource personally and one Advocates are full on board supporting the proper implementation of our strategic plan. -Establishment of MHOLA website for information sharing
9	Conducting advocacy meeting to decision makers on child protection	Child rights agendas including budgeting are included in community and government plans.	Three advocacy meetings conducted in Muleba, Biharamulo and Karagwe. Decision makers agreed to include child rights agendas in 2015/16 budgets (BWF).
10	Mobilization of resources and fundraising	Tshs.1,024,547,600/= to support the organization budget Recruitment of 5 Human resources and fundraising	-Fundraised the total sum of Tshs.867,293,708.31 (partners, friends, GOT, Community members and MHOLA members) Recruitment of 8 Human

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		Purchasing Equipments and Materials for smooth running of the projects	Resources (2 Teachers, 2 Legal Officers, 2 Office Managers and 2 Volunteers) Acquisition of 1 Motor vehicle made Land cruiser procurement of office furniture and equipments of which all these led to smooth implement of organization plan.
11.	Developing and Airing of Radio spots	Radio spots on child rights protection developed and aired through various community radio in Kagera region to create awareness on child rights protection.	4 Radio spots on child rights protection developed and aired through radio Vision, Kwizera, Karagwe and Kasibante FM. Message on child right protection reached more people. Increases involvement in addressing child issue
12.	In house training (Staff and Paralegals)	Staff and board Member trained on organization and programme M&E system. And be able apply them in routine and one off monitoring and evaluation.	Staff and board members are trained on 12 component of working M&E system and were able to apply of some component. Each staff have signed performance Appraisal form to evaluated annually
13.	Conducting organization meeting (Staff, Board, Management and AGM)	48 Staff Monday Meeting, 3 Executive Council and 4 Board Meeting, 1AGM conducted to ensure the effectiveness and efficient in implementing the activities	3 Board meeting, 2 Executive Council, 42 Monday staff meeting conducted and One general staff meeting conducted and addresses some challenges to facilitate the smooth running of the projects implementation.
14.	Conducting administrative costs (Fees, Taxes, statutory contributions, Salaries etc)	Staff salaries, fringes and statutory pay are timely effected	Staff salaries, PAYE, NSSF, LAPF contribution timely paid.

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4.1 RESULTS/OUTCOME TOWARD DEVELOPMENT GOAL AND OBJECTIVES

2.0 Provision of legal aid which included advice, counseling, Mediation and Court representation benefited **4,461** individual Clients (**2,585 Female, 1,876 Male**) and out of clients served **1,134** children benefited indirectly. Out of the received case **2,651** were **finalized**, **1,415** are **still pending** and **395** were **referred** to other institutions (Police, Social Welfare, Ward/District land Tribunal, Courts). Additional to that about **3,094** people were reached through outreach and 145 through legal education program, hence making the total number of clients served to be **8,834**. Majority of cases finalized was served by Paralegals through mediation and reconciliation. As it can be witnessed majority of beneficiaries were women. These were made possible with the support of different partners include Threshold Foundation (THF) DKA and Legal Service Facility (LSF) who contributed on materials and staff salaries, Paralegal office running costs and outreach transport costs. (attached statistics sheet for more elaboration).



3.0 With the support of DKA, the M&E and legal officer personnel was able to visit the served clients with purpose of verifying successful stories reported by the legal aid units as well as Paralegal units for the documentation purpose. (It was during the reporting period were we were issued a brand new land cruiser vehicle from MIVA Austria to facilitate our movement to the hard to reach area). The said verification process involved seeking consent from clients served for their stories to be published, currently one case have been published. Attached herein below is her case story for easy reference.



4.0 Through the support of BWF, Muleba Community members and Good Samaritan from different parts of Tanzania about 184 Children from vulnerable families (Muleba 100 and 60 Karagwe) were supported with non food items (School uniform, Shoes, clothes, soap and

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exercise books). Additionally to that about 84 children aged 3-5 were enrolled at MHOLA day care centre, where they have been enjoying the pre-primary education and breakfast.



5.0 Under the support of LSF 4 Paralegal units received Paralegal training Course (Ngara/Kyerwa and Biharamulo/Karagwe) of 25 days session. Again through support of DKA 95 Catechists were trained on number of Mediation skills and basic human rights issues. 88 Paralegals 56 Catechists successfully completed training course. Additionally to that 7 Paralegal Units (Ngara, Kyerwa, Karagwe, Biharamulo, Muleba, Bukoba and Misenyi) updated their registration from CBOs to NGOs. This added the value of the unit and laid a good foundation for sustainability, to begin with the opportunity of receiving funds from LSF directly.

6.0 Again the contributions from MHOLA members and income generating activities, the organization has managed to update the registration to NGOs also obtaining permanent registration of MHOLA day care centre.



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7.0 On the other hand GHR foundation facilitated the staff to develop their knowledge and skills by attending different universities i.e. 1 staff on M&E (master degree), 1 staff on

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Legal(Post graduate diploma in legal practice and became an Advocate) 1 staff on Human Resource (bachelor degree) and 1 staff on Policy making and Organization Development (master degree). Additionally to that all MHOLA staff and Members of the Board received training on Monitoring and Evaluation and Organization Development and actively involved in developing different policy revising of the organization. All this improved the quality of service delivery and skills on the organization activities

- 8.0 Existence of update MHOLA website and database system, which helps on sharing of information among members and stakeholders or MHOLA's partners. This was made possible by the aid of GHR.



- 9.0 Progress of construction of Muleba Community Centre project, on top of the previous buildings currently there a store, kitchen, Resting room and Hostel of 4 rooms capable of accommodating 48 people, and Conference room capable of accommodating 50 people. This was made possible by the support from BWF and both material and financial contributions from Individual friends, Community Members and MHOLA members/staff. The accomplish facilities will be used for training sessions for women social groups and paralegals, psychosocial counseling, and accommodation for disadvantaged children . On the hand the Most Vulnerable children from nearby village will continue use the premises as the kindergarten school, where they will have access to play and enjoy the pre-primary school education.
- 10.0 Collaboration and hard working of MHOLA staff and Paralegals enabled the organization to be the prominent legal aid provider among LSF grantees. This has improved the skills, networking and coordination among MHOLA and other legal aid providers in Tanzania.
- 11.0 Through BWF MHOLA has managed to create the network among the Child rights protection organizations based in Mwanza and Kagera (MHOLA, Tumaini letu, Montensory, Amani Girls and TAHEA) and signed a memorandum of Understanding among them on how best we can work together by sharing information and have referral system to ECD program. The networking has resulted to jointly five years strategic plan on strengthening our capacity on proper implementation of EDC program which will be implemented from 2016. Already MHOLA have benefited from the networks were four Kindergarten teachers were facilitated to build their skill on how to develop the school materials in Mwanza by Amani Girls and Montessori. There a good cooperation between MHOLA and Tumaini letu where we have been jointly facilitated the District forum on Child protection in Muleba district in coordination meetings. Also the established district network in Muleba, Biharamulo and Karagwe has created a good forum among actors who are involving in children issues
- 12.0 Apart from effecting salaries for an advocate and M&E officer; the support from Threshold Foundation made the organization able to effect mandatory staff benefit contributions to social funds institutions as required.

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13.0 Fundraising the total sum of **Tshs.867,293,708.31** to support the organization planned activities (Tshs.273,716,640/=BWF, 206,999,639/=LSF, 87,277,440/=GHR, Tshs.26,420,316/=Threshold Foundation, Tshs.54,784,575,.25DKA, Tshs.20,758,860.69 IFPRI 2,457,400/= (MHOLA Secretarial and Client registration) and lastly individual contribution for construction Tshs.27,396,168). The acquired amount assisted much in the implementation of the activities stated above.

14.0 Minimum supervision of staff during implementation of the organization activities, due to reduction of staff turn-up, hence gaining experience for those available.

15.0 CHALLENGES

1. Continued running the organization basing on projects which threatens sustainability of MHOLA and that of the Paralegal units.
2. Increased poverty to which contribute to denial of enjoyment of human rights particularly for women, children and disabled group in the remote areas/or hard to reach villages hence increase of violence and poverty.
3. Paralegal drop outs and ensuring their sustainability

16.0 LESSON LEARNT

During reporting period the following was noted as a lesson learnt:-

The establishment of paralegal units has created more opportunity to community members to access and use legal rights at community levels hence reducing many cases reporting at MHOLA head office for legal assistance.

17.0 AREAS OF INTERVENTION 2015/2016

1. Extending legal services close to the community by strengthening the function of MHOLA and Paralegal Units for the assurance of their sustainability.
2. Protection of child and women rights, prevention of SGBV through different approaches i.e. Paralegal services, education and awareness meeting and training workshops to the Community and decision makers.
3. Organize mass media programme, trainings and workshops on refugee law and rights
4. Provide comprehensive care psychological support to vulnerable women and children including school materials, school fees and medical support

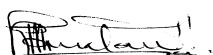
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5. Conducting staff, Paralegal and Catechists refresher course on child protection, Counseling skills and psychological support
6. Participate on National and international memorial events (16 days of activism, African child day),
7. Develop a strong network which is well coordinated and harmonized by MHOLA, NGOs, Government Institution, Paralegals, Catechists, and other actors in the community of Kagera.
8. Progress of construction activities at Muleba Community centre Project, with a strength on purchase of households (furniture).
9. Strengthening the capacity of MHOLA in documentation and timely information sharing and dissemination to beneficiaries, donors/partner and other stake holder through Website and other available means of communication.
10. Investing on organization statutory meetings (AGM, Board, Executive Council, Management and staff) to contribute on MHOLA high performance
11. Fundraising of **Tshs.1, 012,110,800.00** to support the organization budget organization and effective implementation of 2015/16 plans of the year.

11.0 CONCLUTION/RECOMMENDATION

1. MHOLA extends the innermost gratitude to all donors/partners, Members and staff who supported and assisted in the implementation and achievement of the above mentioned development. Additionally they are all requested to join hands and strengthen their supportive sprit for the next implementation period.
2. MHOLA is recommended and appealing to available donors/ development partners in considering the issue of supporting the issue of sustainability projects i.e. the construction of Community Centre in Muleba, income generating activities to paralegals.
3. The community based approaches is our organization focus to ensure full participation and involvement of the community and decision makers in addressing women and children violation and protection of their rights. Hence the jointly interventions in creating more awareness is of paramount important for positive change.

Prepared and submitted by:



Saulo Malauri
Operations Director