

World Consumers Rights Day.



Group photo for participants of the World Consumers' Rights Day 2022

Every year March 15 is celebrated as World Consumer Rights Day. The day is meant to highlight the importance of the consumer and the rights that protect them in a market society. Rwanda being a developing country has organized a week from 7th March to communicate and educate consumers about their rights the, theme of this year 2022 was "FAIR Digital Finance". AMIR has participated together with different stakeholders like BNR, ADECOR, RURA, and MINICOM. RICA has been the leading institution in the organization of this campaign and celebration, the day has been celebrated in Marriot Hotel-Kigali Rwanda, different consumers representatives have been invited to discuss issues related to digital finance.

Consumers have been sensitized about their rights, especially those consuming financial services through digital channels.

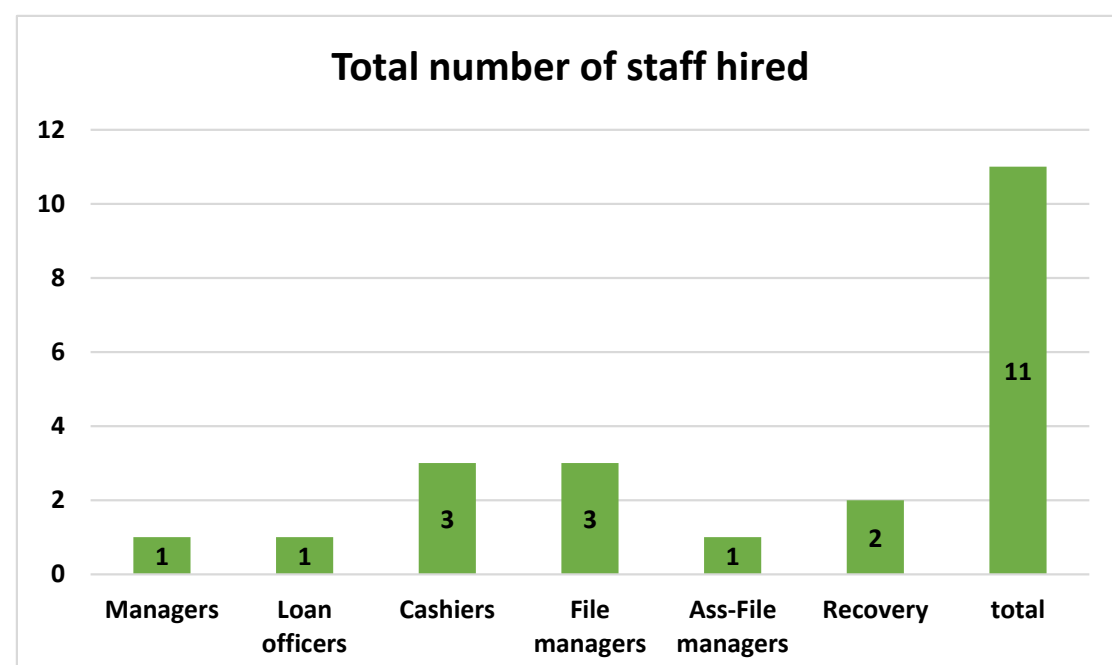
Different national and international laws for consumers' rights have been communicated like:

- ❖ Cybercrime Law
- ❖ Law on the protection of financial consumers
- ❖ Personal data protection Law
- ❖ Law on credit reporting systems
- ❖ Law on competition and consumer protection

"Every business can do wonders if they abide by the laws and wishes of the customers"

SHARED STAFF RECRUITMENT SERVICE FOR SACCOs

AMIR committed to continue delivering shared services to its members, in this quarter one of 2022, shared staff recruitment has been the most delivered service to AMIR members. Below is a chart showing the status of this service with in one quarter of 2022;



NON_USACCOs AUTOMATION PROJECT

The Association of Microfinance Institutions in Rwanda through its IT shared services has been patterning with Access to Finance Rwanda to support non Umurenge SACCOs to have a shared core banking system that will contribute to more transparent financial systems and innovative financial products.

Since 2020, 9 SACCOs have been supported in different activities to access the system.

It is expected that this shared core banking system will help SACCOs to bring down operational costs and ensure lesser manpower requirements for execution, it is user-friendly and more efficient and this will help the SACCOs to be more accessible.

Different integration has been done such as Mobile Banking, SMS gateway system, loan monitoring with TransUnion system, integration with BNR for EDWH for automatic reporting, etc.

Upcoming activities

- ❖ **2022 Commonwealth Heads of Government Meeting(CHOGM 2022)**
The Commonwealth Heads of Government Meeting 2022 will take place during the week of 20 June 2022, in Kigali, Rwanda. <https://thecommonwealth.org/chogm>
- ❖ Virtual training planned for local Managers and managers of USACCOs and Non-SACCOs. It is planned from 04th – 11th/April/2022. These trainings will be conducted in partnership with Feed the Future Ngunza Nshore Activity, a 5-year project funded by USAID. The training is focused on the usage of ERF Refinancing.

Kindly read our bulletin for the past months through the link below:

<http://www.amir.org.rw/media-center/news/>

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