

REPUBLIC OF RWANDA



MINISTRY OF LOCAL GOVERNMENT

www.minaloc.gov.rw

SERVICE CHARTER

Kigali, October, 2016

FORWARD

It is my pleasure to present to you this Service Charter for the Ministry of Local Government (MINALOC).

This Service Charter has been prepared in tandem with the Government's reform agenda and Spirit of being responsive to effective service delivery, transparency and accountability.

The Charter spells out the role, vision, mission and values of MINALOC and highlights the services offered and the requirements therein. It lists the service centers at which our services can be accessed and the guiding legal instruments.

The development of this Charter signifies our commitment to serve citizens and clients with a view to creating a better understanding and improving our service delivery.

Promoting Citizen centered good governance principles and improving service delivery to our clients.

KABONEKA Francis
Minister of Local Government

I. INTRODUCTION

The Ministry of Local Government (**MINALOC**) was established by the Prime-Minister`s order N⁰ 238/03 of 08/12/216 to contribute to the process of rebuilding the country after the 1994 genocide against Tutsi by following-up and evaluating of national policies and programs regarding good governance (decentralization, democratization), community development and social protection. Additionally this ministry delivers services directly to citizens and institutions.

II. VISION

To make Rwanda a Reference of Good Governance and Social welfare regionally and internationally.

III. MISSION

The Ministry ensures the coordination of good governance and high quality territorial administration programs that promote National economic, social and political development.

IV. OUR VALUES

We embrace the Ministry of Local Government value system that embodies the principles, ideals and beliefs of its employees, institutional development, professionalism, and forms the foundation for MINALOC actions.

1. Citizens centered

2. Teamwork and Excellence

3. Transparency and Accountability

4. Supporting Our Community for sustainable development

V. WHAT WE DO

We ensure Good Governance, Social Affairs, Social Protection and Local Economic Development programs to Citizens are effectively and efficiently coordinated.

VI. OUR CLIENTS

The Ministry of Local Government clients are Citizens, Local Government Entities, and Affiliated Agencies, Development partners, Entrepreneurs.

VII. OUR SERVICES

The Ministry of Local Government is dedicated to meeting your needs by delivering an extensive range of services in all areas of good governance, Social Affairs, Social Protection and Local Economic Development for Citizens through Public audiences, field visits, website, an online and telephone inquiry services, and written correspondences.

We shall make available as many resources as possible in a convenient electronic format or in a format that best meets your needs.

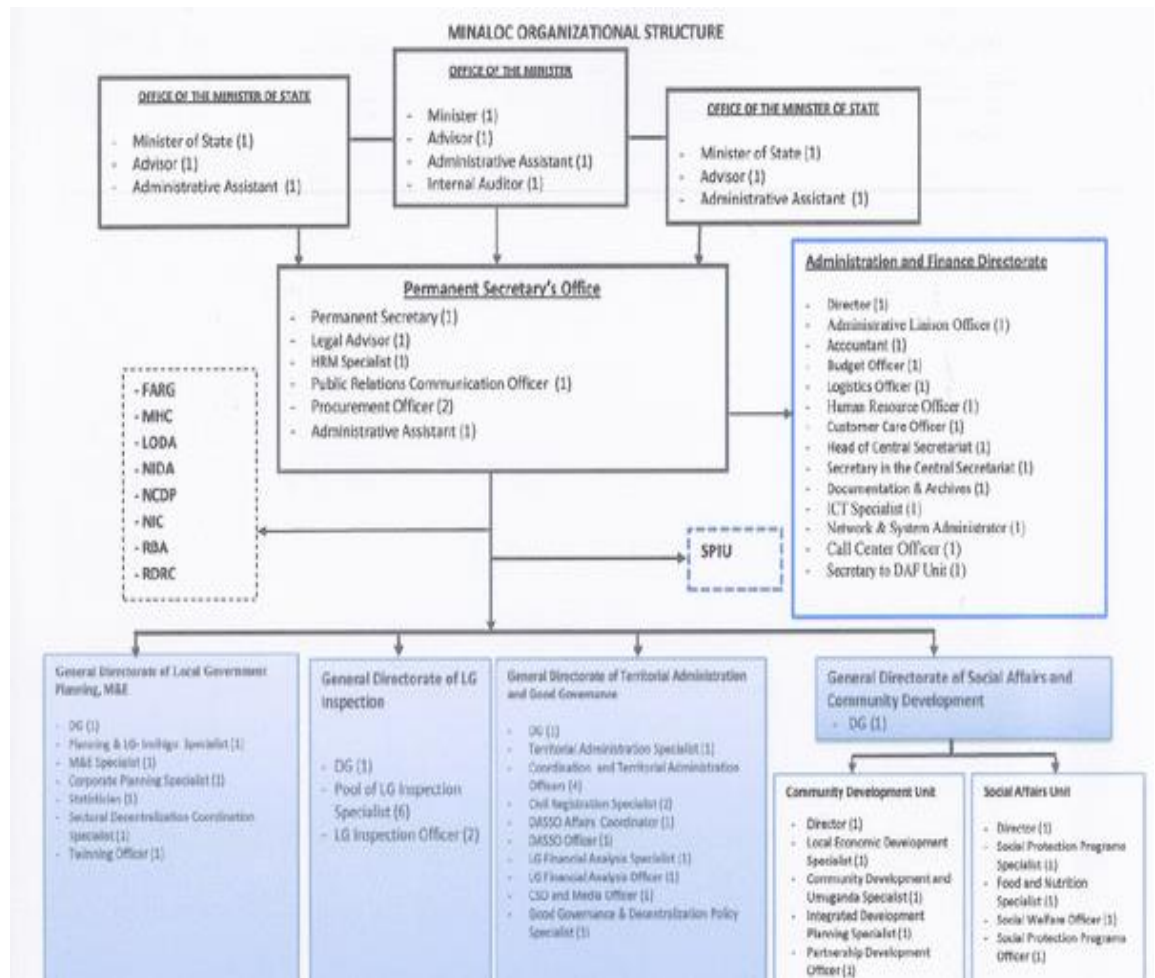
Provide timely and accurate information to internal and external constituents in support of information-driven decision making.

VIII. RIGHTS OF CLIENTS

Our client has the rights to expect:

- To be welcomed, listened to and served with courtesy, promptness and respect
- To be given information you need to meet our service inquiry
- To complain to higher authorities
- To appeal administrative and community decisions
- To be given priority at our entry points and front desks in case of pregnancy, serious illness, physical weakness, disability
- To be served in a peaceful and secure environment.

IX. ORGANIZATIONAL STRUCTURE



KEY SERVICES PROVIDED BY THE MINISTRY OF LOCAL GOVERNMENT

The Ministry of Local Government generally provides key services related to the following functions:

- Develop, disseminate and coordinate the implementation of policies, strategies and sector programs through the formulation of national policies, strategies and programs of good governance, territorial administration, social affairs and group settlement sites to ensure sustainable community development;
- Develop a legal framework for good governance, territorial administration, settlement and social-economic development;
- Develop institutional and human resources capacities;
- Monitor and evaluate the implementation of sector and sub-sector policies, strategies and program;
- Oversee the functioning of Decentralized entities and affiliated agencies;
- Promote effective intergovernmental relationships;
- Mobilize resources for the Ministry and Decentralized entities activities;
- Make an advocacy for the Decentralized entities to perform their mandate
- Establish and implement government policies, strategies and programs related to territorial administration, good governance, resettlement and Community development as well as welfare of the population
- Monitor and execute the Ministry budget and that of the institutions under supervision of the ministry
- Supervise the functioning of institutions under ministry's supervision.
- Collaborate with development partners and other senior government officials to ensure good corporation between their respective institutions and the ministry and mobilizes the necessary resources to implement ministry MTEF and other abrupt programs.
- Carry out research relevant to his/her attributions to ensure standardized and effective performance

GENERAL DIRECTORATE TERRITORIAL ADMINISTRATION AND GOOD GOVERNANCE

a. Civil Registration Services

What is the Service?	Changing the name
Who is eligible?	All citizens
Which unit within the public administration do I go to?	Directorate General of Territorial Administration and Good Governance.
Once a request is made or an application is submitted, how long will it take?	30 days
What, if any, are the costs for accessing the service?	Free of charge.
What documents are required?	<p>Application letter for change of name addressed to the Minister in charge of civil status stating the following:</p> <ul style="list-style-type: none"> • Full names mentioned in his/her birth record; • The name he/she requests to bear; • Grounds for the request of change of name; • His/her domicile in Rwanda including Village, Cell, Sector, District and Province or City of Kigali; • His/her domicile abroad if the person is domiciled outside the national territory and his/her address in Rwanda including Village, Cell, Sector, District and Province or City of Kigali; • His/her telephone number; • Full names of his/her parents; • Date and place of birth; • Full names of his/her spouse if the application for change of name is due to marriage. <p>The application file for change of name is accompanied by the following documents:</p> <ul style="list-style-type: none"> • Birth record of the applicant; • Photocopy of the applicant's identity card; • Photocopy of passport for an applicant domiciled outside the national territory and a residence permit in the country where he/she claims to have domicile after leaving Rwanda; • Marriage record if the application for change of name is

	<p>due to marriage;</p> <ul style="list-style-type: none"> • Other documents confirming the grounds for the application for change of name.
What is the procedure?	Submit all documents as mentioned above at the reception office in the Ministry of Local Government.
What, if any, other institutions do I need to visit to access the service	Other organs deemed necessary all information in connection with the request made for change of name.
Is there any additional information regarding this service that is useful to know?	At the Ministry web site www.minaloc.gov.rw

b. Certificate For Change Of Name

What is the Service?	Obtaining the Certificate for change of name
Who is eligible?	All citizens
Which unit within the public administration do I go to?	Territorial Administration and Good Governance unit.
Once a request is made or an application is submitted, how long will it take?	3 working days
What, if any, are the costs for accessing the service?	20,000 Frw

What documents are required?	<ul style="list-style-type: none"> • Proof of payment; • The proof of publication of the document containing the main grounds twice (2) on the radio and once (1) in a newspaper of his/her choice; • The proof of the publication of the document containing the applicant's main grounds was published in the Official Gazette of the Republic of Rwanda.
What is the procedure?	<ul style="list-style-type: none"> • Go at the reception office for orientation; • Submit all documents as mentioned above at the reception office in the Ministry of Local Government.
What, if any, other institutions do I need to visit to access the service	Other organs deemed necessary all information in connection with the request made for change of name.
Is there any additional information regarding this service that is useful to know?	At the Ministry web site www.minaloc.gov.rw

c. Online Recommendation of International NGOs

What is the Service?	Obtaining Online recommendation
Who is eligible?	International NGOs
Which unit within the public administration do I go to?	Directorate General of Territorial Administration and Good Governance.
When can I access the service?	Monday to Thursday 7:00am-12:00am and 1h00pm-5h00pm. Friday 7:00am-12:00am and 1h00pm-3h00pm
Once a request is made or an application is submitted, how long will it take?	Maximum two weeks
What, if any, are the costs	Free of charge.

for accessing the service?	
What documents are required?	Any international NGOs that wish to be recommended should show the following documents: <ul style="list-style-type: none"> • Application letter to Director General of Immigration and Emigration; • Annual Action plan; • Proof of funding or commitment letter; • Budget of organization; • Letter of guarantee from Donor; • Period of operation; • Area of operation; • Domain of operation.
What is the procedure?	<ul style="list-style-type: none"> • Go to Immigration and Migration office • Submission of application document to MINALOC • MINALOC recommends or rejects the application or ask for change request • When there is a change for request, the application goes back to the applicants • When it is recommended, it goes to respective District of operation..
What, if any, other institutions do I need to visit to access the service	Directorate general of Immigration and Migration
Is there any additional information regarding this service that is useful to know?	At the Ministry website www.minaloc.gov.rw At Directorate General of Immigration and Migration, website www.immigration.gov.rw

d. Enhancing Fiscal and Financial Decentralization

What is the Service?	Public Finance Management Capacity building, advocacy for Local revenues raising
Who is eligible?	Local Government entities, Province and City of Kigali
Which unit within the public administration do I go to?	Directorate General of Territorial Administration and Good Governance.
Once a request is made or an application is submitted, how long will it take?	10 working days

What, if any, are the costs for accessing the service?	Free of charge.
What documents are required?	<ul style="list-style-type: none"> • A written letter addressed to the Minister and or Permanent Secretary; • All relevant documents ;
What is the procedure?	Submit all documents as mentioned above at the reception office in the Ministry of Local Government.
What, if any, other institutions do I need to visit to access the service	None
Is there any additional information regarding this service that is useful to know?	At the Ministry web site www.minaloc.gov.rw

e. Linking The Ministries, Other Institutions with Decentralized Entities (Sous/Couvert)

What is the Service?	Clearance (sous couvert)
Who is eligible?	Ministries and other institutions
Which unit within the public administration do I go to?	Directorate General of Territorial Administration and Good Governance.
Once a request is made or an application is submitted, how long will it take?	2 working days
What, if any, are the costs for accessing the service?	Free of charge.
What documents are required?	<ul style="list-style-type: none"> • A written letter addressed to the Decentralized Entities Indicating who will be responsible for such events transport and accommodation; • All relevant documents ;

What is the procedure?	Submit all documents as mentioned above at the reception office in the Ministry of Local Government.
What, if any, other institutions do I need to visit to access the service	None
Is there any additional information regarding this service that is useful to know?	At the Ministry web site www.minaloc.gov.rw

f. Reception and Orientation of Complaints

What is the Service?	Getting timely feedback on issues.
Who is eligible?	All citizens and entrepreneurs
Which unit within the public administration do I go to?	Directorate General of Territorial Administration and Good Governance.
Once a request is made or an application is submitted, how long will it take?	3 working days' time basing on its gravity
What, if any, are the costs for accessing the service?	Free of charge.
What documents are required?	<ul style="list-style-type: none"> • A written letter addressed to the Minister of Local Government detailing of the case; • All relevant documents showing that local government authorities have been unable to resolve the complaint. • Contract between Province/City of Kigali, District with service providers only to issues related to financial and fiscal.
What is the procedure?	Submit all documents as mentioned above at the reception office in the Ministry of Local Government.
What, if any, other institutions do I need to visit	<ul style="list-style-type: none"> • Before writing to the Ministry, first write to your respective Cells, Sector, and District.

to access the service	<ul style="list-style-type: none"> For the entrepreneurs, before writing to the Ministry, if the issue concerning the District, first write to your respective Province or City of Kigali, whereas the issue concerning Province or City of Kigali, write directly to the Ministry. If you are not given answer or not satisfied with it, write to the Ministry.
Is there a complaint procedure?	Complaints may be made either in person or in writing to the Permanent Secretary or Minister
Is there any additional information regarding this service that is useful to know?	At the Ministry web site www.minaloc.gov.rw

2. GENERAL DIRECTORATE OF PLANNING, MONITORING AND EVALUATION

What is the Service?	<ul style="list-style-type: none"> Technical guidance or information on national policies, strategies, programs, and standards falling under Governance & Decentralization and Social Protection sectors Information on planning, budgeting and Imihigo; Information related to sectoral decentralization, LGs expropriation issues, and development projects / programs; Facilitate different Study Tours in MINALOC
Who is eligible?	Individual, Institutions, researchers, independent consultants, CSOs and any other partners.
Which unit within the public administration do I go to?	Directorate of Planning, Monitoring and Evaluation

Once a request is made or an application is submitted, how long will it take?	3 hours basing on its sensitivity
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What, if any, are the costs for accessing the service?	Free of charge.
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What documents are required?	<p>a) For all matters related to Local Government planning, Imihigo, Governance & Decentralization and Social Protection sectors:</p> <ul style="list-style-type: none"> • A request letter written and any other related support documents <p>b) In case of technical guidance, study or research conducting facilitation:</p> <ul style="list-style-type: none"> • A motivation letter written to the Permanent Secretary or Minister of Local Government with preliminary requirements, ToR or research institutions cover letter. <p>c) For expropriation related matters:</p> <ul style="list-style-type: none"> • Districts or any other organization address a written letter to the Permanent Secretary or Minister of Local Government with all necessary attachments. <p>d) For twinning related matters, any partners or stakeholders that wish to have twinning arrangements should show the following documents:</p> <ul style="list-style-type: none"> • Application letter addressed to the Minister or Permanent Secretary showing the area of interest in twinning and describing why you need twinning arrangements and in case of international arrangements, this should be through the Ministry of Foreign Affairs (Diplomatic channel). • Concept note or Terms of Reference that describe your main purpose, time, program, Logistics for national,
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	regional/local or international study tours arrangements.
What is the procedure?	Write to the Permanent Secretary or Minister of Local Government <ul style="list-style-type: none"> • Submit the request letter for the service through post office or by hand at the Ministry's Office • Your request letter will be replied through post office or by hand • Service is also addressed through electronic ways or e-citizen complaint system where applicable.
Is there a complaint procedure?	If not satisfied or in case of complaint, seek appointment to the Permanent Secretary
Is there any additional information regarding this service that is useful to know?	At the Ministry website www.minaloc.gov.rw or www.minecofin.gov.rw where you can find strategic planning documents and planning calendar

3. GENERAL DIRECTORATE SOCIAL PROTECTION AND COMMUNITY DEVELOPMENT:

What is the Service?	Technical guidance or information on national policies, strategies, programs, and standards falling under Social Affairs & Social Protection, Community Development & Local Economic Development;
Who is eligible?	Individual, Institutions, researchers, independent consultants, CSOs and any other partners.
Which unit within the public administration do I go to?	Community Development and Social Affairs Directorate.
Once a request is made or an application is	3 working days time basing on its gravity

submitted, how long will it take?	
What, if any, are the costs for accessing the service?	Free of charge.
What documents are required?	<ul style="list-style-type: none"> • A request letter written addressed to the Minister, and or Permanent Secretary; • Any other relevant documents.
What is the procedure?	Submit all documents as mentioned above at the reception office in the Ministry of Local Government
What, if any, other institutions do I need to visit to access the service	None
Is there a complaint procedure?	Complaints may be made either in person or in writing to the Permanent Secretary or Minister
Is there any additional information regarding this service that is useful to know?	At the Ministry web site www.minaloc.gov.rw

1. Reception and Orientation of Social Affairs Related Complaints

What is the Service?	Getting timely feedback on issues.
Who is eligible?	All citizens
Which unit within the public administration do I go to?	Directorate General of Community Development and Social Affairs
Once a request is made or an application is submitted, how long will it take?	3 working days' time basing on its gravity
What, if any, are the costs for accessing the service?	Free of charge.

What documents are required?	<ul style="list-style-type: none"> • A written letter addressed to the Minister of Local Government detailing of the case; • All relevant documents showing that local government authorities have been unable to resolve the complaint
What is the procedure?	Submit all documents as mentioned above at the reception office in the Ministry of Local Government.
What, if any, other institutions do I need to visit to access the service	Before writing to the Ministry, first write to your respective Cells, Sector, and District. If you are not given answer or not satisfied with it, write to the Ministry.
Is there a complaint procedure?	Complaints may be made either in person or in writing to the Permanent Secretary or Minister
Is there any additional information regarding this service that is useful to know?	At the Ministry web site www.minaloc.gov.rw

**4. GENERAL DIRECTORATE LOCAL GOVERNMENT INSPECTION
DIRECTORATE:**

What is the Service?	Information related to social protection Programs and quality service delivery offered to the Citizens in Local Government.
Who is eligible?	Individual, Institutions, Researchers, Independent consultants, CSOs and any other partners.
Which unit within the public administration do I go to?	General Directorate of Local Government Inspection.
Once a request is made or an application is submitted, how long will it take?	5 working days.
What, if any, are the costs for accessing the service?	Free of charge.

What documents are required?	<ul style="list-style-type: none"> • A request letter written addressed to the Minister, and or Permanent Secretary; • Any other relevant documents.
What is the procedure?	Submit all documents as mentioned above at the reception office in the Ministry of Local Government
What, if any, other institutions do I need to visit to access the service	None
Is there a complaint procedure?	Complaints may be made either in person or in writing to the Minister, and or Permanent Secretary
Is there any additional information regarding this service that is useful to know?	At the Ministry web site www.minaloc.gov.rw

3.1 FINANCE AND ADMINISTRATION DIRECTORATE

A. Payment of Services/Goods

What is the Service?	Timely payment for services/goods
Who is eligible?	Suppliers, Consultants and Hotels
Once a request is made or an application is submitted, how long will it take?	10-15 days upon reception of required documents.
What, if any, are the costs for accessing the service?	Free of charge.
What are the necessary documents required?	<ul style="list-style-type: none"> • Letter addressed to the PS requesting for payment ; • 4 Copies of invoice;

	<ul style="list-style-type: none"> • Final notification letter of awarded tenders; • Contract; • Goods/services received note ; • Delivery note.
What is the procedure?	Submit all documents as mentioned above at the reception office in the Ministry of Local Government.
Is there any additional information regarding this service that is useful to know?	Any other useful information available on the Ministry website: www.minaloc.gov.rw
In case you are not Satisfied you contact:	Permanent Secretary or Direct of Finance and Administration

B. Distribution of National Flags

What is the Service?	Acquiring National Flags.
Who is eligible?	All institutions, and or any others Person(s)
Which unit within the public administration do I go to?	Finance and Administration Unit.
Once a request is made or an application is submitted, how long will it take?	Immediately.
What, if any, are the costs for accessing the service?	<ul style="list-style-type: none"> • National flags of 195CM long and 130CM large without yellow strand cost 30000 • National Flags of 195CM long and 130CM large with yellow strands cost 45000 • Small National Flags cost 15000 • National Flags with 225CM long and 150 Large without

	<p>yellow strands cost 25000</p> <ul style="list-style-type: none"> • National Flag in form of Meddle cost 3000Frws
What documents are required?	Proof of payment
What is the procedure?	Submitting proof of payment
Is there any additional information regarding this service that is useful to know?	Any other useful information available on the Ministry web site: www.minaloc.gov.rw
In case you are not Satisfied you contact:	Permanent Secretary or Direct of Finance and Administration

C. Public Procurement Services

What is the Service?	Tender documents (DAO)
Who is eligible?	Suppliers, Consultants and Hotels
Which unit within the public administration do I go to?	Office of the Permanent Secretary / Procurement office.
Once a request is made or an application is submitted, how long will it take?	30 days from the date of the tender publication.
What, if any, are the costs for accessing the service?	It depends on the cost in the tender Advertisement
What documents are required?	Proof of payment
What is the procedure?	Submitting proof of payment
Is there any additional	Any other useful information available on the Ministry website:

information regarding this service that is useful to know?	www.minaloc.gov.rw or Digital Market.
In case you are not Satisfied you contact:	Permanent Secretary or Direct of Finance and Administration

D. Human Resource Services

1. Receiving Claims on RSSB Arrears

What is the Service?	Feedback on claims of RSSB Arrears;
Who is eligible?	Former employee claimers
Which Office within the public administration do I go to?	Human Resources Office
Once a request is made or an application is submitted, how long will it take?	3 working days
What, if any, are the costs for accessing the service?	Free of charge.
What documents are required?	<ul style="list-style-type: none"> • A letter addressed to the Permanent Secretary; • Recommendation/Service testimonial to justify your employment; • RSSB Contributions statement • Any other relevant support documents.
What is the procedure?	Submit your request letter through reception office
What, if any, other institutions do I need to	RSSB.

visit to access the service	
Is there a complaint procedure?	Complaints may be made either in person or in writing to the Permanent Secretary , and or Minister
Is there any additional information regarding this service that is useful to know?	At the Ministry web site www.minaloc.gov.rw
In case you are not Satisfied you contact:	Permanent Secretary or Direct of Finance and Administration

2. Employment Services

What is the Service?	Fair and objective Recruitment
Who is eligible?	Job Applicants
Which unit within the public administration do I go to?	Permanent Secretary/ Human Resources Office
Once a request is made or an application is submitted, how long will it take?	5 working days
What, if any, are the costs for accessing the service?	Free of charge.
What documents are required?	<ul style="list-style-type: none"> • Application form from PSC Web-site addressed to the Ministry of Local Government. • Academic documents or Service Testimonial where experience is a requirement in Advertisement.
What is the procedure?	Write to the Permanent Secretary
What, if any, other institutions do I need to	N/A

visit to access the service	
Is there a complaint procedure?	A Complaint addressed to the Ministry through reception within three days after publication of results.
Is there any additional information regarding this service that is useful to know?	At the Ministry web site www.minaloc.gov.rw
In case you are not Satisfied you contact:	Permanent Secretary of the Ministry

Time to access the above mentioned services

Monday to Thursday from 7:00am-12:00am and 1h00pm-5h00pm

Friday from 7:00am-12:00am and 1h00pm-3h00pm.

CONTACTS OF SUPERVISORS IN CASE YOU ARE NOT SATISFIED WITH THE SERVICE PROVIDED

S/N	NAMES	POSITION	TELEPHONE
1.	UWAMARIYA Odette	Permanent Secretary	0788307856
2	MUFULUKYE Fred	DG territorial administration and Governance	0788358589
3	NINGABIRE Yves Bernard	DG planning, Monitoring and Evaluation	0788387998
4	Sheikh BAHAME Hassan	DG Community development and Social affairs	0788598727
5	INGABIRE Assumpta	DG local Government inspection	0788354635
6	BIZUMUREMYI Al Bashir	Director of Finance and administration	0788547558

Toll free: 5353