

**SERVICE DELIVERY JOINT IMIHIGO 2023/2024**

Lead: MINALOC

No.	Output	Indicator	Baseline	Source of data	Quarterly Targets				Annual target	Activities to deliver output and responsible institution	Budget (Frw)
					Q1	Q2	Q3	Q4			
<b>Outcome I: Improved service delivery in LGs</b>											
1	Output 1.1: Institutional capacity for service delivery developed.	% of complaints received online and oriented via e-Citizen Feedback System.	100% (681/681) citizens complaints in 2022/ 2023.	e-Citizen Complaints Tracking System	100%	100%	100%	100%	100%	<b>MINALOC</b> 1) Receive and provide feedback via e-Citizen Feedback System. 2) Monitor mechanisms to solve citizens' complaints by LGs. <b>Districts</b> 3) Receive and resolve citizens complaints received 4) Report on the Citizens complaints received during outreaches and resolved	1,000,000
		% of Citizens' demands/complaints received and timely resolved by Local Government	91.5% (31,970/34,921) citizen complaints in 2022/ 2023.	MINALOC Administrative data - Periodic reports	95%	95%	95%	95%	95%	<b>Districts</b>	1,000,000
		% of Irembo services delivered by LGs within a set timeframe.	98.7% (820,517/610,404) of Irembo services delivered by Local Government in a set timeframe(2022/23)	Irembo Reports	97%	97%	97%	97%	97%	97%	<b>MINALOC</b> 1) Conduct awareness campaigns on Irembo services at community level; 2) Monitor the delivery of LG Irembo services. <b>IREMBO</b> 3) Report Districts performance on Use of Irembo and timely delivery of Services requested via Irembo

4	<b>Output 1.2:</b> Sub District entities performance assessed against transformational Imihigo and the top performers-Ntangarugero (3 Sector, 3 Cells, 3 Villages) annually awarded at District level	<b>Number of assessments hierarchically conducted on sub District entities performance in transformational imihigo</b>	3 Assessments conducted in 2022/23	Administrative data-Districts reports					4	<b>MINALOC (Lead)</b> 1) Provide guidelines on Sub District entities imihigo and assessment criteria 2) Monitor sub-district Imihigo assessment and awarding of top-performing entities-Ntangarugero at District level <u><b>District</b></u> 3) Assess Sub District entities performance through their Imihigo 4) Award the top performing sub district entities-Ntangarugero (3 Sectors, 3 Cells, 3 Villages)	<b>9,500,000</b>
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7		<b>Number of tourism entities graded</b>	15/30 hotels assessed and re graded in 2022/23	RDB Reports	Inventory of possible classifiable establishments identified	Sensitization of identified classifiable establishments conducted	assessment and reporting for 10 assessed establishments	10	<b>10</b>	<b>RDB</b> 1) Assessment, classification and grading of identified tourism entities countrywide (upgrading or down grading) 2) Auditing, assessment and re-grading of identified hotels, 3) Inventory , identifying, inspection of classifiable hotels 4) Training and awareness of hotel owners or managers on EAC grading criteria and star rating standards 5) Carry out classification assessment, tallying and weighed score rate for hotels 6) Organize event on final star rating and award to successful establishments	
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Outcome 3: Civil registration and systems integration for online authentication strengthened												
8	Output 3.2: ID cards produced and distributed on time (within 30 days)	% of ID cards produced and distributed on time (within 30 days)	92% of f ID cards produced and distributed on time (within 30 days) in 2022/23	NIDA-System	100%	100%	100%	100%	100%	100 % of ID cards produced and distributed on time (within 30 days)	<b>NIDA, Government Institutions</b> 1) Acquire production materials (Teslin) 2) Produce and distribute on time (30 days )ID cards of new applicants and lost cards basing on received applications. 3) Receive and resolve different issues related to IDs cards from 416 sectors and Embassies by email and by couriers	1,220,454,048
9	Output 3.3: Births occurring in both health facilities and communities timely registered in NCI-CRVS.	Percentage of birth and death events occurring within health facilities and community timely recorded in NCI-CRVS	98.2% (503,579/512,309) births and 95% (19,901/20,973) deaths were timely registered in the NCI-CRVS System in 2022/23	NCI-CRVS	98%	98%	98%	98%	98%	98%	<b>MINALOC</b> 1) Mobilize community and LGs for timely birth and death registration 2) Conduct capacity development for Civil Registration Officers and monitor registration processes <b>Districts</b> 3) Monitor timely registration of births and deaths in communities and provide technical support	8,000,000
10	Output 3.4: Biometric Data Capture from remote sites through WAN to the NIDA HQ strengthened.	Number of biometric data capture sessions organized and executed at sector level per month	0	NCI-CRVS	2916	2916	2,916	2,916	2,916	11,664	NIDA ,MINALOC ,DISTRICTS 1. Provision of equipment and trainings to users as need arises . 2.Ensure application support and maintenance 3. Extract and disseminate the monthly ranking report of biometric data capture performance per District and Sector and provide feedback on the performance 4.Conduct awareness campaigns to promote data capture service uptake .	-

Outcome 4: Improved Service Delivery and accountability in local government entities											
11	One Stop Center operations inspected	Number of inspection conducted on One stop Center operations	Joint inspection report on implementation of District Master Plan in line with National Master Plans (April 2021)	MINALOC Administrative data		1	-		1	<b>MINALOC</b> 1) Prepare inspection concept notes and checklist. 2) Inspection conducted on One Stop Center operations in Districts 3) Report approved and shared to Concerned institutions 4) Monitor the implementation of recommendation provided in the inspection report on One Stop Center operations 5) Elaborate the inspection recommendations implementation plan	5,802,000
12	Inspection on GIRINKA Program conducted	Number of inspection on GIRINKA Program conducted	Spot Inspection report on GIRINKA Program (March 2022)	MINALOC Administrative data	-	1			1	<b>MINALOC</b> 1) Prepare inspection concept notes, checklist and notification letters to districts; 2) Conduct inspection on GIRINKA Program in 30 districts; 3) Disseminate inspection findings, 4) Elaborate plan to implement recommendation provided	6,876,000
13	Output 4.3: Public accountability and transparency in Local Government entities enhanced.	% of NBAs assessed using peer review and peer learning by Districts.	102% (4,200/4,117) NBAs were assessed by PRPL by District and CoK in 2022/23	MINALOC - Administrative data - Analytical reports	0	30%	70%	100%	100%	<b>MINALOC/Districts/City of Kigali</b> 1) Map all NBAs to be assessed through peer review-peer learning approach; 2) Disseminate PLPR instructions 3) Analyze Districts reports on peer review-peer learning and provide feedback. 4) LG PL-PR Day organized for experience and lessons learnt sharing	-

14	<b>Output 4.4:</b> Reinforce systematic and internal audits at all levels	<b>Percentage of NBAs audited (by Internal Auditors) in line with PFM</b>	27.4% (1132/4117) NBAs were audited via internal ordinary audit mechanisms in 2022/23	MINALOC - Administrative data - Analytical reports	6%	12%	18%	24%	24%	<b>MINALOC/Districts/City of Kigali</b> 1) Collect NBAs audit plans per District and City of Kigali 2) Monitor audit plan implementation and consolidate the progress reports.	-
15	<b>Output 4.5:</b> LG capacity development coordination framework strengthened	<b>Percentage of Local Government staff and elected leaders benefited from capacity development interventions (disaggregated by Sector, Cell and Village)</b>	Different capacity Development interventions on the average of 100%: at district: 3924/3467 representing 110%, Sector: 5330/6022 representing 88% and Cell: 7960/6440 representing 120%	MINALOC Administrative Reports	10%	50%	75%	100%	100%	<b>MINALOC</b> 1) Develop and disseminate the guidelines on LG Staff and newly elected leaders capacity development <b>Districts</b> 2) Conduct ToT for LG Staff and newly elected leaders 3) Train LG all Staff and newly elected leaders and produce reports	3,000,000
<b>Outcome 5: Improved service delivery in public sector</b>											
16	<b>Output 1:</b> Compliance of Quality Service delivery standards in public institutions audited	<b>Number of public institutions audited on the QSDS compliance</b>	28 Public Institutions in 2022/23	MIFOTRA administrative data			10	10	20	<b>MIFOTRA&amp; ALL PUBLIC INSTITUTIONS</b> 1) Conduct audit on compliance with QSDS in 20 public institutions 2) Produce Audit report on compliance with QSDS 3) Produce Final Audit report on compliance with QSDS DS	3,676,152

17	<b>Output 5.2:</b> Alternative Dispute Resolutions mechanisms established to ensure citizen ownership and participation in quality justice	<b>Percentage of cases received and settled by Abunzi committees</b>	31,963 cases equivalent to 99.5% were handled while 154(0.5%) cases in 2022/23	MINIJUST Quarterly Report	98.0%	98.0%	98.0%	98.0%	<b>98.0%</b>	<b>MINIJUST (Lead)</b> 1) Provide incentives (Communication facilities) to all Abunzi; 2) Provide basic materials to all Abunzi Committees; 3) Monitoring, training, coaching and evaluation of Abunzi activities	<b>210,318,212</b>
18	<b>Output 5.3:</b> Legal Aid to the Community through Access to Justice Bureaus (MAJ) Strengthened and Coordinated	<b>% of people received legal aid</b>	21,405 cases and handled 21,368 (99.83%) in 2022/23	MINIJUST Quarterly Report	99.50%	99.50%	99.50%	99.50%	<b>99.5%</b>	<b>MINIJUST (Lead)</b> 1) Provide legal aid to the community	
19	<b>Output 5.4:</b> Court Judgments and enforceable decisions are timely executed	<b>% Judgements executed by both Professional and Non Professional Bailiffs</b>	35,545 cases equivalent to 76% were executed while 11,459 (24%) in 2022/23	MINIJUST Quarterly report	85%	85%	85%	85%	<b>85.0%</b>	<b>MINIJUST (Lead)</b> 1) Monitor and conduct sensitization on voluntary judgment execution 2) Coordinate the execution of courts judgment and produce statistical reports at all level 3) Organize meetings at District level with Non Professional and Professional Bailiffs 4) Organise coordination meeting with court bailiffs association	

20	<b>Output 5.5:</b> Legal assistance to needy minors in conflict with the law and vulnerable people provided (7YGP 66, EDPRS II S 6.24, SSP e.2.3)	<b>Percentage of needy minors and vulnerable people represented in Criminal Justice chain.</b>	4,615 people were assisted at 100%	MINIJUST Quarterly report	100%	100%	100%	100%	100.0%	<b>MINIJUST (Lead)</b> 1) Represent needy minors and other needy vulnerable people in court	187,000,000
21	<b>Output 5.6: Regulatory framework for service delivery</b>	<b>Number of institutions monitored on customization of QSDS</b>	1	RGB Administrative data	Concept note developed		10 institutions monitored	Report produced	10 institutions	RGB 1) Develop a concept note and update monitoring tools 2) Conduct monitoring on customization of QSDS with	-

Outcome 6: Government operational efficiency and citizen satisfaction improved											
22	<b>Output 6.2:</b> Digital literacy among citizens promoted	<b>Number of citizens trained in basic digital literacy skills</b>	1,075,686 citizens trained in basic digital literacy	<b>RISA Annual report</b>	185,100	358,000	358,000	358,000	<b>1,259,100</b>	<b><u>RISA,KOICA,UNICEF,WB,AIIB.</u></b> 1) Digital Ambassadors Program management (Recruitment of remaining 859 DAs and deployment of Digital Ambassadors) 2) Training citizens in basics digital literacy . 3) Conduct capacity Building training for Digital Ambassadors (DAs) and DAs Supervisors 4) Development of a new national digital skills and M&E framework	<b>2,838,103,887</b>

Outcome 7: Enhanced coordination for implementation and oversight of capacity development											
23	Output 7.1: LG capacity development coordination framework strengthened	Percentage of Local Government staff and elected leaders benefited from induction courses (disaggregated by Sector, Cell and Village)		MINALOC Administrative Reports	10%	50%	75%	100%	100%	MINALOC 1) Develop and disseminate guidelines for LG new Staff and newly elected leaders capacity development 2) Monitor the Training for LG Staff and newly elected leaders and produce reports <u>Districts</u> 3) Train LG all Staff and newly elected leaders and produce reports	3,000,000
24	Output 7.2: Decent offices provided for good service delivery at cell level	Number of cell offices constructed		MINALOC Administrative Reports	Sites preparation and contracting	Construction activities monitoring	Construction activities monitoring	27	27	MINALOC/Districts 1) Sites preparation and contracts signing; 2) Construction and rehabilitation of cell offices; 3) Monitor the construction and rehabilitation of cell offices	-
25		Number of cell offices rehabilitated		MINALOC Administrative Reports	Sites preparation and contracting	Rehabilitation activities monitoring	Rehabilitation activities monitoring	130	130		
<b>TOTAL BUDGET</b>											<b>4,533,730,299</b>