

**REPUBLIC OF RWANDA**



**MINISTRY OF LOCAL GOVERNMENT**

**P.O BOX: 3445**

**TEL: 5353**

**Website: [www.minaloc.gov.rw](http://www.minaloc.gov.rw)**

# **Service Charter**

**October, 2016**

## MINISTRY OF LOCAL GOVERNMENT

### Service Charter 2016:

#### OUR VALUES

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

Citizens First

Excellence

Teamwork

Collegiality and Shared Governance

Inclusiveness of Ideas

Principled Leadership

Supporting Our Community

Effective Use of Technology

Equitable Reward System

#### WHAT WE DO

Ensuring good governance and Social Protection and economic development for citizens

## **OUR CLIENTS**

MINALOC clients are administrators, faculty, staff, community. On an individual basis we provide all citizens with Good governance practices.

## **OUR SERVICES**

MINALOC is dedicated to meeting your data needs by delivering an extensive range of services in all areas of good governance through its web site, and by offering an online, telephone and fax inquiry service. We will make available as many resources as possible in convenient electronic formats or in a format that best meets your needs.

Provide leadership in data collection, analysis and reporting

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

## **OUR COMMITMENT TO YOU**

MINALOC is committed to respecting the rights of our Clients, including:

- The right of access to services
- The right to lodge a complaint
- The right to privacy and confidentiality
- The right to see information

## **OUR SERVICE GUARANTEE**

To fulfill MINALOC services guarantee to you MINALOC is committed to having a well trained and supportive staff. To developing and maintain an open and accountable culture that is fair and reasonable in dealing with our clients.

Provide you with quality service by:

- Providing you with courteous, responsive service.
- Recognizing that clients have different needs and personalizing our

services and advise in ways that fit those needs. .

- Our responses to your inquiries in a timely manner with the length of time dependent on the query.

- Ensuring that our web site is user-friendly and well formatted.

In delivering MINALOC services, we promise to honor the Ministry "Top Service Promises"

- To treat your concern as our concern
- To follow up on queries
- To treat our co-workers as we would our customers
- Remember that communication and common courtesy matters

## **FORWARD**

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

This Service Charter has been prepared in tandem with the Government's reform agenda and in the spirit of being responsive to citizens' needs, transparency and accountability.

### **Minister of Local Government.**

#### **I. VISION**

Ministry is inspired by Rwanda vision 2020, which envisions « Rwanda as a middle income and a fully capable modern state by 2020.

#### **II. MISSION**

The Ministry commits itself « to insure the establishment and coordination of good governance programs and policies, and high quality territorial admionistration that promote national economic, social and political development.

#### **Background:**

The Government of Rwanda has instituted an ambitious reform program to re-structure state institutions and re-organize the public administration for better service delivery. The driving policy framework for these reforms has been Vision 2020 and the Economic Development and Poverty Reduction Strategy (EDPRS2).

One of the Vision 2020 Good Gouvernance and Social Protection .

### **III. RIGHTS OF CLIENTS**

Our client has the rights to expect:

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

### **IV. CORE VALUES**

The values promoted by the Ministry of Local Government are:

- Justice
- Integrity
- Courtesy
- Compassion
- Excellence
- Flexibility
- Professionalism
- Vigilance

## SERVICES PROVIDED BY THE MINISTRY OF LOCAL GOVERNMENT

### OFFICE OF THE MINISTER:

What is the Service? Am I eligible?	Timely Responses/feedback to correspondences related to Governance issues, Injustice, Citizen`s complaints All Citizens are eligible
Which unit within the public administration do I go to?	Office of the Minister.
When can I access the service?	Monday to Friday 7:00am to 5:00pm
Once a request is made or an application is submitted, how long will it take?	3 days time basing on its gravity
What, if any, are the costs for accessing the service?	Free of charge.
What documents are required?	-A letter written and other support documents needed from grass root Leaders to the Ministry of Local Government.
What is the procedure?	Write to the Permanent Secretary or Minister`s Offices. -Submit the request letter for the service through post office or by hand at the Ministry`s Office -Provided that your letter is clear you can also get a reply through post office or by hand at the Ministry`s Office.
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, District if you are not given answer or not satisfied with it write to the Ministry as final.

Is there a complaint procedure?	Complaints may be made either in person or in writing to the Permanent or Minister
Is there any additional information regarding this service that is useful to know?	At the Ministry web site <a href="http://www.minaloc.gov.rw">www.minaloc.gov.rw</a>

**OFFICE OF THE STATE MINISTER IN CHARGE OF:**

- **SOCIAL PROTECTION AND SOCIAL AFFAIRES**
- **SOCIAL ECONOMIC DEVELOPMENT**

What is the Service? Am I eligible?	Timely Responses/feedback to correspondences related to Social Protection and Social affaires and Local economic development related Citizen`s complaints All Citizens are eligible
Which unit within the public administration do I go to?	Office of the State Minister.
When can I access the service?	Monday to Friday 7:00am to 5:00pm
Once a request is made or an application is submitted, how long will it take?	3 days time basing on its gravity
What, if any, are the costs for accessing the service?	Free of charge.
What documents are required?	-A letter written and other support documents, reports needed from Institution or grass root Leaders to the Ministry of Local Government.
What is the procedure?	Write to the Permanent Secretary or Minister`s Offices. -Submit the request letter for the service through post office or by hand at the Ministry`s Office -Provided that your letter is clear you can also get a reply through post office or by hand at the Ministry`s Office.
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, District if you are not given answer or not satisfied with it write to the Ministry as final Institution.

Is there a complaint procedure?	Complaints may be made either in person or in writing to the Permanent or Minister
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**PERMANENT SECRETARY OFFICE**

**Finance and Administration unit**

What is the Service? Am I eligible?	Support the core activities of the Ministry/ and Payment services supplied with National Flags, Procurement(laws stipulate the time limits) and all these services are provided 1-10 Days payment is made when all necessary documents required are available. Concerning flags, as soon as payment proof is presented to the Logistics Manager, the flag is provided immediately. Also the ICT services meant to support all staff members and the ministry IT equipments
Which unit within the public administration do I go to?	Finance and Administration Unit.
When can I access the service?	Document submission Monday to Friday 7:00 am to 5:00 pm.
Once a request is made or an application is submitted, how long will it take?	1- 7 days basing on sensitivity of the request.
What, if any, are the costs for accessing the service?	Free of charge.
What documents are required?	All relevant documents such as 4 copies of invoice, contract, goods/services received note and delivery note.
What is the procedure?	-Submit all documents as mentioned above at the reception for the service in the Ministry of Local Government . -Provided that your documents are clear you can also get a reply as soon as possible at the Ministry Office within the time limits as mentioned above.
Is there any additional	Any other useful information available on the Ministry web site:

information regarding this service that is useful to know?	<a href="http://www.minaloc.gov.rw">www.minaloc.gov.rw</a>
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### HUMAN RESOURCE OFFICE:

What is the Service? Am I eligible?	HR Services like , RSSB Arrears, recruitment (laws stipulate the time limits), Induction, capacity building plans, leave plan and retirement All Citizens in such category of being employed are eligible
Which unit within the public administration do I go to?	HR Office.
When can I access the service?	Monday to Friday 7:00am to 5:00pm Document retrieval Monday to Friday 7:00pm to 5:00pm
Once a request is made or an application is submitted, how long will it take?	2 days time basing on its gravity
What, if any, are the costs for accessing the service?	Free of charge.
What documents are required?	-A letter written/ recommendation/ attestation in case of RSSB arrears and other support documents needed from respective Institution or grass root Leaders to the Ministry of Local Government.
What is the procedure?	Write to the Permanent Secretary or Minister's Offices. -Submit the request letter for the service through post office or by hand at the Ministry's Office -Provided that your letter is clear you can also get a reply through post office or by hand at the Ministry's Office.

<p>What, if any, other institutions do I need to visit to access the service</p>	<p>Before writing to the Ministry, first write to your respective Institution Cells, Sector, District if you are not given answer or not satisfied with it write to the Ministry as final.</p>
<p>Is there a complaint procedure?</p>	<p>Complaints may be made either in person or in writing to the Permanent or Minister</p>
<p>Is there any additional information regarding this service that is useful to know?</p>	<p>At the Ministry web site <a href="http://www.minaloc.gov.rw">www.minaloc.gov.rw</a></p>

## Territorial Administration and Good Governance Directorate

What is the Service? Am I eligible?	Analysis and timely feedback related to Governance issues, Injustice and Citizen's complaints. All Citizens are eligible
Which unit within the public administration do I go to?	Territorial Administration and Good Governance unit.
When can I access the service?	Place by Document deposit; Monday to Friday 7:00am to 5:00pm Document retrieval Monday to Friday 7:00pm to 5:00pm
Once a request is made or an application is submitted, how long will it take?	3 days time basing on its gravity
What, if any, are the costs for accessing the service?	Free of charge.
What documents are required?	-A letter written and other support documents needed from grass root Leaders to the Ministry of Local Government.
What is the procedure?	Write to the Permanent Secretary or Minister's Offices. -Submit the request letter for the service through post office or by hand at the Ministry's Office -Provided that your letter is clear you can also get a reply through post office or by hand at the Ministry's Office.
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**DIRECTORATE OF PLANING, MONITORING AND EVALUATION:**

What is the Service? Am I eligible?	Mostly supports the Ministry in terms of planning processes, receiving reports, resolutions from National retreat, umushyikirano, working with other Governance and Social Cluster Ministries in the planning process to ensure smooth and proper coordination and planning. All stakeholders are eligible
Which unit within the public administration do I go to?	Directorate of Planning, Monitoring and Evaluation.
When can I access the service?	Monday to Friday 7:00am to 5:00pm
Once a request is made or an application is submitted, how long will it take?	3 days time basing on its gravity
What, if any, are the costs for accessing the service?	Free of charge.
What documents are required?	-A letter written and other support documents needed from grass root Leaders to the Ministry of Local Government.
What is the procedure?	Write to the Permanent Secretary or Minister's Offices. -Submit the request letter for the service through post office or by hand at the Ministry's Office -Provided that your letter is clear you can also get a reply through post office or by hand at the Ministry's Office.
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## SOCIAL PROTECTION AND COMMUNITY DEVELOPMENT:

What is the Service? Am I eligible?	Offers social protection and social welfare related services. All citizens in the vulnerable category are eligible
Which unit within the public administration do I go to?	Social Protection and Community Development Directorate.
When can I access the service?	Monday to Friday 7:00am to 5:00pm
Once a request is made or an application is submitted, how long will it take?	3 days time basing on its gravity
What, if any, are the costs for accessing the service?	Free of charge.
What documents are required?	-A letter written and other support documents needed from grass root Leaders to the Ministry of Local Government.
What is the procedure?	Write to the Permanent Secretary or Minister's Offices. -Submit the request letter for the service through post office or by hand at the Ministry's Office -Provided that your letter is clear you can also get a reply through post office or by hand at the Ministry's Office.
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## LOCAL GOVERNMENT INSPECTION DIRECTORATE:

What is the Service? Am I eligible?	Inspects social protection and social welfare related services offered in the Local Government. All citizens in the vulnerable category are eligible
Which unit within the public administration do I go to?	Local Government Inspection Directorate.
When can I access the service?	Monday to Friday 7:00am to 5:00pm
Once a request is made or an application is submitted, how long will it take?	3 days time basing on its gravity
What, if any, are the costs for accessing the service?	Free of charge.
What documents are required?	-A letter written and other support documents needed from grass root Leaders to the Ministry of Local Government.
What is the procedure?	Write to the Permanent Secretary or Minister's Offices. -Submit the request letter for the service through post office or by hand at the Ministry's Office -Provided that your letter is clear you can also get a reply through post office or by hand at the Ministry's Office.
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Is there any additional	At the Ministry web site <a href="http://www.minafoc.gov.rw">www.minafoc.gov.rw</a>

information regarding  
this service that is useful  
to know?

Approved by:



**UWAMARIYA Odette**

Permanent Secretary  
Ministry of Local Government