

REPUBLIC OF RWANDA



NATIONAL HUMAN RIGHTS COMMISSION

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CITIZEN'S CHARTER

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FORWARD

It is for me a pleasure to present to you this Service Charter for the National Human Rights Commission Rwanda.

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.

The Charter spells out the role of the National Human Rights Commission, highlights the services offered and the requirements therein, 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 our clientele with a view to creating a better understanding and enhancing our service delivery of promotion and protection of human rights in our country.



KAYUMBA Deogratias

The Vice Chairperson

I. INTRODUCTION

The National Human Rights Commission was established by the Law Nr 04/99 of 12/03/1999 modified and completed by the Law Nr 35/2002 of 31/12/2002. This law was finally replaced by the Law Nr 30/2007 of 06/07/2007 which rules the organization and functioning of the National Human Rights Commission according to the Constitution of Rwanda dated 4th June 2003.

The Commission has been created in the spirit and in conformity to the Paris Principles in relation to national human rights institutions according to the resolution Nr 1992/54 of the United Nations Human Commission confirmed by the General Assembly in its resolution Nr 48/134 of 20/10/1993.

II. VISION

The vision of the National Human rights Commission is a Rwandan society in which every individual lives in peace, harmony and prosperity and enjoys fully his rights.

III. MISSION

The mission of the National Human Rights Commission is to promote and protect the human rights as to install a culture of respect for the human rights and to enforce the rule of law in Rwanda.

IV. CORE FUNCTIONS

Art.177 of the Constitution states that the National Commission for Human rights shall be an independent national institution. Its responsibilities shall include the following:

- Educating and sensitizing the population on matters relating to human rights
- Examining the violations of human rights committed on Rwandan territory by state organs, public officials using their functions as cover, by organizations and by individuals.
- Carrying out investigations on human rights abuses in Rwanda and filling complaints in respect thereof with the competent courts.
- Preparing and disseminating annual and other reports as may be necessary on the situation of human rights in Rwanda.

SERVICES OFFERED BY THE NATIONAL HUMAN RIGHTS COMMISSION

Type of service: Promotion of human rights: Training and sensitization

What is the service?	Training and sensitization on human rights matters.
Am I eligible?	Every organized group is eligible.
Department to be approached	Promotion of Human Rights

When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 14:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Every demand of training is scheduled according to the Action plan of the Commission which set up, at the beginning of the year, a programme of trainings and sensitization campaigns for different targets.
What, if any, are the costs for accessing the service?	No cost
What documents are required?	No document needed except for NGO which must have exhibit their Registration certificate.
What is the procedure?	Just express the need of training on human rights by a letter addressed to the Commission
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	No one
Is there a complaint procedure?	.No
Is there any additional information regarding	Always visit the website of the Commission: www.rhrc.rw.com

this service that is useful to know?	for information. For further information call on this telephone number 252 504273/4 during office hours.
Available forms	No
Relevant legal documents	No

SERVICES OFFERED BY THE NATIONAL HUMAN RIGHTS COMMISSION

Type of service: Protection of human rights.

What is the service?	The Commission receive complaints, analyze then and proceed on investigations with the aim restore those who's rights have been violated.
Am I eligible?	
Department to be approached	Protection of Human rights
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 14:00 pm
Time limit to access this service? or once a request is made or an application is submitted, how long will it take?	The time taken to process a complaint depends on his type. Complaints relating to rape, GBV, killings, etc... are investigated immediately. For other complaints received by the Commission, they must be investigated within 30 days.

What, if any, are the costs for accessing the service?	No cost
What documents are required?	No document required. But for some complaints, documents from previous institutions which have been dealing with the case can be compulsory.
What is the procedure?	You can submit your complaint by phone, by letter, by e-mail by coming to the Office yourself or send someone.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	No other service needed.
Is there a complaint procedure?	No
Is there any additional information regarding this service that is useful to know?	Always visit the website of the Commission: www.rhrc.rw.com for information. For further information call on this telephone number 252 504273/4 during office hours
Available forms	Yes, at the Office. But they are filled by the Commission's staff.
Relevant legal documents	No