

# REPUBLIC OF RWANDA



## MINISTRY OF EDUCATION

PO Box 622 Kigali

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# CITIZEN'S CHARTER

**December, 2011**

## **Foreword**

It is my pleasure to present to you this Service Charter for the Ministry of Education (MINEDUC).

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

This Service Charter spells out the role of MINEDUC and highlights the services offered and 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 our clients with a view to creating a better understanding and enhancing our service delivery.

**Dr BIRUTA Vincent**

Minister of Education

The present Citizen's Charter reflects the service provided by MINEDUC to its customers. Therefore, it contains different services, service standards, service delivery methods and timelines, grievance mechanisms. This citizen's charter shows the following elements:

- Vision and Mission statement of the MINEDUC which affirms its commitment to deliver the services with:
  - Integrity
  - Judiciousness
  - Courtesy
  - Understanding
  - Objectivity and impartiality
  - Transparency
  - Accountability
  - Promptness
  - Efficiency and effectiveness.
- Details of services delivered by the MINEDUC:
  - Specification of services provided by MINEDUC,
  - Clear identification of the department to be approached or where specific services can be obtained. In this way citizens will know which office to approach and save time and energy;
  - Clear statement of the time it takes to deliver each service. This provides citizens with useful information and will prevent them from back and forth.
  - Setting of service quality standard by specifying service standards in term of timeliness, access, accuracy, reliability, affordability, responsiveness, fairness, sensitivity and courtesy in service delivery; On the basis of this, citizens can expect improvement
  - Clear information about the required document and procedures to get a service in MINEDUC. For example, the documents to be shown, the available forms to be filled in.
- Details of the 'Citizens', groups/end users or People who are eligible for each service offered by MINEDUC
- Contact information of key officers in charge of these services
- Complaint procedures or grievance redress mechanisms and how to access them
- Feedback mechanisms for interaction with Citizens to continuously improve services
- Information and dissemination for availability and visibility for services.

This Citizen's Charter is a tool to increase the information available to customers of MINEDUC and sets standards for transparency in public services. It is expected that through Citizen's Charter, MINEDUC's Clients

will have faster access to services, setting an end to tremendous time wasting and delays in services delivery process.

Considering that its services have to be responsive to high expectations from citizens, MINEDUC commits to inform them what services are available to them and what their rights and obligations are in accessing these services.

### Feedback mechanism

Realizing that MINEDUC cannot go this route alone, it thus invite the citizens to keep a hawk's eye on its employees, to be correct, realistic and comprehensive in furnishing information to better meet their expectations and root out all activities which negate service delivery improvement.

Indeed, for a better implementation of this Citizen's Charter, MINEDUC expects continuous interaction with citizens seeking its services. For this, MINEDUC has developed the following instruments in order to actively obtain feedback from its clients:

- Citizens' feedback form available at each department;
- Suggestion box at entrance;
- Open days/Accountability day
- Citizen panels, focus groups
- Hot line services;
- Customer surveys
- Grievance redresses mechanism or Complaints Systems in order to offer customers an immediate channel for feedback mechanism regarding the service they received.

This Citizen's Charter specifies also what actions will be taken when a service is not delivered, as it should. Thus, MINEDUC encourages its clients to give their feedback through the complaints mechanisms that are accessible, approachable and open to all. It goes without saying that the MINEDUC takes these complaints seriously and adopts prompt and proper action in a timely manner (fashion). Ideally, a time frame for dealing with these grievances and redresses has been set. The MINEDUC is willing to share a more systematic review of the grievances with its clients. The key following elements will be considered during the implementation process of this Citizen's Charter:

- Establish regularly the channels through which users can log grievances. Potential channels include a website, text messaging, and customer surveys at the point of service delivery, complaints boxes, mail, and phone.
- Assign grievance redress responsibilities within the MINEDUC and outline the internal grievance redress process for addressing each grievance subcategory.

- Devise standardized internal processes for logging grievances. Grievances can be logged either manually or, if resources allow, using a computer-based system that permits the MINEDUC to identify “real-time” trends in the data.
- Set a clearly defined timetable for grievance redress, including time to initial acknowledgement of the complaint (if complainant is not anonymous), expected time to resolution for each stage of the investigation, and the time frame for updating beneficiaries on progress.
- Decide what measures will be taken if there is a violation of service standards.
- Establish a monitoring and evaluation system to monitor trends in grievances data.

For encouraging communication, feedback and dialogue on the implementation of its Charter, MINEDUC commit to use new media and ICT such as sms, email, twitter, facebook, etc..., and any combination of these technologies.

To improve continuously the service delivery, MINEDUC is considering using the tools and techniques below in the implementation process of the present charter:

- service delivery review;
- benchmarking with best practice;
- performance management;
- training, learning and knowledge management;
- empowerment or delegation of authority;
- diligent complaints management;
- information management.

### **Information and communication**

Considering that information is the cornerstone of implementing and monitoring of Citizen's Charter, this Citizen’s Charter will be delivered through various dissemination technologies and publicized widely through websites, radio, newspapers etc. to reach the public. Thus, MINEDUC will seek to use the following channels to ensure maximum availability and visibility of its services to users and stakeholders:

- Public relations/information desk.
- Open day/Accountability day
- Publication of promotional material:
  - Leaflets,
  - Posters
  - Press releases
- Publications and creation of booklet: Production of brochures or handbills. The information contained in the

brochure must be concise, clear, simple and easy to understand. The brochures should also easily be obtained;

- Print the Charter and display in front of the office and formally issue the Charter and place it on website;
- Formal announcement and publication in newspaper;
- Messages broadcasted on radio and television;
- Discussions on call-in radio and television shows;
- Internet and continuous update of the public institution web site:
  - Search engines
  - Public Websites
  - Partner Websites
  - Restricted Website
- SMS directions where to find the Charter;
- Distribution of copies to public representatives and key stakeholders;
- Newspaper articles;
- Conferences and other targeted events related to service delivery improvement.
- Trainings and orientation sessions to employees and their representatives.
- Other (mailing lists, web forums).

In brief, our customers include parents, students (and pupils), schools universities, researchers, private companies, donor agencies and international organizations, local communities and local authorities, general public.

### **Commitment to our clients:**

This charter is a commitment by the MINEDUC to provide high quality services to all our stakeholders/ customers. We in this regard endeavour to serve you effectively, with due diligence and professionalism. We shall uphold the utmost integrity in the delivery of our services.

### **Expectations from customers:**

In order to serve you better, you can help us improve performance by:

- Treating MINEDUC staff with courtesy and respect;
- Abiding by the regulations governing the education services;
- Suggesting ways of improving our services at MINEDUC;
- Providing the MINEDUC with adequate feedback on service delivery through various dissemination technologies;

- Addressing all complaints/compliments/suggestions to relevant department.

**Contact:**

**Ministry of Education**

PO Box 622 Kigali

Email: [info@mineduc.gov.rw](mailto:info@mineduc.gov.rw)

Web site: <http://www.mineduc.gov.rw>

We shall acknowledge receipt and respond to all complaints made within 3 working days.

If the matter requires more investigation and time to be resolved, we shall inform you of the intended course of action and time frame of response.

## **I. Introduction**

The Ministry of Education (MINEDUC) is one of the Rwanda Government ministerial departments.

## **II. Vision**

The vision of the Ministry of Education is to provide the citizens of Rwanda with equal opportunities to a high quality education through world-class learning facilities and renowned learning institutions.

## **III. Mission**

The mission of the Ministry of Education is to transform the Rwandan citizen into skilled human capital for socio-economic development of the country by ensuring equitable access to quality education focusing on combating illiteracy, promotion of science and technology, critical thinking and positive values.

## **IV. Core Functions:**

The MINEDUC core functions are:

- Develop, review and guide the implementation of education sector policies and strategies geared towards achieving vision 2020
- Develop and disseminate scientific research and technological sector policies, strategies and programmes
- Governance of the Science, Technical Research and related sub-sectors
- Set laws, regulations and guidelines for the promotion of Education in line with national policy
- Develop and manage Education , Research Monitoring and Evaluation systems
- Develop strategies for Resource mobilization and efficient utilization
- Promote teaching, learning, and the good use of ICT in Education
- Develop, review and guide Education, Research and Technology institutional development and Capacity Building

## **V. 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 they need to meet our service requirements
- To escalate to higher authorities if not satisfied with the services
- To appeal administrative decisions

## **VI. VALUES**

The values promoted by MINEDUC are:

- Access to education for all
- Quality education at all levels
- Equity in education at all levels
- Effective and efficient education system
- Science and technology and ICT in education
- Promotion of positive values, critical thinking, Rwandan culture, peace, unity and reconciliation

## Services Offered by MINEDUC

### 1. Issuance of 'To Whom It May Concern' (A *qui de droit*) for Secondary School lost certificates

<b>What is the service? Am I eligible?</b>	To whom it may concern for lost certificate of Secondary School to the Students who successfully completed Secondary Education: A2, D6, D5, D7 and A3
<b>Department to be approached</b>	Policy, Monitoring & Evaluation Unit/ Upper Secondary Desk
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
<b>Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?</b>	5 working days
<b>What, if any, are the costs for accessing the service?</b>	3,000 RWF
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>• Application letter</li> <li>• Filled application form</li> <li>• Certificate of complete identity</li> <li>• Photocopy of identity card</li> <li>• Judicial declaration as proof of loss of the identity</li> <li>• Rwanda Revenue Authority receipt</li> </ul>
<b>What is the procedure?</b>	Letter addressed to the Minister of Education accompanied in attachment with the documents mentioned above at MNEDUC reception or Central Secretariat
<b>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)</b>	<ul style="list-style-type: none"> <li>• Rwanda Revenue Authority (RAA) for payment</li> <li>• Administrative Sector for Certificate of Complete Identity</li> <li>• NPPA</li> </ul>
<b>Is there a complaint procedure?</b>	Complaints can be addressed in writing to the Permanent Secretary. Applicant shall be given response in not more than 5 working days; when not satisfied, contact the Minister of State or the Minister of Education
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit MINEDUC website: <a href="http://www.mineduc.gov.rw">www.mineduc.gov.rw</a> for information. For further information call on mobile number +250 0788485808 during office hours.
<b>Available forms</b>	Application form for 'To Whom It May Concern'
<b>Relevant legal documents</b>	Legal document of the Ministry of Justice to justify change in the names and date of birth of applicant

## 2. Type of services: Issuance of 'Authentication of A' Level Certificate

<b>What is the service? Am I eligible?</b>	Authentication of A' Level Certificate to the Students who has obtained A level certificate
<b>Department to be approached</b>	Policy, Monitoring & Evaluation Unit/ Upper Secondary Desk
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
<b>Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?</b>	5 working days
<b>What, if any, are the costs for accessing the service?</b>	1,000 RWF
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>• Application letter</li> <li>• Filled application form</li> <li>• Certificate of complete identity</li> <li>• Photocopy of identity card</li> <li>• Rwanda Revenue Authority receipt</li> </ul>
<b>What is the procedure?</b>	Letter addressed to the Minister of Education accompanied in attachment with the documents mentioned above at MNEDUC reception or Central Secretariat
<b>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)</b>	<ul style="list-style-type: none"> <li>• Rwanda Revenue Authority (RAA) for payment</li> <li>• Administrative Sector for Certificate of Complete Identity</li> </ul>
<b>Is there a complaint procedure?</b>	Complaints can be addressed in writing to the Permanent Secretary. Applicant shall be given response in not more than 5 working days; when not satisfied, contact Minister of State or the Minister of Education
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit MINEDUC website: <a href="http://www.mineduc.gov.rw">www.mineduc.gov.rw</a> for information. For further information call on mobile number +250 0788485808 during office hours.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

## 3. Type of service: Issuance of Academic Testimonial

<b>What is the service?</b>	Academic Testimonial to the Students who
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<b>Am I eligible?</b>	successfully/not successfully completed a certain level of secondary school (S1 to S6).
<b>Department to be approached</b>	Policy, Monitoring & Evaluation Unit/ Upper Secondary Desk
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
<b>Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?</b>	5 working days
<b>What, if any, are the costs for accessing the service?</b>	500 RWF for Academic Testimonial
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>• Application letter</li> <li>• Filled application form</li> <li>• Certificate of complete identity</li> <li>• Photocopy of identity card</li> <li>• Rwanda Revenue Authority receipt</li> </ul>
<b>What is the procedure?</b>	Letter addressed to Minister of Education accompanied in attachment with the documents mentioned above at MNEDUC reception or Central Secretariat
<b>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)</b>	<ul style="list-style-type: none"> <li>• Rwanda Revenue Authority (RAA) for payment</li> <li>• Administrative Sector for Certificate of Complete Identity</li> </ul>
<b>Is there a complaint procedure?</b>	Complaints can be addressed in writing to the Permanent Secretary. Applicant shall be given response in not more than 5 working days; when not satisfied, contact Minister of State or the Minister of Education
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit MINEDUC website: <a href="http://www.mineduc.gov.rw">www.mineduc.gov.rw</a> for information. For further information call on mobile number +250 0788485808 during office hours.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

#### **4. Types of service: Issuance of Secondary School lost transcripts (Bulletins)**

<b>What is the service?</b>	Transcript for lost Report Form of Secondary School to the Students who successfully/not
<b>Am I eligible?</b>	

	successfully completed a certain level of secondary school (S1 to S6).
<b>Department to be approached</b>	Policy, Monitoring & Evaluation Unit/ Upper Secondary Desk
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
<b>Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?</b>	15 working days
<b>What, if any, are the costs for accessing the service?</b>	1,000 RWF for one Transcript / Report Form
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>• Application letter</li> <li>• Filled application form</li> <li>• Certificate of complete identity</li> <li>• Photocopy of identity card</li> <li>• Rwanda Revenue Authority receipt</li> </ul>
<b>What is the procedure?</b>	Letter addressed to Minister of Education accompanied in attachment with the documents mentioned above at MNEDUC reception or Central Secretariat
<b>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)</b>	<ul style="list-style-type: none"> <li>• Rwanda Revenue Authority (RAA) for payment</li> <li>• Administrative Sector for Certificate of Complete Identity</li> </ul>
<b>Is there a complaint procedure?</b>	Complaints can be addressed in writing to the Permanent Secretary. Applicant shall be given response in not more than 5 working days; when not satisfied, contact Minister of State or the Minister of Education
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit MINEDUC website: <a href="http://www.mineduc.gov.rw">www.mineduc.gov.rw</a> for information. For further information call on mobile number +250 0788485808 during office hours.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

**5. Type of service: Issuance of 'To Whom It May Concern' (A *qui de droit*) for former Vocational Training Centres lost certificates**

<b>What is the service? Am I eligible?</b>	To Whom It May Concern for lost certificates of former Vocational Training Centres (CERAI, CERAR, Familiale) to the citizen who has frequented the Professional Training Centre, who has finished her successfully and who has
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	obtained the certificate
<b>Department to be approached</b>	Policy, Monitoring & Evaluation Unit/Adult Education Desk
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
<b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>	5 working days
<b>What, if any, are the costs for accessing the service?</b>	3,000 RWF
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- Application letter</li> <li>- Filled application form</li> <li>- Certificate of complete identity</li> <li>- Photocopy of identity card</li> <li>- Judicial declaration as proof of loss</li> <li>- Rwanda Revenue Authority receipt</li> </ul>
<b>What is the procedure?</b>	Letter addressed to Minister of Education accompanied in attachment with the documents mentioned above at MNEDUC reception or Central Secretariat
<b>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)</b>	<ul style="list-style-type: none"> <li>- Rwanda Revenue Authority (RAA) for payment</li> <li>- Administrative Sector for Certificate of Complete Identity</li> <li>- NPPA</li> </ul>
<b>Is there a complaint procedure?</b>	Complaints can be addressed in writing to the Permanent Secretary. Applicant shall be given response in not more than 5 working days; when not satisfied, contact Minister of State or the Minister of Education
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit MINEDUC website: <a href="http://www.mineduc.gov.rw">www.mineduc.gov.rw</a> for information. For further information call on mobile number +250 788531930/788446504 during office hours.
<b>Available forms</b>	Application form can be found at MINEDUC Reception
<b>Relevant legal documents</b>	Legal document of the Ministry of Justice to justify change in the names and date of birth of applicant if any

## **6. Types of service: Issuance of Recommendation Letters to INGOs wishing to register with the Immigration Department**

<b>What is the service? Am I eligible?</b>	Recommendation Letter to the NGOs & International Organizations wishing to register with the Immigration Department
<b>Department to be approached</b>	International Cooperation Unit
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	3 working days: once the requirements are fulfilled
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	<p>Registration of the INGO for the first time:</p> <ul style="list-style-type: none"> <li>- Application Letter addressed to the Minister of Education</li> <li>- Annual action plan done according to the format of the application Form at the central level and aligned with July-June Fiscal year</li> <li>- Notarized Statute/By law by competent Authority of the country where that INGO's Head Office is located</li> <li>- Memo presenting the source of funding of the INGO</li> <li>- Detailed Annual Budget aligned with July-June Fiscal year</li> <li>- Memo presenting the relationship between the INGO program with Vision 2020, EDPRS (Economic Development Poverty Reduction Strategy) and DDP (District Development Plan)</li> <li>- Submission of annual action plan aligned with July- June Fiscal Year to your respective district(s) of operation. This is prepared using the Application form at the District level</li> <li>- Organizational chart of the INGO</li> </ul> <p>Requirements for an Extension of Registration :</p> <p>An application letter addressed to the Minister of Education along with:</p> <ul style="list-style-type: none"> <li>- Annual Action plan done according to the format of the application Form at the central level and aligned with July-June Fiscal year</li> <li>- Annual activity report done according to the format of the application Form at the central level</li> </ul>

	<p>and aligned with July-June Fiscal year</p> <ul style="list-style-type: none"> <li>- Memo presenting the source of funding of the INGO</li> <li>- Detailed Annual Budget aligned with July-June Fiscal year</li> <li>- Memo presenting the relationship between the INGO program with Vision 2020, EDPRS (Economic Development Poverty Reduction Strategy) and DDP (District Development Plan)</li> <li>- Submission of annual action plan and activity report aligned with July- June Fiscal Year to your respective district(s) of operation. This is prepared using the Application form at the District level</li> <li>- Organizational chart of the INGO</li> </ul>
<b>What is the procedure?</b>	Look for all required documents and submit them to the Ministry of Education/ Central Secretariat
<b>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)</b>	None
<b>Is there a complaint procedure?</b>	Complaints can be addressed in writing to the Permanent Secretary. Applicant shall be given response in not more than 5 working days; when not satisfied, contact Minister of State or the Minister of Education
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit MINEDUC Website <a href="http://www.mineduc.gov.rw">www.mineduc.gov.rw</a> for information. For further information call on mobile number +250 788648526 during office hours.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

### **7. Type of Service: Acquiring a Research Permit**

<b>What is the service? Am I eligible?</b>	<p>Research Permit to a Researcher wishing to do research in Rwanda:</p> <p>He/she is required to apply for a research permit, this can be done online through our website: <a href="http://www.rrrs.gov.rw">www.rrrs.gov.rw</a> or application letter submitted to the Directorate</p>
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<b>Department to be approached</b>	Directorate of Science, Technology and Research
<b>When can I access the service?</b>	<ul style="list-style-type: none"> <li>- Monday to Thursday 08:00 am to 16:00 pm, Friday 08:00 am to 12:00 noon.</li> <li>- Online 24 hrs</li> </ul>
<b>Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?</b>	2 days : Once the request file is complete and approved according to rules and regulations regulating research, the permit can be issued within two days.
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- An application letter requesting for the research permit</li> <li>- An affiliate letter from a local recognized organization to liaise with the researcher and the Directorate of Science Technology and Research</li> <li>- A Research proposal</li> <li>- A Recommendation letter from the researcher's University</li> <li>- A Clearance from Rwanda National Ethics Committee ( when necessary)</li> </ul>
<b>What is the procedure?</b>	Submit the above listed documents to the Ministry of Education/Directorate of Science, Technology and Research, either physically or online.
<b>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)</b>	None
<b>Is there a complaint procedure?</b>	Complaints can be addressed either in writing or in person to the Director General on email: <a href="mailto:dstr@mineduc.gov.rw">dstr@mineduc.gov.rw</a> , Tel. +250785068350. or Coordinator of Science Technology and Research Partnerships on Tel: + 250788857534
<b>Is there any additional information regarding this service that is</b>	Need to read and understand the Policy and Rules and Regulations for Research in Rwanda. Always visit MINEDUC website: <a href="http://www.mineduc.gov.rw">www.mineduc.gov.rw</a> for information. For further information call on mobile number + 250788857534 during office hours.

<b>useful to know?</b>	
<b>Available forms</b>	None
<b>Relevant legal documents</b>	<ul style="list-style-type: none"> <li>- Ministerial Order governing research activities in Rwanda,</li> <li>- Law governing the promotion of science, technology, research and innovation in Rwanda once approved</li> </ul>

### 8. Type of services : Acquiring a research grant

<b>What is the service? Am I eligible?</b>	A research grant issued to a research institution/group of researchers
<b>Department to be approached</b>	Directorate of Science Technology and Research
<b>When can I access the service?</b>	Monday to Thursday 08:00 am to 16:00 pm, Friday 08:00 am to 12:00 noon.
<b>Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?</b>	<p><b>5 days:</b> For acknowledgement of the receipt of the proposal by the Directorate of Science, Technology Staff</p> <p><b>2 months:</b> For the review of the proposal to assess whether the proposal is eligible for the grant</p>
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	Write an application letter requesting for a grant together with a research proposal
<b>What is the procedure?</b>	Submit your proposal to Ministry and after it has been reviewed and approved for a grant award, you will be notified in writing and requested to write a letter of acceptance to the Minister of Education. The acceptance letter will include Bank Account details where the grant will be deposited.
<b>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)</b>	Complaints can be addressed either in writing or in person to the Director General on email: <a href="mailto:dstr@mineduc.gov.rw">dstr@mineduc.gov.rw</a> or Tel. +250785068350. or to the Director of Science and Technology in Education or, Tel: +250785368130
<b>Is there a complaint procedure?</b>	Always visit MINEDUC Website <a href="http://www.mineduc.gov.rw">www.mineduc.gov.rw</a> for information. For further information call on mobile

	number +250785368130 during office hours.
<b>Is there any additional information regarding this service that is useful to know?</b>	None
<b>Available forms</b>	Application form at Reception
<b>Relevant legal documents</b>	<ul style="list-style-type: none"> <li>- Ministerial Order governing research activities in Rwanda,</li> <li>- Law governing the promotion of science, technology, research and innovation in Rwanda once approved</li> </ul>

**9. Type of service : Raising Public Awareness of Science, Technology and Research and popularize the Public's understanding of STI**

<b>What is the service? Am I eligible?</b>	Public awareness of Science, Technology and Research in Schools and Community
<b>Department to be approached</b>	Directorate of Science, Technology and Research
<b>When can I access the service?</b>	The service is accessed in science and technology related conferences, science and technology exhibitions, science and technology competitions, and science and technology school campaigns.
<b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>	The Ministry and other stake holders organize these events depending on the availability of the budget. The proposal to organize such event can be discussed and be approved by all the parties involved as well as science and technology partners.
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	Written and signed application to the Directorate of Science Technology and Research
<b>What is the procedure?</b>	As above including written details of the information required.
<b>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)</b>	Conference venues, institutions, schools as applicable, charges vary according to the institution and the services required.
<b>Is there a complaint procedure?</b>	Complaints can be addressed either in writing or in person to the Director General on email:

	<a href="mailto:dstr@mineduc.gov.rw">dstr@mineduc.gov.rw</a> or Tel. +250785068350. or write to the Director of Science and Technology Policy, Tel: +250785155265
<b>Is there any additional information regarding this service that is useful to know?</b>	Information relating to Science and Technology in Rwanda such as the National Policy on Science, Technology and Innovation can be found always on the MINEDUC website <a href="http://www.mineduc.gov.rw">www.mineduc.gov.rw</a> , further information call on mobile number +250785155265 during office hours.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	None

### 10. Type of service : Promoting Research, Development and Commercialization of Technologies including Indigenous technologies

<b>What is the service? Am I eligible?</b>	<p>Promoting Research, Development &amp; Commercialization of Technologies including Indigenous technologies:</p> <p>The Directorate of Science, Technology and Research is dedicated to link Higher Learning Institutions, Research Institutions and Industry for Industrial development through Research and Development. It is in this line that the Directorate supports and encourages the commercialization of technologies including indigenous technologies in order to promote the innovative culture to Rwandan citizen. Moreover, the Directorate is dedicated to provide innovative, creative and technological individual with advice on how they can develop or improve and commercialize their innovations.</p>
<b>Department to be approached</b>	Directorate of Science, Technology and Research
<b>When can I access the service?</b>	<ul style="list-style-type: none"> <li>Monday to Thursday 08:00 am to 16:00 pm, Friday 08:00 am to 12:00 noon.</li> <li>Online at <a href="http://www.mineduc.gov.rw">www.mineduc.gov.rw</a> 24hrs.</li> </ul>
<b>Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?</b>	<p><b>5 days:</b> For acknowledgement of the receipt of the request by the Directorate of Science, Technology Staff</p> <p><b>2 months:</b> For the review of the request to assess whether the proposal is eligible for the support.</p>
<b>What, if any, are the costs for accessing the service?</b>	Free of charge

<b>What documents are required?</b>	Written and signed application to the Directorate of Science Technology and Research
<b>What is the procedure?</b>	<p>When the client/customer needs to have any information about the Research, Development and Commercialization of Technologies, on individual or institutional basis, they can follow mentioned procedure here below:</p> <ul style="list-style-type: none"> <li>• Go to the customer care desk of MINEDUC for orientation,</li> <li>• Go to the office of the Assistant to the Director General of Science, Technology and Research, and seek appointment with the relevant staff of the Directorate,</li> <li>• Once you meet the Directorate representative, clear information relating to the request must be provided.</li> </ul>
<b>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)</b>	None
<b>Is there a complaint procedure?</b>	Complaints can be addressed either in writing or in person to the Director General on email: <a href="mailto:dstr@mineduc.gov.rw">dstr@mineduc.gov.rw</a> or Tel. +250785068350. or the Director of Science and Technology in Education and Research Institutions Tel: +250785368130
<b>Is there any additional information regarding this service that is useful to know?</b>	<p>In addition to the information provided by Directorate, the client may need to know more about specific issues such as Research activities taking place in Rwanda and industrial technology on the local market. Therefore, you can visit the particular Research and Development departments from Universities and research Institutions. You can also visit industries and individual innovators.</p> <p>Always visit MINEDUC website: <a href="http://www.mineduc.gov.rw">www.mineduc.gov.rw</a> for information. For further information you can contact the Director General on email: <a href="mailto:dstr@mineduc.gov.rw">dstr@mineduc.gov.rw</a> or Tel. +250785068350. or to the Director of Science and Technology in Education and Research Institutions on Tel: +250785368130</p>
<b>Available forms</b>	None
<b>Relevant legal documents</b>	- Ministerial Order governing research activities in Rwanda,

	- Law governing the promotion of science, technology, research and innovation in Rwanda once approved
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**11. Type of Service : Provision of laboratory equipment and ICT Equipment to the schools in order to promote education and skills in Science, Technology and ICT**

<b>What is the service? Am I eligible?</b>	Provision of laboratory equipment and ICT Equipment to the schools in order to promote education and skills in Science, Technology and ICT
<b>Department to be approached</b>	Directorate of Science, Technology and Research
<b>When can I access the service?</b>	<b>Once a year/ annual :</b> The laboratory and ICT equipment is provided annually depending on the budget allocated to these activities. The selection of the schools to have equipments is made at the district level depending on the type of school (Science schools, ICT schools, School of excellence etc.)
<b>Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?</b>	The provision of equipments depends on the quantity of equipment needed. When a school appears on the priority list of the year the equipment should reach the school before the end of the year. This will depend on the tender procedures and the delivery processes.
<b>What, if any, are the costs for accessing the service?</b>	No costs from the schools, for the initial provision the cost is met by the Ministry through the Science, Technology and ICT Budget lines. Subsequent maintenance and operational costs for the equipment are to be met by the receiving institution.
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>• Request Letter addressed to the Ministry</li> <li>• Recommendation Letter from the District</li> <li>• Inspection report from REB</li> </ul> <p>The eligibility criteria were put in place at the district level, The Directorate of Science, Technology and Research will not receive any application. However the specifications of the equipment needed is agreed with the school authorities and Rwanda Education Board.</p>
<b>What is the procedure?</b>	Submit the request to the Ministry accompanied by the District report and recommendations. All related applications are examined at district level and recommendations are brought to the Directorate of Science, Technology and Research for implementation
<b>What, if any, other institutions do I need to visit to access the service?</b>	District for a recommendation letter

<b>(Eg. for payment of service costs or to get additional documents)</b>	
<b>Is there a complaint procedure?</b>	<p>Complaints can be addressed either in writing or in person to the Director of ICT in Education on email: <a href="mailto:nkubito@mineduc.gov.rw">nkubito@mineduc.gov.rw</a>; and when not solved contact the Director General on email: <a href="mailto:dstr@mineduc.gov.rw">dstr@mineduc.gov.rw</a> or Tel. +250785068350</p> <p>Complaints can be addressed to District Education Officer in which the school is located; further complaints may be made to the Directorate if they fail to be resolved at the District Level</p>
<b>Is there any additional information regarding this service that is useful to know?</b>	<p>Any related information or request are addressed first to the District Education Officer or if needed are addressed either in writing to the Director of Science Technology Policy on email: <a href="mailto:dstr@mineduc.gov.rw">dstr@mineduc.gov.rw</a> or call on +250785155265 or to the Coordinator of ICT in Education on email: <a href="mailto:dstr@mineduc.gov.rw">dstr@mineduc.gov.rw</a> or <a href="tel:+250785150072">Tel:+250785150072</a>; or write to the Director General on email:<a href="mailto:dstr@mineduc.gov.rw">dstr@mineduc.gov.rw</a> or Tel. +250785068350.</p> <p>Always visit MINEDUC website: <a href="http://www.mineduc.gov.rw">www.mineduc.gov.rw</a> for information. For further information call on mobile number + 250785155265 during office hours.</p>
<b>Available forms</b>	None
<b>Relevant legal documents</b>	National Policy on Science, Technology and Innovation, the National ICT in Education Policy and criteria of schools to be eligible for being school of excellence.

Approved by Dr **BIRUTA Vincent**

Minister of Education