

REPUBLIC OF RWANDA



THE NATIONAL COMMISSION FOR THE FIGHT AGAINST GENOCIDE (NCFAG/CNLG)

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CNLG SERVICE CHARTER

Foreword

It is my pleasure to present to you this Service Charter for The National Commission for the Fight against Genocide.

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 National Commission for the Fight against Genocide , 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 people with a view to creating a better understanding and enhancing our service delivery.

MUCYO Jean de Dieu
Executive Secretary

The present Citizen's Charter reflects the service provided by NCFG/CNLG 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 NCFG/CNLG 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 NCFG/CNLG:
 - Specification of services provided by NCFG/CNLG,
 - 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 NCFG/CNLG. 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 NCFG/CNLG
- 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 NCFG/CNLG and sets standards for transparency in public services. It is expected that through Citizen's Charter, NCFG/CNLG'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, NCFG/CNLG 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 NCFG/CNLG 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, NCFG/CNLG expects continuous interaction with citizens seeking its services. For this, NCFG/CNLG 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, NCFG/CNLG 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 NCFG/CNLG 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 NCFG/CNLG 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 NCFG/CNLG 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 NCFG/CNLG 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, NCFG/CNLG 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, NCFG/CNLG 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, NCFG/CNLG 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 patients, researchers, students (and pupils), 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 NCFG/CNLG 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 NCFG/CNLG staff with courtesy and respect;
- Abiding by the regulations governing the advocacy, prevention and genocide memory services;
- Suggesting ways of improving our services at NCFG/CNLG;
- Providing the NCFG/CNLG with adequate feedback on service delivery through various dissemination technologies;

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

Contact:

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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.

1. INTRODUCTION

The National Commission for the Fight against Genocide was established by Law N°09/2007 of 16/02/2007, which stipulates that the commission is a National, independent and permanent institution. It has a legal status and Administrative and financial autonomy. The Commission shall particularly collaborate with the Ministry having the memory in its attribution.

3. MISSION

To prevent and fight against Genocide, its ideology and overcoming its consequences.

3. CORE FUNCTIONS

- To put in place a permanent framework for the exchange of ideas on Genocide, its consequences and the strategies for its prevention and eradication;
- To initiate the creation of a national research and documentation centre on Genocide;
- To advocate for the cause of Genocide survivors both within the country or abroad;
- To plan and coordinate all activities aimed at commemorating the Genocide perpetrated against Tutsi;
- To elaborate and put in place strategies that are meant for fighting genocide and its ideology;
- To seek for assistance for Genocide survivors and pursue advocacy as to the issues of compensation.
- To elaborate and put in place strategies that are meant for fighting revisionism, negationism and trivialization;
- To elaborate and put in place strategies meant to solve genocide consequences such as trauma and other diseases which resulted from genocide;
- To cooperate with other national or international organs with similar mission.

4. Powers of the Commission

- Appearing before court;
- Having its own property;
- Signing contracts with others.

5. Services offered by the National Commission for the fight against Genocide (

1. Type of service: Memory and Prevention of Genocide

What is the service? Am I eligible?	Fight against Genocide and its ideology memory/commemoration of Genocide; visiting genocide memorial sites and follow of the construction and maintenance of genocide memorial sites.
Department to be approached	Memory and prevention of Genocide.
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Any time need our service. Not letter than three days to reply and any document.
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	It depends on the service required (letter ,or any official documents)
What is the procedure?	Write to CNLG requesting service any verbal request information or service
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)	MIJESPOC; IBUKA; FARG; Local authority and other institutions corresponding to service requested.
Is there a complaint procedure?	Complaints can be addressed either in writing or in person to the Director of Memory and prevention of Genocide, and when not solved contact the Executive Secretary of CNLG. To request an appointment with the director, call 0788853539 or send an email to cnlg@rwanda1.com
Is there any additional information regarding this service that is useful to know?	Always visit website: www.cnl.gov.rw for information. For further information call on this telephone number: 3560 or 3561, during office hours.

Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> • Law N° 09/2007 of 16/02/2007 on the attributions, organization, and functioning of National Commission for Fight against Genocide • Law N° 18/2008 of 23/07/2008 relating of the crime of genocide ideology. • Law N°56/2008 of 10/09/2008 governing memorial sites and cemeteries of victims of the genocide against Tutsi in Rwanda in 1994.

2. Type of service: **Advocacy and assistance of Genocide Survivors**

What is the service? Am I eligible?	Advocacy and assistance of Genocide Survivors.
Department to be approached	Advocacy and assistance of Genocide Survivors.
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Time limit to access this service? Or 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?	A written letter to the Executive Secretary stating the problems
What is the procedure?	Write a letter to the Executive Secretary and submit to the Central Secretariat and after three working days, we call you to come back to pick our response.
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)	MIJESPOC; IBUKA; FARG; Local authority and other institutions corresponding to service requested.
Is there a complaint procedure?	Complaints may be addressed either in writing or in person to the Director of Advocacy and assistance of Genocide Survivors; and when not solved contact the Executive Secretary of CNLG. To request an appointment with the director, call 0788541829 or send an email to cnlg@rwanda1.com
Is there any additional information regarding this service that is useful to know?	Always visit website: www.cnl.gov.rw for information. For further information call on this telephone number: 3560 or 3561, during office hours.
Available forms	None
Relevant legal documents	Law N° 09/2007 of 16/02/2007 on the attributions, organization, and functioning of National Commission for Fight against Genocide

3. Type of service: Coordination of the activities of CNLG

What is the service? Am I eligible?	Coordination of the activities of CNLG.
Department to be approached	Executive Secretariat.
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Time limit to access this service? or 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?	A written letter to the Executive Secretary stating the request
What is the procedure?	Write a letter to the Executive Secretary and submit to the central Secretariat and have the stamp of receipt, Once you have submitted the request or information CNLG will response to you in writing.
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)	MIJESPOC; IBUKA; FARG; Local authority and other institutions corresponding to service requested.
Is there a complaint procedure?	Complaints may be addressed either in writing or in person to the Director of department concerned; and when not solved contact the Executive Secretary of CNLG. To request an appointment with the director, call 0788541829 or send an email to cnlg@rwanda1.com
Is there any additional information regarding this service that is useful to know?	Always visit website: www.cnl.gov.rw for information. For further information call on this telephone number: 3560 or 3561, during office hours.
Available forms	None
Relevant legal documents	None

4. Type of service: **Payment of supplier.**

What is the service? Am I eligible?	Payment of supplier.
Department to be approached	Administration and Finance.
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Once request is made.
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	Invoice submitted by supplier and copy of contract
What is the procedure?	Once the invoice is submitted, the Chief Budget manager assign it to Director of Finance for payment then the DAF ask the accountant to make the payment. The accountant prepares the cheque or OP for verification and approval by DAF and ES respectively then after accounting proceed the payment by giving cheque or deposit the OP to BNR.
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)	None
Is there a complaint procedure?	Complaints can be addressed either in writing or in person to the Director of Finance and administration; and when not solved contact the Executive Secretary of CNLG. To request an appointment with the director, call 0788586463 or send an email to cnlg@rwnda1.com
Is there any additional information regarding this	Always visit website: www.cnl.gov.rw for information. For further information call on this telephone number: 3560 or 3561, during office hours.

service that is useful to know?	
Available forms	None
Relevant legal documents	Law N° 12/2007 of 27/03/2007 on Public Procurement, Ministerial Order N° 001/08/10/MIN of 16/01/2008 establishing Regulations on Public Procurement and Standards bidding documents

5. Type of service: Receiving the visitors and Document addressed to the CNLG.

What is the service? Am I eligible?	To receive the visitors and Document addressed to the CNLG.
Department to be approached	Administration and Finance.
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Once request is made.
What, if any, are the costs for accessing the service?	None
What documents are required?	None
What is the procedure?	From central secretariat to ES and buck.
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)	None
Is there a complaint procedure?	Complaints can be addressed either in writing or in person to the Director of Finance and administration; and when not solved contact the Executive Secretary of CNLG. To request an appointment with the director, call 0788586463 or send an email to cnlg@rwnda1.com
Is there any additional information regarding this service that is useful to know?	Always visit website: www.cnlg.gov.rw for information. For further information call on this telephone number: 3560 or 3561, during office hours.
Available forms	None
Relevant legal documents	None

**6. Type of service: Providing information on Procurement
/Purchasing all process of tender in CNLG .**

<p>What is the service? Am I eligible?</p>	<p>Providing information on Procurement /Purchasing all process of tender in CNLG to individuals and/or firms interested in submitting a tender for a contract with CNLG in the following areas:</p> <ul style="list-style-type: none"> • Publication of the tenders in the media, Preparation of tender documents, • Carrying out a technical and financial evaluation, • Preparation of opening and evaluation reports and notification of the tender award, • Ensuring the adequate execution of the contract in collaboration with beneficiary departments, • Receipt and safekeeping of bids and other procurement documents necessary for future use, publication and distribution of invitations to bid as well as communicating results from evaluation process.
<p>Department to be approached</p>	<p>Executive Secretariat.</p>
<p>When can I access the service?</p>	<p>Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm</p>
<p>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</p>	<p>It is a process from procurement plann</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>Cost of the bidding document Transport when we give the report one when we check supplies or monitoring</p>
<p>What documents are required?</p>	<p>Documents required may include :</p> <ul style="list-style-type: none"> - The Submission letter; - The trade register - The tax clearance certificate from the Rwanda Revenue authority; - bid security ... <p>However the kind of additional documents required will depend on the type of tender.</p>
<p>What is the procedure?</p>	<ul style="list-style-type: none"> • Individuals and/or firms interested in submitting a tender for a contract with CNLG should first purchase the tender document from the Procurement unit of CNLG by presenting a

	<p>payment slip issued by BNR or RRA.</p> <ul style="list-style-type: none"> • The bid document sets out the functional, technical and financial specifications and also includes a copy of the contract • Individuals and/or firms requiring assistance at any point during the tendering process may seek advice or any information from the procurement unit of CNLG.
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)	<ul style="list-style-type: none"> • National Bank of Rwanda (NBR) • Rwanda Revenue Authority for payment of fees or cost of the tender document • National Tender Panel-handling unresolved complaints
Is there a complaint procedure?	<p>Complaints can be addressed either in writing or in person to the Director of Finance and administration; and when not solved contact the Executive Secretary of CNLG.</p> <p>To request an appointment with the director, call 0788508043 or send an email to cnlg@rwanda1.com</p>
Is there any additional information regarding this service that is useful to know?	<p>Always visit website: www.cnl.gov.rw for information. For further information call on this telephone number: 3560 or 3561, during office hours.</p>
Available forms	<p>Bidding document format, contract format, opening and evaluation reports formats all can be found at RPPA website.</p>
Relevant legal documents	<p>Law N° 12/2007 of 27/03/2007 on Public Procurement, Ministerial Order N° 001/08/10/MIN of 16/01/2008 establishing Regulations on Public Procurement and Standards bidding documents</p>

Done at Kigali :/...../2012

Approved by MUCYO Jean de Dieu

Executive Secretary