

REPUBLIC OF RWANDA



MINISTRY OF INTERNAL SECURITY
B.P 446 KIGALI.

SERVICE CHARTER

December, 2011

FOREWORD

I have the pleasure to present to you the Service Charter for the Rwanda Ministry of Internal Security.

This Service Charter has been prepared in consideration of 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 MININTER, highlights the services offered and lists the service centers at which our services can be accessed.

The development of this Charter signifies our commitment to serve the people of Rwanda, creating a better understanding of what we do and enhancing our service delivery

Sheik Mussa Fazil HARERIMANA
Minister of Internal Security

The present Citizen's Charter reflects the service provided by MININTER 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 MININTER 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 MININTER:
 - Specification of services provided by MININTER,
 - 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 MININTER. 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 MININTER
- 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 MININTER and sets standards for transparency in public services. It is expected that through Citizen's Charter, MININTER'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, MININTER 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 MININTER 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, MININTER expects continuous interaction with citizens seeking its services. For this, MININTER 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, MININTER 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 MININTER 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 MININTER 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 MININTER 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 MININTER 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, MININTER 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, MININTER 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, MININTER 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 MININTER 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 MININTER staff with courtesy and respect;
- Abiding by the regulations governing the internal security services;
- Suggesting ways of improving our services at MININTER;
- Providing the MININTER with adequate feedback on service delivery through various dissemination technologies;

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

Contact:

Ministry of Internal Security

P.O.BOX :

Tel : + (250) 252 58 78 81

Email: info@mininter.gov.rw

Website: www.mininter.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.

1. INTRODUCTION

The Ministry of Internal Security was formed grouping together, the National Police and Prisons with a perspective of efficiently giving appropriate solutions to requirements of the Rwandan Society in perpetual mutations. The formation of this Ministry is a clear indication that the High Authorities of this country put in issues of security and peace at the centre of governmental priority programs.

2. VISION

Apart from the general vision of guaranteeing security of people and their properties, the Ministry of internal security's vision is to make people living in Rwanda assured and involved in security management and protection.

3. MISSION

The mission for the Ministry of Internal Security is :

- To guarantee security for persons and their property throughout the country for every body's benefit without any discrimination in the strict sense of international conventions;
- To Organise and oversee internal security under the ambit of the Constitution and International Law

4. CORE FUNCTIONS

The core Functions of MININTER are following:

- Develop and disseminate the sector policies, strategies and programs
- Regulate the sector and related sub-sectors
- Develop institutional and human resources capacities in the sector
- Monitor and evaluate the implementation of sector and sub-sectors policies, strategies and programs
- Oversee the institutions under supervision
- Mobilize resources for the development of the sector and related programs

5. CORE VALUES

In the performance of its functions, the Ministry of Internal Security is guided by the following values in service:

- Dedication.
- Integrity and good Governance.
- Courtesy and diplomacy.
- Efficiency
- Innovativeness.
- Customer focus.

- Promotion and respect for human and environmental rights.
- Patriotism.

Services offered by Ministry of Internal Security

1. Type of service: Handling Public complaints/Social Security, Conflict Management, Resolutions and Case orientation

What is the service?	Handling Public complaints of People who are in Insecurity and if they already inform Hon Minister about their Problems through written letters
Am I eligible?	
Department to be approached	Security Analysis Unit
When can I access this service?	<i>Monday to Thursdays 7:00 am to 5:00 pm Friday; 7: 00 am to 12:00 pm</i>
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	3 days
What, if any, are the costs for accessing the service?	Not cost
What documents are required?	<ul style="list-style-type: none"> - Letter addressed to Minister - Background of Complaint/Claim
What is the procedure?	Submit the Claim to Minister of Internal Security MININTER call citizens in our office, or visit the field for further informations
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"> - Local Government, - Rwanda National Police, - Rwanda correctional service, - MINIJUST
Is there a complaint procedure?	Complaint can be addressed to Director in charge; and when not solved contact the Permanent Secretary, when not satisfied contact the Minister of Internal Security. It can be possible when citizen not satisfied He/she can go to complain in other institutions concerned, eg: Justice Sector.
Is there any additional information regarding this service that is useful to know?	Always visit MININTER website www.Mininter.gov.rw for information. For further information call on following telephone numbers: 0788464530; 0788602211 and 0788948786, +(250) 252 58 78 81 during office hours; or send an e-mail : info@mininter.gov.rw
Available forms	None
Relevant legal documents	Internal Security Policy

2. Type of service: Advice, Awareness and Clearance for importation, transportation, storage and usage of Small Arms, Explosives and Fireworks

What is the service?	Providing Advice, Awareness and Clearance for importation, transportation, storage and usage of Small Arms, Explosives and Fireworks to the people, Institutions who need it
Am I eligible?	
Department to be approached	National Coordination for Small Arms(NCSA) Referred to as RNFP/ SALW
When can I access this 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?	One day. However, in case of importation into the country of a new item, may take up to 5 days since it has it involve other relevant institutions
What, if any, are the costs for accessing the service?	No cost
What documents are required?	<ul style="list-style-type: none"> - Authorization documents/ permits to carry out the activities from the relevant authorities - Permission from the concerned government stakeholders; for example in case of mining the clearance to carry out the activity comes from the Ministry of Natural Resources
What is the procedure?	Write to the concerned authority the Minister of MINERENA who seeks import authorization from MININTER
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"> - Ministry of Natural Resources, - Rwanda National Police - and any other legitimate contract body in the country
Is there a complaint procedure?	Complaint can be addressed to National Coordinator for Small Arms; when not solved the Permanent Secretary; when not satisfied contact Minister
Is there any additional information regarding this service that is useful to know?	Always visit MININTER website www.Mininter.gov.rw for information. For further information call on this telephone number +(250) 252 58 78 81 during office hours; or send an e-mail : info@mininter.gov.rw
Available forms	Application Forms/ requests and the Permission to carry out an activity
Relevant legal documents	Rwandan law relating to Firearms, the Presidential order relating to arms, the UN PoA on SALW, Bamako Declaration, Nairobi Protocol, Kinshasa Declaration.

3. Type of service: Providing information and customer care

What is the service?	Providing information and customer care to anybody who needs it
Am I eligible?	
Department to be approached	The PS office
When can I access this service?	<i>Monday to Thursdays 7:00 am to 5:00 pm Friday; 7: 00 am to 12:00 pm</i>
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	2 days
What, if any, are the costs for accessing the service?	Free service
What documents are required?	Request letter
What is the procedure?	Submit the request to Ministry
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?	Complaint can be addressed to the Permanent Secretary; and when not solved contact Minister himself.
Is there any additional information regarding this service that is useful to know?	Always visit MININTER website www.Mininter.gov.rw for information. For further information call on this telephone number +(250) 252 58 78 81 during office hours; or send an e-mail : info@mininter.gov.rw
Available forms	None
Relevant legal documents	None

4. Type of service: Payment Services

What is the service?	Payment of goods & services, reparation of materials
Am I eligible?	
Department to be approached	Department of Finance and Human Resource
When can I access this service?	<i>Monday to Thursdays 7:00 am to 5:00 pm Friday; 7: 00 am to 12:00 pm</i>
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	3 days
What, if any, are the costs for accessing the service?	No cost
What documents are required?	- Invoice, - Purchase order

	- Contract,
What is the procedure?	Submit the invoice to PS/MINISTRY, Credit manager or Account and finally Chief budget Manager
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)	MINECOFIN, BNR
Is there a complaint procedure?	Complaint can be addressed to the Permanent Secretary; and when not solved contact Minister himself.
Is there any additional information regarding this service that is useful to know?	Always visit MININTER website www.Mininter.gov.rw for information. For further information call on this telephone number 0788304438 +(250) 252 58 78 81 during office hours; or send an e-mail : info@mininter.gov.rw
Available forms	None
Relevant legal documents	Ministerial Order N° 001/08/10/MIN of 15/01/2008 establishing regulations on public procurement and standard bidding documents, Official Gazette of the Republic of Rwanda (Financial Law for fiscal year)

Approved by : **Sheik Mussa Fazil HARERIMANA**
Minister of Internal Security