



REPUBLIC OF RWANDA

NATIONAL BANK OF RWANDA

Po Box 531 Kigali
Tel: 252 5748 82
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CITIZEN'S CHARTER

January, 2012

Foreword

It is my pleasure to introduce you to this Service Charter for the National Bank of Rwanda (BNR)

This Service Charter has been prepared in line 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 BNR's mandate and highlights the services offered and requirements therein. The Charter lists some of the activities and service centers where the said services can be accessed and where applicable the guiding legal instruments.

The development of this Charter signifies the Bank's commitment to serve its clientele and improving its service delivery.

Amb. Claver GATETE
Governor

The present Citizen's Charter reflects the service provided by BNR 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 BNR 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 BNR:
 - Specification of services provided by BNR,
 - 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 BNR. 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 BNR
- 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 BNR and sets standards for transparency in public services. It is expected that through Citizen's Charter, BNR'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, BNR 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 BNR 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, BNR expects continuous interaction with citizens seeking its services. For this, BNR 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, BNR 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 BNR 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 BNR 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 BNR 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 BNR 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, BNR 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, BNR 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, BNR 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 Public institutions, Commercial banks, Government, local and administrative entities, embassies and Government projects, private companies, donor agencies and international organizations, local communities, and general public.

Commitment to our clients:

This charter is a commitment by the BNR 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 BNR staff with courtesy and respect;
- Abiding by the regulations governing the bank services;
- Suggesting ways of improving our services at BNR;
- Providing the BNR with adequate feedback on service delivery through various dissemination technologies;
- Addressing all complaints/compliments/suggestions to relevant department.

Contact:**NATIONAL BANK OF RWANDA**

Po Box 531 Kigali
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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 Bank of Rwanda is a national institution with legal personality and which is independent in operational, administrative and financial areas.

2. MISSION

BNR's mission is to ensure and maintain price stability; to enhance and maintain a stable and competitive financial system without any exclusion; and to support Government's general economic policies.

3. CORE FUNCTIONS

For the Bank to achieve its mission highlighted above, the Bank shall perform the following core functions:

- Define and implement the monetary policy;
- Organize, supervise and regulate the foreign exchange market;
- Supervise and regulate the activities of financial institutions notably banks, microfinance institutions, insurance companies, social security institutions, collective placement companies and pension funds institutions;
- Supervise and regulate payment systems;
- Mint and manage currency;
- Hold and manage official foreign exchange reserves;
- Act as State Cashier; and
- Carry out any other tasks that the law may assign to the Bank.

4. CORE VALUES

The Bank promotes the following core values:

- Integrity,
- Accountability,
- Efficiency
- Effectiveness

Services offered by National Bank of Rwanda

1. Type of service: Withdraw of cash

<p>What is the service?</p> <p>Am I eligible?</p>	<p>BNR provides cash withdraw services to institutions that hold accounts with it notably: Public institutions, Commercial banks, Government, local and administrative entities, embassies and Government projects.</p>
<p>Department to be approached</p>	<p>Currency and Banking Operations</p>
<p>When can I access the service?</p>	<p>Monday to Friday 8:00am - 4:00pm</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>Immediate counter service</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>Free of charge</p>
<p>What documents are required?</p>	<ul style="list-style-type: none"> • ID card, • Travel authorization for official missions • Recommendation letter
<p>What is the procedure?</p>	<p>Service provided over the counter</p>
<p>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)</p>	<p>None</p>
<p>Is there a complaint procedure?</p>	<p>Complaints can be addressed to the Customer care service division of the Currency and Banking Operations. When not resolved contact Director of Bank Operations, and when not satisfied contact the Bank Management</p>
<p>Is there any additional information regarding this service that is useful to know?</p>	<p>Always visit the BNR website: www.bnr.rw for information.</p> <p>For further information call BNR information desk on telephone number: 252 5748 82 during working hours or email: info@bnr.rw</p>
<p>Available forms</p>	<p>None</p>

Relevant legal documents	General BNR banking regulation
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2. Type of service: Cash Deposit

<p>What is the service?</p> <p>Am I eligible?</p>	<p>Cash deposit services is available for institutions with accounts at BNR and to individuals or institution as may be required by the law. The institutions that hold accounts with BNR fall in the categories notably: Public institutions, Commercial banks, Government, local and administrative entities, embassies, Government projects, etc</p>
<p>Department to be approached</p>	<p>Currency and Banking Operations</p>
<p>When can I access the service?</p>	<p>Monday to Friday 8:00am-4:00pm</p>
<p>Time limit to access this service?or</p> <p>Once a request is made or an application is submitted, how long will it take?</p>	<p>Immediate counter service</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>Free of charge</p>
<p>What documents are required?</p>	<p>Filled deposit form</p>
<p>What is the procedure?</p>	<p>Service on the counter</p>
<p>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)</p>	<p>None</p>
<p>Is there a complaint procedure?</p>	<p>Complaints can be addressed to the Customer care service division of the Currency and Banking Operations. When not resolved contact Director of Bank Operations, and when not satisfied contact the Bank Management</p>
<p>Is there any additional information regarding this service that is useful to know?</p>	<p>Always visit the BNR website: www.bnr.rw</p> <p>For further information call BNR information desk on telephone number: 252 5748 82 during working hours or email: info@bnr.rw</p>
<p>Available forms</p>	<p>Deposit form</p>

Relevant legal documents	General BNR banking regulation
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3. Type of service: Clearance of cheques

What is the service?	The Bank offers Cheque clearance services through RIPPS for Public institutions, Commercial banks, Government, local and administrative entities, embassies and Government projects
Am I eligible?	
Department to be approached	Currency and Banking Operations
When can I access the service?	Monday to Friday 8:00am-4:00pm
Time limit to access this service?or	2 days
Once a request is made or an application is submitted, how long will it take?	
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	<ul style="list-style-type: none"> • Connectivity with RIPPS System • Cheque list
What is the procedure?	Clearing House or through RIPPS automated system
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 to the Customer care service division of the Currency and Banking Operations. When not resolved contact Director of Bank Operations, and when not satisfied contact the Bank Management
Is there any additional information regarding this service that is useful to know?	<p>Always visit the BNR website: www.bnr.rw</p> <p>For further information call BNR information desk on telephone number: 252 5748 82 during working hours or email: info@bnr.rw</p>

Available forms	None
Relevant legal documents	General BNR banking regulation

4. Type of service: Opening and closing account

What is the service?	BNR offers services related to opening and closing accounts for institutions that hold accounts with BNR
Am I eligible?	
Department to be approached	Currency and Banking Operations
When can I access the service?	Monday to Friday 8:00am-4:00pm
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 of charge
What documents are required?	<ul style="list-style-type: none"> • Request letter for opening/closing account • MINECOFIN approval letter • Filled Form
What is the procedure?	BNR Bank Secretariat to assist
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
Is there a complaint procedure?	Complaints can be addressed to the Customer care service division of the Currency and Banking Operations. When not resolved contact Director of Bank Operations, and when not satisfied contact the Bank Management
Is there any additional information regarding this service that is useful to know?	<p>Always visit the BNR website: www.bnr.rw</p> <p>For further information call BNR information desk on telephone number: 252 5748 82 during working hours or email: info@bnr.rw</p>

Available forms	None
Relevant legal documents	General BNR banking regulation

5. Type of service: **Providing cheque books, payment order books, receipt books**

What is the service?	The bank provides cheque books, payment order books, receipt books to account holders notably: Commercial banks, Government, local and administrative entities, embassies, Government projects, etc
Am I eligible?	
Department to be approached	Currency and Banking Operations
When can I access the service?	Monday to Friday 8:00am-4:00pm
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	1 day
What, if any, are the costs for accessing the service?	4,500 RWF per copy of one of the above.
What documents are required?	Accountants and signatories
What is the procedure?	Customer care officer of the Currency and Banking Operation
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 to the Customer care service division of the Currency and Banking Operations. When not resolved contact Director of Bank Operations, and when not satisfied contact the Bank Management
Is there any additional information regarding this service that is useful	Always visit the BNR website: www.bnr.rw For further information call BNR information desk on telephone number: 252 5748 82 during working hours or email: info@bnr.rw

to know?	
Available forms	None
Relevant legal documents	General BNR banking regulation

6. Type of service: BNR Extranet access

What is the service?	BNR Extranet access service is allowed to Account holders only.
Am I eligible?	
Department to be approached	Currency and Banking Operations
When can I access the service?	Monday to Friday 8:00am-4:00pm
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	1 day
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	Username and Password
What is the procedure?	Customer care officer in collaboration with ICTD
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 to the Customer care service division of the Currency and Banking Operations. When not resolved contact Director of Bank Operations, and when not satisfied contact the Bank Management
Is there any additional information regarding this service that is useful	Always visit the BNR website: www.bnr.rw For further information call BNR information desk on telephone number: 252 5748 82 during working hours or email: info@bnr.rw

to know?	
Available forms	None
Relevant legal documents	BNR Internal ICT policies and procedures are applicable

7. Type of service: Providing information on customer account, cheque certification, Closing account

What is the service? Am I eligible?	The Bank provides information to account holders related to: customer account balances, cheque certification, closing account, among others. The clients notably include: Commercial banks, Government, local and administrative entities, embassies, Government projects, etc
Department to be approached	Currency and Banking Operations
When can I access the service?	Monday to Friday 8:00am-4:00pm
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	1 day
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	Official request letter
What is the procedure?	Customer care Information Desk of the Currency and Banking Operations department
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 to the Customer care service division of the Currency and Banking Operations. When not resolved contact Director of Bank Operations, and when not satisfied contact the Bank Management

Is there any additional information regarding this service that is useful to know?	Always visit the BNR website: www.bnr.rw For further information call BNR information desk on telephone number: 252 5748 82 during working hours or email: info@bnr.rw
Available forms	None
Relevant legal documents	General BNR banking regulation

8. Type of service: Selling of commemorative banknotes and coins

What is the service?	The bank provides this service only to authorized Numismatics or collectors
Am I eligible?	
Department to be approached	Currency and Banking Operations
When can I access the service?	Monday to Friday 8:00am-4:00pm
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	1 day
What, if any, are the costs for accessing the service?	\$1 per bank note depending on availability of stock.
What documents are required?	Official request letter
What is the procedure?	Official Ordering letter
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 to the Customer care service division of the Currency and Banking Operations. When not resolved contact Director of Bank Operations, and when not satisfied contact the Bank Management
Is there any additional information regarding	Always visit the BNR website: www.bnr.rw

this service that is useful to know?	For further information call BNR information desk on telephone number: 252 5748 82 during working hours or email: info@bnr.rw
Available forms	None
Relevant legal documents	General BNR banking regulation

9. Type of service: Licensing

What is the service? Am I eligible?	BNR offers Licensing services to: Banks, MFI, Insurers, Brokers, Payment and remittances services providers, Insurance agents, Loss adjusters, Forex Bureau
Department to be approached	Financial Stability Directorate
When can I access the service?	Monday to Friday 8:00am-4:00pm
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	<ul style="list-style-type: none"> • Within 7 days: Acknowledgement letter of receipt of applicant documents. However, 2 weeks for MFIs. • Within 3 months: Issuance of License certificate • 5 days for issuance of Certificate to: Loss Adjusters
What, if any, are the costs for accessing the service?	<ul style="list-style-type: none"> • Banks: 6 Millions RWF, • Insurances: 6 Millions RWF, • MFIs: 50,000 RWF; • Brokers: 600,000 RWF; • Agents: 70,000 RWF, • Loss Adjusters: 150,000 RWF • Forex Bureaus: 450,000 RWF
What documents are required?	<p>Application Letter to the Central Bank and supporting documents :</p> <ul style="list-style-type: none"> • Notarized documents from authorized government lawyer • Company Registration certificate from Rwanda Development Board • Cooperatives Registration certificate from Rwanda Cooperative Agency
What is the procedure?	Submit the Application to the Central Bank
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"> • Notary Services • Rwanda Development Board for Registration certificate • Rwanda Cooperative Agency for Cooperatives Registration certificate

Is there a complaint procedure?	Complaints can be addressed to the Financial Stability Directorate. When not resolved contact Director General Financial Stability Directorate, and when not satisfied contact the Bank Management
Is there any additional information regarding this service that is useful to know?	Always visit the BNR website: www.bnr.rw For further information call BNR information desk on telephone number: 252 5748 82 during working hours or email: info@bnr.rw
Available forms	Forms are available at BNR offices or downloadable on BNR Website.
Relevant legal documents	Laws and regulations applicable to each institution available on BNR website.

10.Type of service: Approval of senior staff of the financial institutions

What is the service?	The Bank vets and approves Senior staff of the financial institutions notably: Banks, MFI, Insurance and Forex Bureaus
Am I eligible?	
Department to be approached	Financial Stability Directorate
When can I access the service?	Monday to Friday 8:00am-4:00pm
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	May take up to 5 days if all required documents are in order.
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	Application Letter to BNR with all supporting documents
What is the procedure?	Submission of the Application letter 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)	Notary services
Is there a complaint	Complaints can be addressed to the Financial Stability Directorate. When

procedure?	not resolved contact Director General Financial Stability Directorate. When not satisfied contact the Bank Management
Is there any additional information regarding this service that is useful to know?	Always visit the BNR website: www.bnr.rw For further information call BNR information desk on telephone number: 252 5748 82 during working hours or email: info@bnr.rw
Available forms	Forms are available at BNR offices
Relevant legal documents	Law n° 007/2008008/04/2008 concerning organization of Banking, available on BNR website.

11.Type of service: Approval of external auditors for banks, MFI , Pension Funds and Insurers

What is the service?	The Bank approves External Auditors for banks, MFIs, Pension Funds and Insurance companies.
Am I eligible?	
Department to be approached	Financial Stability Directorate
When can I access the service?	Monday to Friday 8:00am-4:00pm
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	Response in 2 weeks if all required documents are submitted.
What, if any, are the costs for accessing the service?	Audit firms: 500,000 Frw Individuals: 100,000 Frw MFI Auditors: 50,000 Frw
What documents are required?	Application Letter to BNR
What is the procedure?	Submission of an Application letter 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)	<ul style="list-style-type: none"> • Proof letter of membership with ICPAR • Notarized documents from authorized government lawyer • Company Registration certificate from Rwanda Development Board
Is there a complaint	Complaints can be addressed to the Financial Stability Directorate. When

procedure?	not resolved contact Director General Financial Stability Directorate. When not satisfied contact the Bank Management
Is there any additional information regarding this service that is useful to know?	Always visit the BNR website: www.bnr.rw For further information call BNR information desk on telephone number: 252 5748 82 during working hours or email: info@bnr.rw
Available forms	Contact BNR's Financial Stability Directorate
Relevant legal documents	Law n° 007/2008008/04/2008 concerning organization of Banking, available on BNR website

12.Type of service: Replying to various inquiries relating to BNR accounts to customers

What is the service?	BNR's General Services Department replies to various inquiries relating to account holders
Am I eligible?	
Department to be approached	General Services Department
When can I access the service?	Monday to Friday 8:00am-4:00pm
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	1 day
What, if any, are the costs for accessing the service?	1,000 Frw
What documents are required?	The client institution nominates its staff authorized to access its accounts and the designated staff provides required credentials that include: ID, Passport photos, etc
What is the procedure?	Nominated staff submits required credentials 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	Complaints can be addressed to the General Services Department. When

procedure?	not resolved contact the Bank Management
Is there any additional information regarding this service that is useful to know?	Always visit the BNR website: www.bnr.rw . For further information call BNR information desk on telephone number: 252 5748 82 during working hours or email: info@bnr.rw
Available forms	Contact General Services Department
Relevant legal documents	BNR Internal policies and procedures are applicable

13.Type of service: Invoices payment

What is the service?	The Bank pays all client invoices in respect of services provided to the bank.
Am I eligible?	
Department to be approached	Finance Department
When can I access the service?	Monday to Friday 8:00am-4:00pm
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	Payment processed in 3 days
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	Supporting documents: <ul style="list-style-type: none"> • Invoice • Trade License • Tax clearance certificate from the Rwanda Revenue authority; • Contract • Order Form/Bon de commande However the kind of additional documents required will depend on the type of tender and service provided.
What is the procedure?	Submit the invoice and supporting documents to Finance Department or BNR's Central Secretariat
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get	None

additional documents)	
Is there a complaint procedure?	Complaints can be addressed to the Finance Department. When not resolved contact the Bank Management
Is there any additional information regarding this service that is useful to know?	Always visit the BNR website: www.bnr.rw For further information call BNR information desk on telephone number: 252 5748 82 during working hours or email: info@bnr.rw
Available forms	Contact Finance Department
Relevant legal documents	BNR Internal policies and procedures are applicable

14.Type of service: Access to BNR data, documentation and archives

What is the service?	BNR may allow services and access to its data, documentation and archives to the public, media, students, researchers, and government
Am I eligible?	
Department to be approached	General Services Department
When can I access the service?	Monday to Friday 8:00am-4:00pm
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	4 days to get response to the request
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	Request letter to BNR – General Services Department
What is the procedure?	Submit the Request to the General Services Department of the Bank
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	Complaints can be addressed to the General Services Department.

procedure?	When not resolved contact the Bank Management
Is there any additional information regarding this service that is useful to know?	Always visit the BNR website: www.bnr.rw For further information call BNR information desk on telephone number: 252 5748 82 during working hours or email: info@bnr.rw
Available forms	None
Relevant legal documents	BNR Internal policies and procedures are applicable

15.Type of service: Access to BNR Library

What is the service?	Access to BNR Library is allowed to Public, media, students, researchers, and government
Am I eligible?	
Department to be approached	General Services Department
When can I access the service?	Monday to Friday 8:00am-4:00pm
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 of charge
What documents are required?	Request letter to BNR's General Services Department.
What is the procedure?	Submit the request to the General Services Department
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 to the General Services Department. When not resolved contact the Bank Management

Is there any additional information regarding this service that is useful to know?	Always visit the BNR website: www.bnr.rw For further information call BNR information desk on telephone number: 252 5748 82 during working hours or email: info@bnr.rw
Available forms	None
Relevant legal documents	BNR Internal policies and procedures are applicable

16. Type of service: Corporate Social Responsibility (SCR)

What is the service? Am I eligible?	BNR provides Corporate Social Responsibility to specific activities of Government, NGOs and community projects in line with its CSR policy
Department to be approached	Public Relations and Communications Division
When can I access the service?	Monday to Friday 8:00 am-4:00pm
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	3 days after submission of the request.
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	Request letter to the Governor of the National Bank of Rwanda
What is the procedure?	Submit the request to the Central Bank Governor
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 to the Head of Public Relations and Communications. When not resolved contact the Bank Management.
Is there any additional information regarding	Always visit the BNR website: www.bnr.rw

this service that is useful to know?	For further information call BNR information desk on telephone number: 252 5748 82 during working hours or email: info@bnr.rw
Available forms	None
Relevant legal documents	BNR Internal Corporate Social Responsibility policy applicable.

Approved by **Amb. Claver GATETE**
Governor of BNR