

# Citizen's Charter



## **Ministry of Public Service and Labour**

**(MIFOTRA)**

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## **FORWARD**

It is my pleasure to present to you this Service Charter for the Ministry of Public Service and Labour.

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

The Charter spells out the role of this Ministry, highlights the services offered and the requirements therein, lists the service centers at which our services can be accessed and the guiding legal instruments.

The development of this Charter signifies our commitment to serve our clientele with a view to creating a better understanding and enhancing our service delivery.

**MUSONERA Gaspard**  
**PERMANENT SECRETARY**

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## **I. INTRODUCTION**

**The Ministry of Public Service and Labour**, under the authority of a Minister is responsible for the accomplishment of the following attributions:

- a) Elaborate, monitor and evaluate national policies and programs for proper management development of competent human resources for the public administration, and for the promotion of skills, employment and labour;
- b) Initiate programs for modernization and professionalization of public administration and ensure proper management of human resources performance;
- c) Design all state institutional structures and put in place mechanisms for their updating;
- d) Put in place mechanisms for human resources motivation management and follow-up of salaries in public administration;
- e) Elaborate the programs and strategies aimed at reinforcing both old and young Rwandese population capacities to be able to create employment opportunities and fight against poverty;
- f) Put in place a proper administration that is in line with international labour laws and conventions;
- g) Coordinate the role played by the stakeholders and mobilize the necessary resources for modernization of administration, reinforcement of the Rwandese competencies for the promotion of employment; and
- h) Put in place mechanisms to strengthen national labour inspection services.

All those responsibilities are accomplished under Two (2) Directorate General dealing with core missions and supported by Two (2) Units.

### **A. General Directorate of Public Service Management & Development**

- Public Service Modernization and Performance Management Unit
- Public Service Management Unit

### **B. General Directorate of Labour and Employment**

- Labour Research & Employment Promotion Unit

- ✓ Labour Administration Unit Planning Unit
- ✓ Finance & Administration Unit
- ✓ Legal Affairs Unit

## **II. VISION**

- To have an effective and result oriented Public Administration, delivering prompt services which are responsive to the basic needs and problems of the population, within the framework of good governance.

- To create a socio-economic environment promoting the generation of decent jobs that fight against poverty, and develop a national competitive labour force which is open to both regional and international markets.

## **III. MISSION**

The Ministry of Public Service and Labour (MIFOTRA) has the missions to:

- Provide Public Institutions with efficient organization and human resources to fit the objectives of best public service delivery at low cost;
- Set up a fair working environment, based on international standards of health and social security, favorable to jobs creation and about market development.

## **IV. CORE FUNCTIONS**

The core functions of the Ministry of Public Service and Labour are:

- Developing, Disseminating and Coordinating the implementation of policies, strategies and programs ;
- Regulating the public service sector and related sub-sectors

- Elaboration and Dissemination of regulations related to the management of Public Servants;
- Developing institutional and human resources capacities
- Monitoring and evaluating the implementation of policies, strategies and programs related to the management of public servants
- Overseeing the institutions under its supervision
- Mobilizing resources for the development of public institutions and labour sector and related programs
- To monitor service delivery in Central Government institutions and the level of satisfaction of clients of such institutions regarding services received.

## V. SERVICES PROVIDED BY THE MINISTRY

### A. Public Service Management & Development General Directorate

#### ▪ Services provided by Public Service Management Unit

##### 1. Advice on Public Service disputes

##### Type of service: Civil Rights

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| <b>What is the Service? Am I eligible?</b>   | MIFOTRA receives complaints from civil servants regarding work place conflicts. Before bringing a complaint to MIFOTRA, Public servants should first appeal to their directly supervisory Institution. |
| <b>When can I access the service?</b>  | Monday to Friday 7:00 am to 5:00 pm  |
| <b>Once a request is made or an application is submitted, how long will it take?</b> | Provided that all requisite documents have been submitted a response should be provided within 3 days  |
| <b>What, if any, are the costs for</b>   | This service is free of charge   |

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| <b>accessing the service?</b>   |   |
| <b>What documents are required?</b>   | <p>-Letter addressed to the Minister describing the nature of your complaint;</p> <p>-Any additional documents that may help to support your claim</p>  |
| <b>What is the procedure?</b>   | <p>-Go to the Central Secretariat Office in MIFOTRA;</p> <p>-Submit all relevant documents;</p> <p>-If more information is required to you regarding your claim, you will be contacted by MIFOTRA;</p> <p>-MIFOTRA will conduct an investigation into your claim;</p> <p>-Once the investigation has been completed you will be notified in writing as to any decisions taken</p> |
| <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>  | Unresolved complaints may be brought before the Public Service Commission.  |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | This service not concerned with claims relating to disciplinary sanctions against a Public Servant. Cases of claims relating to disciplinary sanctions are deal with by Public Service commission.  |
| <b>Available forms</b>  | None  |
| <b>Relevant legal documents</b>   |   |

## 2. Acquiring a copy of your record of employment from 1962 to 1998

Type of service: Papers and Documents

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| <b>What is the Service? Am I eligible?</b>  | Individuals who were formerly employed in the public service may obtain a record of their employment from MIFOTRA. A record of employment will typically include details regarding the individual's length of service and the post(s) held. |
| <b>When can I access the service?</b>   | Monday to Friday 7:00 am to 5:00 pm   |
| <b>Once a request is made or an application is submitted, how long will it take?</b>  | 3 days  |
| <b>What, if any, are the costs for accessing the service?</b>   | This service is free of charge  |
| <b>What documents are required?</b>   | Written letter addressed to the Minister of request   |
| <b>What is the procedure?</b>   | -Go to the Central Secretariat Office in MIFOTRA<br>-Submit a copy of your letter of request<br>-You should be able to return after 3 days to pick-up your record of employment   |
| <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>  | There is no formal complaint procedure in place for this service  |
| <b>Is there any additional information regarding this service that is useful to know?</b>   |   |
| <b>Available forms</b>  |   |
| <b>Relevant legal documents</b>   |   |

### 3. Acquiring a copy of Salary certificate from 1962 to 1998

#### Type of service: Papers and Documents

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| <b>What is the Service? Am I eligible?</b>  | Individuals who were formerly employed in the public service may obtain a salary certificate from MIFOTRA. A salary certificate will typically include details regarding the individual's last salary of the post(s) held.                  |
| <b>When can I access the service?</b>   | Monday to Friday 7:00 am to 5:00 pm   |
| <b>Once a request is made or an application is submitted, how long will it take?</b>  | 3 days  |
| <b>What, if any, are the costs for accessing the service?</b>   | This service is free of charge  |
| <b>What documents are required?</b>   | Written letter addressed to the Minister of request   |
| <b>What is the procedure?</b>   | <ul style="list-style-type: none"> <li>-Go to the Central Secretariat office in MIFOTRA</li> <li>-Submit a copy of your letter of request</li> <li>-You should be able to return after 3 days to pick-up your salary certificate</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>  | There is no formal complaint procedure in place for this service  |
| <b>Is there any additional information regarding this service that is useful to know?</b>   |   |

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| <b>Available forms</b>          |  |
| <b>Relevant legal documents</b> |  |

#### 4. Acquiring appointment for employees at Director Level

##### Type of service: Papers and Documents

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| <b>What is the Service? Am I eligible?</b>  | MIFOTRA receives a letter from Public Institutions/ Central government requesting the appointment of the best candidates at Director Level by the Cabinet. This letter must be accompanied by the recruitment report approved by the Public Service Commission and all requirements for appointing a candidate. |
| <b>When can I access the service?</b>   | Monday to Friday 7:00 am to 5:00 pm   |
| <b>Once a request is made or an application is submitted, how long will it take?</b>  | After Provided all requirement documents, MIFOTRA has to submit a letter to the Office of Prime Minister requesting Cabinet to approve the appointment of the best candidates within 3 days   |
| <b>What, if any, are the costs for accessing the service?</b>   | This service is free of charge  |
| <b>What documents are required?</b>   | None  |
| <b>What is the procedure?</b>   | - Institution concern submit a letter to MIFOTRA;<br>-Provided necessary document   |
| <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> | Public Service commission   |
| <b>Is there a complaint procedure?</b>  | There is no formal complaint procedure in place for this service  |

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| <b>Is there any additional information regarding this service that is useful to know?</b> |  |
| <b>Available forms</b>  |  |
| <b>Relevant legal documents</b>   |  |

## 5. Acquiring Retirement of the Employees appointee

### Type of service: Papers and Documents

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| <p><b>What is the Service? Am I eligible?</b></p>  | <p>The institutions write a letter to the Office of Prime Minister requesting retirement of Employees appointee and send a copy to MIFOTRA.</p> <p>MIFOTRA receive a copy of Letter and provide a letter to the office of Prime Minister requesting the approvement of retirement of employee to the Cabinet.</p> |
| <p><b>When can I access the service?</b></p>   | <p>Monday to Friday 7:00 am to 5:00 pm</p>  |
| <p><b>Once a request is made or an application is submitted, how long will it take?</b></p>  | <p>After Provided all requirement documents, MIFOTRA has to submit a letter to the Office of Prime Minister requesting Cabinet to approve the retirement of the Employee within 3 days</p>  |
| <p><b>What, if any, are the costs for accessing the service?</b></p>   | <p>This service is free of charge</p>   |
| <p><b>What documents are required?</b></p>   | <p>Written letter addressed to the Office of the Prime Minister forrequest</p>  |
| <p><b>What is the procedure?</b></p>   | <p>-Go to the Central Secretariat office in MIFOTRA</p> <p>-Submit a copy of your letter of request</p>   |
| <p><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></p> | <p>None</p>   |
| <p><b>Is there a complaint procedure?</b></p>  | <p>There is no formal complaint procedure in place for this service</p>   |
| <p><b>Is there any additional information regarding this service that is useful to know?</b></p>   |   |

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| <b>Available forms</b>          |  |
| <b>Relevant legal documents</b> |  |

**B. Services provided by Public Service Modernization and Performance Management unit**

**1. Acquiring a To Whom it may Concern “A qui de Droit”**

**Type of service: Papers and Documents**

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| <p><b>What is the Service? Am I eligible?</b></p>   | <p>This is an official document provided to Public servants authorizing them to attend training inside and outside the Country.</p> <p>Employing Institution request to MIFOTRA a To whom it may Concern “A qui de Droit” for employee who need to go to training.</p>  |
| <p><b>When can I access the service?</b></p>  | <p>Monday to Friday 7:00 am to 5:00 pm</p>  |
| <p><b>Once a request is made or an application is submitted, how long will it take?</b></p> | <p>3 days, once the request has been received.</p>  |
| <p><b>What, if any, are the costs for accessing the service?</b></p>                        | <p>There is no charge for getting the “A qui de droit”.</p>   |
| <p><b>What documents are required?</b></p>  | <p>A request for authorization letter addressed to the Minister of Public Service from his/her Institution, through the line Ministry</p> <ul style="list-style-type: none"> <li>-The training plan for the Institution duly approved by the Capacity Building steering Committee;</li> <li>-Invitation letter from the training Institution (for masters programs, the admission letter is required</li> <li>- Retention contract signed between employee and employer</li> <li>- Employee selection report from an internal committee in charge of training highlighting the relation on between the training and the Public Servant’s attributions;</li> </ul> |

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|   | <ul style="list-style-type: none"> <li>-The routing document (for traveling);</li> <li>-The pro forma invoices for air tickets;</li> <li>- Completed form from MIFOTRA.</li> </ul>   |
| <b>What is the procedure?</b>   | <p>A public servant who is selected for training abroad which not result into academic certification obtains authorization for the training from MIFOTRA, upon request by his/her employing institution through the line Ministry.</p> <p>A public servant who is selected for training which results into an academic certification inside the country or abroad , obtain authorization for the training from MIFOTRA through MINEDUC.</p> <ul style="list-style-type: none"> <li>- All required documents are to be submitted to the central secretariat in MIFOTRA;</li> <li>-The central secretariat will orient the request to the MPM unit;</li> <li>- The “A qui de droit” will be prepared and signed by the Minister of Public Service and Labour;</li> <li>- Once the “A qui de droit” is signed, you will be asked to come and collect the document.</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> | You should consult your home institution to verify whether the training plan has been submitted to MIFOTRA. Without an approved training plan, training requests cannot be approved.   |
| <b>Is there a complaint</b>   | There is no complaint procedure in place for this service  |

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| <b>procedure?</b>   |  |
| <b>Is there any additional information regarding this service that is useful to know?</b> | <p>Only public servants governed by the general statutes of the public service are concerned.</p> <p>Requests for an 'A qui de droit' should be submitted at least 15 days before the expected departure for training.</p> |
| <b>Available forms</b>  |  |
| <b>Relevant legal documents</b>   |  |

### **C. Services provided by Labor Administration Unit**

#### **1. Labour code information dissemination**

##### **Type of service: Education**

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| What is the Service? Am I eligible?   | The Ministry of Public Service and Labour disseminate information relating to the new Labour code in order to ensure transition period.   |
| When can I access the service?  | Monday to Friday 7:00 am to 5:00 pm. Although hours of operation may be extended whenever deemed necessary.   |
| Once a request is made or an application is submitted, how long will it take? | Immediate   |
| What, if any, are the costs for accessing the service?                        | There is no charge for this service   |
| What documents are required?  | None  |
| What is the procedure?  | <p>-Go to the unit of Labour and Administration Unit and explain your request</p> <p>-Provided that the appropriate member staff is present and available, your request will be dealt with immediately.</p> <p>-If the appropriate member of staff is not available appointment will be rescheduled for a more convenient time.</p> |

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| 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?  | There is no formal complaint procedure in place for the service. |
| Is there any additional information regarding this service that is useful to know?   |  |
| Available forms  |  |
| Relevant legal documents   |  |

## 2. Provision of Labour statistics

Type of service: Papers and Documents

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| What is the Service? Am I eligible?   | Anyone requires or wishes to obtain labour statistics can do so from the Ministry of Public Service and Labour. For example, this may include: child labour statistics; (un)employment statistics by sector (e.g agriculture or for public/private sector) and current employment trends. This information can also be acquired from CESB. |
| When can I access the service?  | Monday to Friday 7:00 am to 5:00 pm although hours may be extended whenever deemed necessary.  |
| Once a request is made or an application is submitted, how long will it take? | The amount of time required to respond to a given request depends on the nature of the request involved.   |
| What, if any, are the costs for accessing the service?                        | There is no charge for this service.   |
| What documents are required?  | None   |
| What is the procedure?  | -Go to the office of the Director of the labour research and   |

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|  | <p>employment promotion unit and explain your request;</p> <p>-You will be directed to an appropriate member of staff who will assist you with your request;</p> <p>-Provided that the information that you seek is readily accessible, your request will be fulfilled immediately;</p> <p>-However if more time is required to obtain the information that you seek, you will be asked to leave behind your contact details so that you may be reached once all appropriate information and/or materials have been gathered.</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) | None  |
| Is there a complaint procedure?  | There is no formal complaint procedure in place for this service.   |
| Is there any additional information regarding this service that is useful to know?   | The Ministry of Public Service and Labour regularly submits reports regarding labour statistics to the International Labour Organization (ILO). Such information is available to the public via ILO.  |
| Available forms  |   |
| Relevant legal documents   |   |

## 2. Conciliation and Mediation in Labor Disputes

### Type of service: Employment

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| What is the Service? Am I eligible?   | Labour disputes involving either an individual or a group of individual (collective) are handled by Labour Inspector either the District national level. Collective disputes involving more than one individual across more than one District should be brought directly to the Minister of Public Service and Labour.  |
| When can I access the service?  | Monday to Friday from 7:00 am 5:00 pm although hours may be extended whenever deemed necessary.   |
| Once a request is made or an application is submitted, how long will it take? | Within 7 days of having submitted a complaint, both employer and employee will be called with either the Labour Inspector or the Minister, depending on the type of dispute involved. If either party does not attend, another meeting will be rescheduled within days.   |
| What, if any, are the costs for accessing the service?                        | There is no for this service  |
| What documents are required?  | -Copy of the work contract, -copy of the procedures manual for the business/organization, -document showing employee to the social fund of Rwanda (to be provided by employers).  |
| What is the procedure?  | <p>-Individual and/or collective disputes at the National level;</p> <p>-Go to the Labour Inspector will listen to your case, give you advice and (if deemed a appropriate) encourage you to go back and try to work out a solution with your employer or employee;</p> <p>-If after following the advice of the labour Inspector a resolution not been reached, you should submit a written complaint to the central secretariat in MIFOTRA;</p> <p>-The case will be analyzed and both parties called to a meeting with the Labour Inspector;</p> <p>-at the meeting the labour Inspector will listen to both parties and attempt to help them find a resolution to the conflict;</p> |

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|   | <p>-After the meeting both parties will be issued with a reconciliation act, that is a minutes of the meeting signed by both parties and the labour Inspector, detailing whether the meeting resulted in:</p> <p>a) conciliation</p> <p>b) partial conciliation</p> <p>c) non-conciliation</p> <p>-In the case of either b or c, this document will be required in any additional appeal process.</p> <p>Individual and/or collective disputes at the District level:</p> <p>-The same procedures are observed at the District level. The only exception being that written complaints are submitted to the District labour Inspector.</p> <p>Collective disputes involving more than one District</p> <p>-Collective disputes involving more than one should be presented directly to the Minister of Public Service and Labour.</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>Is there a complaint procedure?</p>  | <p>In the event of partial conciliation and/or non-conciliation of individual or collective disputes, appeals may be addressed to the court system. In the event of non-conciliation of collective disputes involving more than one District, appeals may be brought before the National Labour Council;</p>  |
| <p>Is there any additional information regarding this service that is useful to know?</p>   |   |

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| Available forms          |  |
| Relevant legal documents |  |

### 3. Youth and Women Employment Promotion

#### Type of service: Employment

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| What is the Service? Am I eligible?   | The Ministry of Public Service and Labour works closely with the Private sector, the Public sector and with civil society to promote employment for young people and women in particular. The Ministry coordinates, supervises and evaluates training and other projects or programs. For example those approved by the National Youth Council, National Women Council or Local Government. |
| When can I access the service?  | Monday to Friday from 7h:00 to 5h:00 although hours may be extended whenever deemed necessary.  |
| Once a request is made or an application is submitted, how long will it take? | The amount of time it takes to access this service depends upon the nature of the request involved.   |
| What, if any, are the costs for accessing the service?                        | There is no charge for this service   |
| What documents are required?  | -Written letter of request addressed to the Minister;<br><br>-Project proposal that specifies the amount of funding or the specific training being requested budget.  |
| What is the procedure?  | -Go to the central secretariat in MIFOTRA and submit all requisite documents;<br><br>-If necessary, the central secretariat will forward documents to either the Minister or the Permanent Secretary for review;<br><br>-Your file will then be sent to the Labour and Employment Unit for further analysis;<br><br>If your request for funding and/or training support is approved and     |

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|  | <p>funds are available:</p> <ul style="list-style-type: none"> <li>-You will receive an approval letter from the Ministry;</li> <li>-Approval letters for funding requests will detail the amount of funding to be granted to your organization. Whereas approval letters for training support will specify the date, location, structure and the budget for the training;</li> <li>-The approval letter will also state when you will be required to come to MIFOTRA to sign a contract.</li> </ul> <p>*Please note that the availability of funds during a given quarter and not the amount that you have requested that will determine the amount of funds granted to you.</p> <p>If your request for funding and/or training support is approved and funds are available:</p> <ul style="list-style-type: none"> <li>-You will receive an approval letter from the Ministry stating that although your request for funding and/or training support has been approved, granting of your request will have to be postponed until such a time when funding will become available.</li> </ul> <p>If your request for funding and/or training support is not approved:</p> <ul style="list-style-type: none"> <li>-You will receive a letter describing why your request has been denied.</li> </ul> <p>*Before your request can be granted an inspection visit may need to be arranged to verify the nature of your organization’s activities and to assess whether you stated needs are called for. The Labour and Employment Unit in MIFOTRA works closely with Labour at the District level in order to conduct such inspections.</p> |
| <p>What, if any, other institutions do I need to visit to access the</p> | <p>None</p>  |

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| service? (Eg. for payment of service costs or to get additional documents)         |   |
| Is there a complaint procedure?  | Decision made by the Minister regarding the granting of funding and/or assistance for training are final. However, should you require any further explanation as to why your request was denied you may go to the Labour and Employment unit for clarification. |
| Is there any additional information regarding this service that is useful to know? |   |
| Available forms  |   |
| Relevant legal documents   |   |

#### 4. Registration of Trade Unions

##### Type of service: Employment

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| What is the Service? Am I eligible?   | The Ministry of Public Service and Labour is responsible for registering Trade Unions operating in Rwanda. The Ministry is also liaises and facilitates other aspects related to Trade Union.  |
| When can I access the service?  | Monday to Friday from 7h:00 to 5h:00 although hours may be extended whenever deemed necessary.   |
| Once a request is made or an application is submitted, how long will it take? | Approximately one month.   |
| What, if any, are the costs for accessing the service?                        | There no costs involved with registering a Trade Union. However the registration of a Trade Union MIFOTRA will submit a request to the Prime Minister to have the registration published in the Official Gazette. The Trade Union is responsible for all associated costs. |
| What documents are required?  | -Statute of the Trade Union;<br><br>-Certified copy of the Minutes from the General Assembly meeting, signed by all members;   |

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|  | <ul style="list-style-type: none"> <li>-documents detailing the (financial) contributions made by each member;</li> <li>-List of all members;</li> <li>-Letter of request endorsed by the Mayor of the District where the Trade Union intends to operate.</li> </ul>   |
| What is the procedure?   | <ul style="list-style-type: none"> <li>-Go to the Labour and Employment Unit if submitting your request at the national level or the Labour Inspectorate if submitting your request at the District level and submit all requisite documents;</li> <li>-Your request will be analyzed and a visit to your Trade union arranged;</li> <li>-A report will be written following the visit recommendations to either accept or reject your request;</li> <li>-You will be informed in writing of any decision taken;</li> <li>-If your request is approved, MIFOTRA will submit a request to the Prime Minister to have registration of your Trade Union published in the Official Gazette.</li> </ul> |
| 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) | District administrative authorities in the area where you intend to operate-endorsement of your request.   |
| Is there a complaint procedure?  | Questions and/or concerns regarding this service may be addressed to the Labour and Employment Unit at the national level or the Labour Inspectorate at the District Level.  |
| Is there any additional information regarding this service that is useful to know?   |  |
| Available forms  |  |

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| Relevant legal documents |  |
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### **Accessing Labor employment policies and its implementing strategy**

#### **Type of service: Employment**

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| What is the Service? Am I eligible?   | The Ministry of Public Service and Labor provides Labor employment policy and it's implementing strategy through its official website. However, people can also access it through direct contact with Labor research and employment unit. |
| When can I access the service?  | All time between 7am and 5pm.   |
| 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?                        | There is no charge for this service   |
| What documents are required?  | non   |

## D. Services provided by Department of Finance & Administration

### 1. Payment by OP and by Cheques

#### Type of service: Payment

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| What is the Service? Am I eligible?   | MIFOTRA needs sometimes services from different persons. The providers who have rendered those services (Technical assistance, maintenance services, Staff transport, conferences, restaurants, etc.) may come to look for their payments.  |
| When can I access the service?  | Monday to Friday, from 7:00 am to 5:00 pm   |
| Once a request is made or an application is submitted, how long will it take? | Payment made by cheques can take 3 days;<br>Payments made by OP (payment Order) can take between one and two weeks or a month.  |
| What, if any, are the costs for accessing the service?                        | None  |
| What documents are required?  | -Payment by OP:<br><br>1. From provider (external)<br><br>Purchase order<br><br>Contract<br><br>Delivery note<br><br>Notification letter<br><br>Invoice in copies with bank account<br><br>2. From Procurement Officer (internal)<br><br>a) Requisition note<br><br>b) Minutes of Internal Tender Committee<br><br>-Payment by cheque: All those document could be required or less |

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| <p>What is the procedure?</p>   | <p>-Submit your invoice accompanied by above documents in the central secretariat;</p> <p>-The central secretariat will process the invoice to the Administration and Finance Unit;</p> <p>-After two days you can call or visit the Budget Officer or the Accountant to verify if your invoice has been verified, registered and paid (or in process of being paid) {This step is optional}</p> <p>-Payment will be prepared by Budget Officer/DAF/PS, transmitted to the Ministry of Finance. Where verification and signature are required, then the file will be transmitted to National Bank and then after to the Bank account of client.</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>-Ministry of Finance and Economic Planning</p> <p>-National Bank</p> <p>-Bank of the Provider</p>  |
| <p>Is there a complaint procedure?</p>  | <p>-Contact Director of Unit or PS MIFOTRA</p> <p>-MIFOTRA will address the complaint within 1 to 15 days</p> <p>NB: Complain can be caused by our Interlocutor, its why to address it could take longer.</p>   |
| <p>Is there any additional information regarding this service that is useful to know?</p>   | <p>None</p>   |
| <p>Available forms</p>  |   |
| <p>Relevant legal documents</p>   | <p>You can use the Budget Law and the Procurement Law.</p>  |

## 2. Payment of training fees and Airticket

### Type of service: Payment

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| What is the Service? Am I eligible?  | Public Servant who is admitted to attend the training by the Capacity Building committee. MIFOTRA will facilitate him/her to get air ticket and training fees and accommodation abroad.                            |
| When can I access the service?   | Monday to Friday, from 7:00 am to 5:00 pm  |
| Once a request is made or an application is submitted, how long will it take?  | 4 hours.   |
| What, if any, are the costs for accessing the service?   | None   |
| What documents are required?   | -Travel clearance<br>-Invoice for Air ticket   |
| What is the procedure?   | -Visit Finance Unit in MIFOTRA with travel clearance and invoice of air ticket.<br><br>-An appointment will be given to you to get required documents (Payment Order) in order to receive the money from 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) | -Ministry of Finance and Economic Planning<br><br>-National Bank<br><br>-Training center   |
| Is there a complaint procedure?  | You can contact the Director of Finance in MIFOTRA complain will be addressed within 1 or 2 hours.   |

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| Is there any additional information regarding this service that is useful to know? | Cabinet Decision of 11/02/2009 on training of Public Servants |
| Available forms  | Non   |
| Relevant legal documents   | Non   |

Approved by: MUSONERA Gaspard

Permanent Secretary of MIFOTRA

Date: 9<sup>th</sup> February, 2017