

REPUBLIC OF RWANDA



National Assistance Fund for the Needy Survivors of Genocide in Rwanda "FARG"

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FARG CITIZEN'S CHARTER

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FORWARD

It is my pleasure to present to you this Service Charter for the Genocide Survivors Fund (FARG).

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 FARG, and highlights the services offered and requirements therein. It lists the service centers at which our services can be accessed and the guiding legal instruments.

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



Theophile RUBERANGEYO
Executive Secretary of FARG

The present Citizen's Charter reflects the service provided by FARG 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 FARG 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 FARG:
 - Specification of services provided by FARG,
 - 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 FARG. 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 FARG
- 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 FARG and sets standards for transparency in public services. It is expected that through Citizen's Charter, FARG'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, FARG commits to inform them what services are available to them and what their rights and obligations are in accessing these services.

Realizing that FARG 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, FARG expects continuous interaction with citizens seeking its services. For this, FARG 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, FARG 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 FARG takes these complaints seriously and adopt prompt and proper action in a timely manner (fashion). Ideally, a time frame for dealing with these grievances and redresses has been set. The FARG 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 FARG 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 FARG 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, FARG 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, FARG 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.

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, FARG 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, private companies, local communities and local authorities, general public.

Commitment to our clients:

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

Contact:

**National Assistance Fund for the
Needy Survivors of Genocide in
Rwanda "FARG"**

E-mail : info@farg.gov.rw

Tel: (250) 0252 580 125

Web site : www.farg.gov.rw

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

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

I. INTRODUCTION

The Fund for the support and assistance to the survivors of Tutsi genocide and other crimes against humanity (FARG) was established by Law No 02/98 of 22/01/1998 to provide assistance to victims of genocide and massacres perpetrated in Rwanda from October 1, 1990 to December 31, 1994. This law was reviewed by the Law No 69/2008 of 30/12/2008 (OG. N° Special of 15/04/2009).

The resources of the Fund come from a government contribution equivalent to 6% of its annual budget and other sources as identified by the Law, in Article No 22. This budget is spent on four key programmes namely education, health, shelter as well as social assistance and income generating projects

II. VISION

By year 2019, all genocide survivors are fully integrated in the Rwandan Society and participate in national development programs.

III. MISSION

To have vulnerable genocide survivors integrated into existing national programs for self-development and progressively phase out all FARG specific assistance

programmes through skills development, promotion of income generating activities and entrepreneurship.

IV. CORE FUNCTIONS

1. Supervising and coordinating all the activities relating to the collection of contributions determined by this Law for the survivors;
2. Taking action and seeking indemnity against persons convicted of the Genocide against the Tutsi and other crimes against humanity that categorize them in the first category;
3. Collecting indemnities determined by courts as provided for in sub-paragraph 2° of this Article ;
4. Building houses for elderly people remaining who have no single child or who are needy, orphans, widows, widowers, those who were made handicapped by the Genocide against the Tutsi and other crimes against humanity who do not shelter;
5. Paying school fees for the helpless Genocide against the Tutsi students survivors and other crimes against humanity until at least the end of the second cycle of higher studies;
6. Providing medical treatment for the needy, the Genocide against the Tutsi handicapped and other crimes against humanity, those infected with incurable diseases caused by gender based violence including AIDS;
7. Determining permanent financial assistance to elderly and the misery persons among the Genocide against the Tutsi survivors and other crimes against humanity and those who were incapacitated as may be determined by the Board of Directors of the Fund;
8. Assisting the survivors in providing self help through provision of various support to improve their social life.

V. CORE VALUES

1. Transparency,
2. Improve social-economic welfare of genocide survivors

SERVICES OFFERED BY GENOCIDE SURVIVORS FUND

1. SERVICE PROVIDED BY DEPARTMENT OF PROGRAMS

1.1. EDUCATION

What is the service? Am I eligible?	Services: <ol style="list-style-type: none">1. Pay school fees and provide scholastic materials in secondary schools2. Provide assistance to students studying in 9YBE(Nine year basic education) by providing scholastic materials like school uniforms,books,pens etc3. Pay school fees and provide bursary to students supported by FARG in TVET program, high institutions and universities Eligible or beneficiaries: Vulnerable genocide survivors
Department to be approached	Directorate of Programmes
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm
Time limit to access	4 working days(2days of

<p>this service?or Once a request is made or an application is submitted, how long will it take?</p>	<p>analyzing the request,2days for payment process)</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>There is no charge for this service</p>
<p>What documents are required?</p>	<ul style="list-style-type: none"> - Secondary and Nine Year Basic Education (9YBE) document required is the testimonial given by local Government, showing that you are a vulnerable genocide survivor. - TVET, High institutions and Universities documents required in order to be assisted by FARG are: <ol style="list-style-type: none"> 1. Testimonial by local Government showing that you are vulnerable genocide survivor. 2. Secondary school certificate or diploma
<p>What is the procedure?</p>	<ul style="list-style-type: none"> - Go to the customer care desk for orientation, - Submit all relevant documents and wait for four days,
<p>What, if any, other institutions do I need to visit to access the service? (Eg. for</p>	<p>Local Government Authorities i.e. Districts and Sectors</p>

payment of service costs or to get additional documents)	
Is there a complaint procedure?	As FARG has the authority to make a final decision with regards to complaint cases, there is no other complaint procedure for this service.
Is there any additional information regarding this service that is useful to know?	Always visit website: <u>www.farg.gov.rw</u> for information. For further information call on this telephone number: 3562.
Available forms	None
Relevant legal documents	None

1.2.HEALTH AND DIRECT SUPPORT

What is the service? Am I eligible?	<ul style="list-style-type: none"> - Pay "mutuelle de santé"(Health Insurance) for vulnerable genocide survivors for those who are unable to pay it for them selves. - Provide special treatment to vulnerable genocide survivors - Provide monthly permanent financial assistance to vulnerable genocide survivors <p>Eligible: vulnerable genocide</p>
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	survivors
Department to be approached	Directorate of Programmes
When can I access the service?	Monday to Friday:7:00 am to 5:00 pm
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	Regarding Mituelle de santé,it is paid once a year at the beginning of the financial year, where as for special treatment, it depends on the medical prescription because FARG has a memorandum of understanding with all the referral hospitals where by they make invoices on a monthly basis depending on the patients they received and treated.
What, if any, are the costs for accessing the service?	No charges for this service
What documents are required?	Testimonial showing that someone is a genocide survivor, Application letter by the patient, medical pre scription note.
What is the procedure?	- Go to the customer care desk for orientation, - Submit all relevant documents and wait for three days
What, if any, other institutions do I need to visit to access the service? (Eg. for	- Districts

payment of service costs or to get additional documents)	
Is there a complaint procedure?	. Complaints regarding this service may be addressed either in person or in writing to the Director General of FARG
Is there any additional information regarding this service that is useful to know?	Always visit website: www.farg.gov.rw for information. For further information call on this telephone number: 3562.
Available forms	None
Relevant legal documents	None

1.3 SHELTER

What is the service? Am I eligible?	-To provide shelter to vulnerable genocide survivors who do not have any. -To rehabilitate the old built houses to the most needy genocide survivors.
Department to be approached	Directorate of Programmes
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm
Time limit to access this service?or Once a request is made or an	7 Months(Three months for the tendering process and four months for construction),

application is submitted, how long will it take?	
What, if any, are the costs for accessing the service?	This service is free of charge.
What documents are required?	Testimonial letters from the local authorities showing that some one is a genocide survivor, is vulnerable and has never been given a house before
What is the procedure?	There is a committee that identifies most needy genocide survivors and once people are identified in each District,lists are made and sent to FARG for funding the construction works
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)	Districts
Is there a complaint procedure?	. Complaints regarding this service should be addressed either in person or in writing to the Director General of FARG or to the District Mayers
Is there any additional information regarding this service that is	Always visit website: www.farg.gov.rw for information. For further information call on this

useful to know?	telephone number: 3562.
Available forms	None
Relevant legal documents	None

1.4 INCOME GENERATING ACTIVITIES

What is the service? Am I eligible?	To finance income generating projects to Vulnerable genocide survivors who are able to work but who are poor and cannot provide basic necessities of life
Department to be approached	Directorate of Programmes
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	14days to verify, analyse and take a decision as to whether the project is viable, helpful to the beneficiary.
What, if any, are the costs for accessing the service?	No charges to this service
What documents are required?	Testimonial letters showing that someone is a genocide survivor, is vulnerable and cannot afford to provide basic necessities of life but if assisted, can support him/ her

	self.
What is the procedure?	<ul style="list-style-type: none"> - Go to the customer care desk for orientation, - Submit all relevant documents and wait for 14 days
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)	Districts, Sectors
Is there a complaint procedure?	. Complaints regarding this service may be addressed either in person or in writing to the Director General of FARG
Is there any additional information regarding this service that is useful to know?	Always visit website: <u>www.farg.gov.rw</u> for information. For further information call on this telephone number: 3562.
Available forms	None
Relevant legal documents	None

A.Services provided by Finance and Administration Unit

1. Procedure for receiving payment for services rendered to FARG

Type of service: State Administration and Revenue

What is the Service? Am I eligible?	Individuals and/or firms who are seeking payment for the provision of either goods or services to FARG are required to adhere to the steps set out in this procedure.
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm
Once a request is made or an application is submitted, how long will it take?	Provided that all the requirements have been met, payment for services should not take more than 2 days
What, if any, are the costs for accessing the service?	There is no charge for this service
What documents are required?	<ul style="list-style-type: none">- 4 copies of the invoice,- Delivery note signed by both parties to the contract,- Bank guarantee if necessary,- Letter of notification,- Contract,- Purchase order,- 1 copy of the Identity card of the supplier
What is the procedure?	<ul style="list-style-type: none">- Go to the Central Secretariat of FARG;

	<ul style="list-style-type: none"> - Submit all required documents above; - Provided that your application is in order to be paid within 2 days.
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
Is there a complaint procedure?	Complaints regarding this service should be addressed either to the Director of the Finance and Administration Unit or to the Executive Secretary of FARG
Is there any additional information regarding this service that is useful to know?	Always visit FARG website: www.farg.gov.rw for information. For further information call a toll free telephone: 3562.
Available forms	None
Relevant legal documents	None

2. Procurement service through FARG

Type of service: State Administration and Revenue

What is the Service? Am I eligible?	The procurement service within FARG is responsible for carrying out the procurement process from the planning phase to execution of the contract. Specific assistance is provided to individuals and/or firms interested in submitting a tender for a contract with FARG in the following areas: -Publication of the tender in the media, -carrying out a technical and financial evaluation, -preparation of a report and notification of the tender award, -ensuring the adequate execution of the contract in collaboration with beneficiary departments, - receipt and safekeeping of bids, publication and distribution of invitations to bid
When can I access the service?	Monday to Friday : 7:00 am to 5:00 pm
Once a request is made or an application is submitted, how long will it take?	The duration of the tender process will vary depending on the type of tender.

What, if any, are the costs for accessing the service?	Cost of the bid document
Cost	100 Rwf/page
What documents are required?	Documents required may include the trade register and a tax clearance certificate from the Rwanda Revenue authority; however the kind of additional documents required will depend on the type of tender.
What is the procedure?	<ul style="list-style-type: none"> - Individuals and/or firms interested in submitting a tender for a contract with FARG should first purchase the tender document from the Finance and Administration unit in FARG - The bid document sets out the technical and financial specifications and also includes a copy of the contract - Individuals and/or firms requiring assistance at any point during the tender process may seek advice from the Finance and Administration unit.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get	National Tender Panel-handling unresolved complaints. National Bank of Rwanda (NBR) or Rwanda Revenue Authority- payment of fees.

additional documents)	
Is there a complaint procedure?	Complaints regarding this service are made in writing to the Executive Secretary of FARG or you may address your complaint to the National Tender Panel. Complaints must be submitted within 7 of receipt of the provisional notification letter
Is there any additional information regarding this service that is useful to know?	Always visit FARG website: www.farg.gov.rw for information. For further information call a toll free telephone: 3562.
Available forms	None
Relevant legal documents	None

Date:.....

Approved by :

Theophile RUBERANGEYO
Executive Secretary of FARG