

REPUBLIC OF RWANDA



GENDER MONITORING OFFICE

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CITIZEN'S CHARTER

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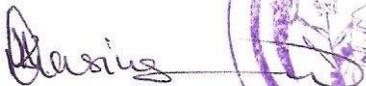
FORWARD

It is my pleasure to present to you this Service Charter for Gender Monitoring Office.

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 Gender Monitoring Office, 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.



Oda GASINZIGWA

Chief Gender Monitor



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

Realizing that GMO 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, GMO expects continuous interaction with citizens seeking its services. For this, GMO 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, GMO 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 GMO 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 GMO 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 GMO 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 GMO 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, GMO 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, GMO 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, GMO 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, donor agencies and international organizations, local communities and local authorities, general public.

Commitment to our clients:

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

Contact:

Gender Monitoring Office (GMO)

Address , P.O.BOX 837

Tel: + 250 252581794

Fax: + 250 252581795

Website: www.gmo.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 Gender Monitoring Office was established by Law n°51/2007 of 20/09/2007 determining the responsibilities, organisation and functioning of the gender monitoring office in Rwanda.

II.VISION

Gender aspect respected in all aspects of life by Government Institutions, civil Society and faith based organisations

III.MISSION

The Mission of GMO is to support the promotion of gender equality and fight against GBV in Rwanda through participatory monitoring, evaluation, documenting and reporting on gender mainstreaming, and working with various partners in the public, private and civil organization sectors.

IV.CORE FUNCTIONS

Article 185 of the 2003 Constitution and Article 5 of the Law No. 51/2007 Of 20/09/2007 indicates that GMO has the following responsibilities:

1° monitoring and carrying out evaluation on a permanent basis of compliance with gender indicators intended to respect gender in the context of the vision of sustainable national development and serving as a reference point on matters relating to gender equality and equity;

2° submitting to various institutions recommendations relating to the program of gender promotion in national development national development;

3° monitoring the respect of the principle of gender in national development and submit to the Cabinet its annual programme of action and the activity reports and reserve copies to other State organs mentioned in Article 21 of this Law.

4. provide strategic framework, tools and guidance for gender mainstreaming, gender audit, and assessment of impact of interventions targeting gender equality and women’s empowerment in public, private and civil society sectors at national and decentralized levels in Rwanda.
5. Establish a one-stop center (functional) data bank for gender statistics (sex disaggregated data) in all sectors and at all levels in Rwanda.

V.CORE VALUES

Accountability
 Transparency
 Equality

SERVICES OFFERED BY THE GENDER MONITORING OFFICE

Type of service: To mainstream gender through gender Auditing

What is the service? Am I eligible?	Gender auditing All Government Institutions, civil organization and faith based organization
Department to be approached	Gender Monitoring Department
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	2 weeks

What, if any, are the costs for accessing the service?	No
What documents are required?	An official letter requesting for the Service
What is the procedure?	Writing a letter and bring it to Gender Monitoring Office through the 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 additional documents)	None
Is there a complaint procedure?	The gender audit report is discussed with the management staff before it is approved so all the complaints are discussed in this meeting.
Is there any additional information regarding this service that is useful to know?	Always visit our website: www.gmo.gov.rw Tel: + 250 252581794
Available forms	Not applicable
Relevant legal documents	The law establishing GMO and its mandate

SERVICES OFFERED BY THE GENDER MONITORING OFFICE

Type of service: Establishing gender monitoring frame work

What is the service? Am I eligible?	Developing gender indicators All Government Institutions, civil organization and faith based organisation
Department to be approached	Gender Monitoring Departments
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm

Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	2 weeks
What, if any, are the costs for accessing the service?	None
What documents are required?	None
What is the procedure?	GMO identifies keys sectors to develop the indicators
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?	Not applicable
Is there any additional information regarding this service that is useful to know?	Always visit our website: www.gmo.gov.rw
Available forms	None
Relevant legal documents	Documents on the indicators

SERVICES OFFERED BY THE GENDER MONITORING OFFICE

Type of service: Monitoring 2 010-2011 Gender Budgeting statements

What is the service? Am I eligible?	Monitoring All Government Institutions, civil organization and faith based organization
Department to be approached	Gender monitoring Department
When can I access	Monday to Thursday: 7:00 am to

the service?	5:00 pm Friday: 7:00 am to 12:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	3 days
What, if any, are the costs for accessing the service?	None
What documents are required?	An official letter requesting for the service.
What is the procedure?	Writing a letter and bring it to Gender Monitoring Office through the 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 additional documents)	None
Is there a complaint procedure?	None
Is there any additional information regarding this service that is useful to know?	Always visit ... website: www.gmo.gov.rw Tel: + 250 252581794
Available forms	None
Relevant legal documents	Budget of the concerned institutions/Partners

SERVICES OFFERED BY THE GENDER MONITORING OFFICE

Type of service: Fighting Gender based violence

What is the service? Am I eligible?	GMO receives and orienting citizens' complaints regarding issues related to Gender based violence. Gender based violence victims.
Department to be approached	Gender Monitoring Department
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Immediately
What, if any, are the costs for accessing the service?	None
What documents are required?	A written letter
What is the procedure?	Coming to GMO and talk to the people responsible or writing a letter explaining about the case
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)	Police, Hospital, Prosecution office and Local authorities
Is there a complaint procedure?	None
Is there any additional	Always visit ... website: www.gmo.rw.rw .

information regarding this service that is useful to know?	
Available forms	None
Relevant legal documents	GBV and GBV Road Map

SERVICES OFFERED BY THE GENDER MONITORING OFFICE

Type of service: To ensure quality in gender related issues

What is the service? Am I eligible?	All organizations and institution involved in <u>gender development</u>
Department to be approached	Gender Monitoring Department
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	3 days
What, if any, are the costs for accessing the service?	None
What documents are required?	An official letter addressed to Chief Gender Monitor indicating the service you need
What is the procedure?	Bring a written letter to 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?	None
Is there any additional information regarding this service that is useful to know?	Always visit our website: www.gmo.gov.rw Tel: + 250 252581794
Available forms	None
Relevant legal documents	None

SERVICES PROVIDED BY THE GENDER MONITORING OFFICE

Type of service: Receiving payment for services rendered to GMO

What is the Service? Am I eligible?	Individuals and/or firms who are seeking payment for the provision of either goods or services to GMO are required to adhere to the steps set out in this procedure.
Department to be approached	Finance and Internal Resources management Department
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 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 3 days
What, if any, are the costs for accessing the service?	There is no charge for this service
What documents are required?	- 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?	- Go to the Central Secretariat of GMO; - Submit all required documents above; - Provided that your application is in order to be paid within 3 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)	MINECOFIN
Is there a complaint procedure?	Complaints regarding this service should be addressed either to the Director of the Finance Unit or to the Executive Secretary of GMO
Is there any additional information regarding this service that is useful to know?	Always visit GMO website: www.g.m.o.gov.rw for information. Tel: + 250 252581794
Available forms	None
Relevant legal documents	Financial laws and procedures

Type of service: Procurement service through GMO

What is the Service? Am I eligible?	The procurement service within GMO is responsible for carrying out the procurement process from the planning phase to execution of the
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	<p>contract. Specific assistance is provided to individuals and/or firms interested in submitting a tender for a contract with GMO in the following areas:</p> <ul style="list-style-type: none"> -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
Department to be approached	Finance and Internal Resources management Department
When can I access the service?	<p>Monday to Thursday: 7:00 am to 5:00 pm</p> <p>Friday: 7:00 am to 12:00 pm</p>
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?	<p>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.</p>
What is the procedure?	<ul style="list-style-type: none"> - Individuals and/or firms interested in submitting a tender for a contract with GMO should first purchase the tender document from the Finance and Administration unit - The bid document sets out the

	<p>technical and financial specifications and also includes a copy of the contract</p> <p>- Individuals and/or firms requiring assistance at any point during the tender process may seek advice from the Finance and administration unit.</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>National Tender Panel-handling unresolved complaints. National Bank of Rwanda (NBR) or Rwanda Revenue Authority- payment of fees.</p>
<p>Is there a complaint procedure?</p>	<p>Complaints regarding this service are made in writing the Executive Secretary of GMO. If following the presentation of a complaint to the Executive secretary your issue remains unresolved you may address your complaint to the National Tender Panel. Complaints must be submitted within 7 of receipt of the provisional notification letter</p>
<p>Is there any additional information regarding this service that is useful to know?</p>	<p>Always visit GMO website: www.gmo.gov.rw for information. Tel: + 250 252581794</p>
<p>Available forms</p>	<p>None</p>
<p>Relevant legal documents</p>	<p>None</p>

Approved by

Oda GASINZIGWA

Chief Gender Monitor