



## REPUBLIC OF RWANDA

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# I.R.S.T

# CITIZEN'S CHARTER

**December, 2011**

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## **FORWARD**

It is my pleasure to present to you this Service Charter for The Institute of Scientific and technologic Research (IRST). 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 IRST, 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.



**Dr. NDUWAYEZU Jean Baptiste**  
**Director General of IRST**

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

Realizing that IRST 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, IRST expects continuous interaction with citizens seeking its services. For this, IRST 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, IRST 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 IRST 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 IRST 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 IRST 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 IRST 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, IRST 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, IRST 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, IRST 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 IRST 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 IRST staff with courtesy and respect;
- Abiding by the regulations governing the academics services;
- Suggesting ways of improving our services at IRST;
- Providing the IRST with adequate feedback on service delivery through various dissemination technologies;
- Addressing all complaints/compliments/suggestions to relevant department.

**Contact:**

Institute of Scientific and technologic Research (**IRST**)

Tel.: + 252 530 395 Fax: +252 530 939

E-mail: [info@irst.gov.rw](mailto:info@irst.gov.rw),

Website: [www.irst.gov.rw](http://www.irst.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**

Based on Rwanda vision 2020, the Institute of Scientific and technologic Research (IRST) is the leading Institution of the knowledge-based and technology-led economy of Rwanda. It was established as the Institute of Scientific and Technological Research within the framework of research restructuring in Rwanda by the law no 06/1989 on March 15, 1989 made public in official Gazette of may 1, 1989. Its innovative technologies help Rwandan population to solve their socio-economical problems.

## **II. VISION**

Our vision is to be a world class Institution in Research and generating suitable technologies in energy, environment, health, society and economy fields.

## **III. MISSION**

Contributing to Rwandan sustainable development through research, publications, and dissemination of information and technology transfer.

## **IV. RIGHTS OF CLIENTS**

Our client has the rights:

- To be received with promptness and respect
- To be given the information needed free of charge or at a low non-commercial cost
- To complain to higher authorities and to appeal against administrative decisions

## 1. PROVIDING INFORMATION ON TECHNOLOGIES AND INNOVATION

### Type of service: Documentation Service

<p><b>What is the Service?</b></p> <p><b>Am I eligible?</b></p>	<p>Documentation. It is available for the general public. However, only IRST staff and lecturers of NUR are allowed to borrow books on conditions determined by IRST</p>
<p><b>Which unit within the public administration do I go to?</b></p>	<p>Unit of Innovation and Technology Transfer</p>
<p><b>When can I access the service?</b></p>	<p>Monday to Thursday: 7:00 Am to 17:00Pm Friday: 7:Am to 12:00Pm</p>
<p><b>Once a request is made or an application is submitted, how long does it take?</b></p>	<p>The service is immediately provided.</p>
<p><b>What, if any, are the costs for accessing the service?</b></p>	<p>There is no cost to access this service</p>
<p><b>What documents are required?</b></p>	<ul style="list-style-type: none"> <li>• Identity card,</li> <li>• Student card or</li> <li>• Service card</li> </ul>
<p><b>What is the procedure?</b></p>	<ul style="list-style-type: none"> <li>• Any person requiring information and documentation reports to the Secretariat.</li> <li>• The secretary leads the visitor to the Unit of Innovation and Technology Transfer where</li> </ul>

	information on how to access the required information/documentation is provided.
<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>	Any complaint is addressed to the Director of the Innovation and Technology Transfer Unit. If a solution to the complaints is not found at this level, the complaint may be addressed to the Director General.
<b>Is there any additional information regarding this service that is useful to know?</b>	For any additional information, please visit our Website: <a href="http://www.irst.ac.rw">www.irst.ac.rw</a>
<b>Available forms</b>	There are forms to be filled for the people allowed to borrow books and newspapers, at the Documentation service
<b>Relevant legal documents</b>	None

## 2.OBTAINING LABORATORY ANALYSIS RESULTS

### Type of service: Laboratory Services

<b>What is the service? Am I eligible?</b>	Analyzing the samples in IRST Laboratory in the fields of Chemistry, Biology, Biotechnology, Microbiology, Pharmacy, and Physics
<b>Department to be approached</b>	Laboratory
<b>When can I access this service?</b>	Tuesday & Thursday: 7:00am-12:00pm, 1:00-5:00pm Friday: 7:00am-12:00pm
<b>Once a request is made or an application is submitted, how long does it take?</b>	One week time at most
<b>What; if any, are the costs for accessing the service?</b>	Analysis fee
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>• An official request letter</li> <li>• A copy of Identity Card</li> <li>• Bank slip as a proof of payment</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>• A request letter of laboratory analysis addressed to the Director General.</li> <li>• Upon approval of the request, information is provided with regards to the required fee and procedures to use the laboratory.</li> <li>• Submission of the payment slip</li> <li>• Avail the samples for analysis</li> <li>• Fill the form (will be available in</li> </ul>

	IRST Laboratory) that clearly shows all types of analysis to be done.
<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>	National Bank of Rwanda (BNR) for payment of analysis fee
<b>Is there a compliant procedure?</b>	Any complaint is addressed to the Director of the Laboratory. If a solution to the complaint is not found at this level, the complaint may be addressed to the Director General.
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit IRST website: <a href="http://www.irst.ac.rw">www.irst.ac.rw</a> for information. For further information call on this telephone number:078 858 1740 or 072 858 1740
<b>Available forms</b>	For now there are no available forms because the laboratory has not yet started working but they will be available as soon as the laboratory starts running
<b>Relevant legal documents</b>	-

### 3.PROVIDING PROCUREMENT INFORMATION

**Type of service: Tender document, Notification letter, Bid contract**

<p><b>What is the Service?</b></p> <p><b>Am I eligible?</b></p>	<ul style="list-style-type: none"> <li>• To provide the Tender document to bidders</li> <li>• To provide the notification letters to successful and unsuccessful bidders</li> <li>• Signing contract with successful bidder</li> </ul> <p>Any person desiring to supply goods and services (except IRST staff) is eligible for the mentioned service.</p>
<p><b>Department to be approached</b></p>	<p>Procurement Office</p>
<p><b>When can I access the service?</b></p>	<p>Monday to Thursday 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm</p>
<p><b>Once a request is made or an application is submitted, how long does it take?</b></p>	<p>30 minutes</p>
<p><b>What, if any, are the costs for accessing the service?</b></p>	<p>Tender document fees and Performance guarantee fees available in IRST's tender notice and notification letter respectively</p>
<p><b>What documents are required?</b></p>	<p>Prepaid bank slip of a non refundable fee announced in tender notice</p>
<p><b>What is the procedure?</b></p>	<p>As described in the tender document.</p>
<p><b>What, if any, other institutions do I need to visit</b></p>	<p>National Bank of Rwanda for payment of the Tender document and any other Bank or Insurance</p>

<b>to access the service? (Eg. for payment of service costs or to get additional documents)</b>	Company for performance guarantee
<b>Is there a complaint procedure?</b>	Complaints may be addressed in writing to the Rwanda Public Procurement Authority (RPPA).
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit IRST Website: <a href="http://www.irst.ac.rw">www.irst.ac.rw</a> for information. For further information call on this telephone number + 250 (788573872)
<b>Available forms</b>	-
<b>Relevant legal documents</b>	- Law on Public Procurement

#### **4.OBTAINING STUDENT INTERNSHIP**

##### **Type of service: Internship for Students**

<b>-What is the service?</b>	Internship
<b>Am I eligible?</b>	<p>Are eligible:</p> <ul style="list-style-type: none"> <li>• Students from secondary schools or universities/high learning institutions conduct their internship in IRST.</li> <li>• Graduate Students from secondary schools or universities/high level institutions or people under the special program of RDB are eligible</li> </ul>
<b>Department to be</b>	

<b>approached</b>	
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 12:00 am; 1:00 pm to 5:00 pm  Friday: 7:00 am to 12:00 am
<b>Time limit to access the service? Or  Once a request is made or an application is submitted, how long does it take?</b>	1 week
<b>What, if any, are the costs for accessing the service?</b>	No cost. However interns may pay damaged materials
<b>What documents are required?</b>	Letter from the School Director, the Dean of Faculty or RDB.
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>• Request Letters are addressed to the Director General of IRST by the School Director, the Dean of Faculty or by RDB (N.B. Request by the students themselves are not acceptable).</li> <li>• From the Office of the DG, the request will be oriented to the relevant department,</li> <li>• The decision is communicated to the student through the Central Secretariat</li> </ul>
<b>What, if any, other institutions do I</b>	Not any.

<b>need to visit to access the service? (e.g. for payment of service costs or to get additional documents)</b>	
<b>Is there a complaint procedure?</b>	No
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit IRST website: <a href="http://www.irst.ac.rw">www.irst.ac.rw</a> Or call the secretary at the Central Secretariat. Phone number: 0788835316
<b>Available forms</b>	No
<b>Relevant legal documents</b>	No

## **5.ACQUIRING LABORATORY ANALYSIS RESULTS, PRODUCT SAMPLES AND PROTOTYPES**

**Type of service: Sample analysis, sample production and related documentation**

<b>What is the service?</b>	<ol style="list-style-type: none"> <li>1. Production of samples or prototypes</li> <li>2. Physical- chemicals analysis of combustibles</li> <li>3. Efficiency cooking stoves</li> <li>4. Solar energy information</li> </ol>
<b>Am I eligible?</b>	Any person interested in applied sciences research is eligible
<b>Department to be approached</b>	Energy
<b>When can I access the</b>	Monday to Thursday: 7:00 am to 5:00 pm

<b>service?</b>	Friday: 7:00 am to 12:pm
<b>Time limit to access this service? Or Once a request is made or an application is submitted, how long does it take?</b>	2 weeks for Physico- chemicals analysis of combustibles  3 days for Efficiency cooking stoves  1 hour for Solar energy information Other products: Maximum 30 days
<b>What, if any, are the costs for accessing the service?</b>	Analysis fee, payment of of sample cost
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>• Written authorization from the Director General</li> <li>• Receipt from BNR account number 1201481,IRST "Recettes internes"</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>▪ Submit an official letter to the Director General through the central secretariat</li> <li>▪ Get an invoice from Energy Department</li> <li>▪ Submit the BNR payment receipt to the Energy Department</li> </ul>
<b>What, if any, other institutions do I need to access the service? (Eg. For payment of service costs or to get additional documents)</b>	BNR
<b>Is there a complaint</b>	Complaints are made either in person or in writing to the Director General of

<b>procedure?</b>	IRST
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit <a href="http://www.irst.ac.rw">www.irst.ac.rw</a> for information. For further information call on this telephone number <b>0782413105 or 0788582448</b> during office hours
<b>Available forms</b>	No
<b>Relevant legal documents</b>	No

## 6.PROVIDING HERBARIUM INFORMATION

**Type of service: Research and publications**

<b>What is the Service?</b>	To provide research findings to the Government and general public. Yes, you are eligible
<b>Am I eligible?</b>	
<b>Department to be approached</b>	Herbarium staff and experts
<b>When can I access the service?</b>	Monday to Thursday 7:00 am to 5:00 pm Friday 7:00 am to 12:00 pm.
<b>Once a request is made or an application is submitted, how long does it take?</b>	Once the request is received, the feedback is done promptly
<b>What, if any, are the costs for accessing the service?</b>	There is no charge for this service
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>• An official application letter and</li> <li>• Official permission from IRST headquarter</li> </ul>
<b>What is the</b>	<ul style="list-style-type: none"> <li>• Submit the application letter to</li> </ul>

<b>procedure?</b>	the central secretariat <ul style="list-style-type: none"> <li>• Provided that the application is in order, the official permission will be issued within 3 days</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>	If the applicant does not receive a good service, he/she can present his claim to the Head of Research Station, Research Program Director, Director of Administration, or if necessary the IRST Director General
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit: <a href="http://www.irst.ac.rw">www.irst.ac.rw</a> for information. For further information, call on this number: Fix (250) (0) 252 530 395, Fax (250) 252 530 939, E-mail: <a href="mailto:irst@irst.ac.rw">irst@irst.ac.rw</a> or <a href="mailto:irst2001@yahoo.fr">irst2001@yahoo.fr</a>
<b>Available forms</b>	No
<b>Relevant legal documents</b>	No

## 7.PROVIDING INFORMATION ON IRST MANAGEMENT AND OPERATIONS

**Type of service: Documents on management and operations**

<b>What is the</b>	Any person desiring information on
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<b>Service? Am I eligible?</b>	IRST management, operations or research programme may come to IRST to ask for such information for personal or official use. Once in possession of a requesting letter agreed by the director general, or a note authorizing the provision of such information, the applicant is authorized to obtain information from IRST. The agreed recommendation letter is valid until the provision of requested information.
<b>Which unit within the public administration do I go to?</b>	Planning, Monitoring and Evaluation Unit
<b>When can I access the service?</b>	Monday to Thursday 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
<b>Once a request is made or an application is submitted, how long will it take?</b>	2 working days at maximum
<b>What, if any, are the costs for accessing the service?</b>	No costs are required if they are requested for research reasons, or for use by a government agent for the purpose of use in his official duties, or just for acquiring knowledge
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>• Visitor's card</li> <li>• Requesting letter approved by the Director General</li> <li>• National Identity Card</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>• Submit the request letter to the Director General of IRST</li> </ul>

	<ul style="list-style-type: none"> <li>• Upon approval by the Director General, the Director of Planning, Monitoring and evaluation Unit provides the requested information.</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>	In case the applicant is not satisfied with the way the service is provided, He/she may address any complaint to the Director General.
<b>Is there any additional information regarding this service that is useful to know?</b>	Visit the website, <a href="http://www.irst.ac.rw">www.irst.ac.rw</a> , send a mail via P. BOX 227 Butare, phone to (250)530395 or send Fax (250)530 939
<b>Available forms</b>	None
<b>Relevant legal documents</b>	<ul style="list-style-type: none"> <li>- IRST Organic Law</li> <li>- Manuel de Procedures</li> <li>- Internal regulation</li> </ul>

## **8. PARTNERSHIPS AND ALLIANCE WITH IRST**

### **Type of service: Memorandum of Understanding (MOU) and Agreement**

<b>What is the Service? Am I eligible?</b>	Partnership and Alliance with IRST Yes
<b>Which unit within</b>	Planning, Monitoring and Evaluation

<b>the public administration do I go to?</b>	Unit
<b>When can I access the service?</b>	Monday to Thursday 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
<b>Once a request is made or an application is submitted, how long will it take?</b>	2 weeks
<b>What, if any, are the costs for accessing the service?</b>	None
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>• An official application letter.</li> <li>• A copy of the Law establishing the requesting organization.</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>• Submit an application letter to the Director General of IRST</li> <li>• The Director General of IRST send a response letter to the applicant</li> <li>• The Director of Planning, Monitoring and Evaluation Unit for information, prepares the Memorandum of understanding and gets in touch with the applicant to finalize the draft MoU/agreement with IRST.</li> <li>• The Director General of IRST and the Head of the requesting Institution sign the MoU / agreement.</li> </ul>
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for</b>	None

<b>payment of service costs or to get additional documents)</b>	
<b>Is there a complaint procedure?</b>	Complaints must be addressed in writing to the Director General
<b>Is there any additional information regarding this service that is useful to know?</b>	None
<b>Available forms</b>	None
<b>Relevant legal documents</b>	IRST organic Law

## **9. ACQUIRING EXPERT INFORMATION ON PLANT SPECIES**

**Type of service: Plant species collection and identification**

<b>What is the Service?</b>	To provide scientific names of plant species for research, education, planting, utilization, management and conservation.
<b>Am I eligible?</b>	Researchers, students, herbalist healers, decision makers and local people after presenting request and getting an official permission from IRST headquarters.
<b>Department to be approached</b>	Herbarium staff and experts
<b>When can I access the service?</b>	Monday to Thursday 7:00 am to 5:00 pm

	Friday 7:00 am to 12:00 pm.
<b>Once a request is made or an application is submitted, how long will it take?</b>	3 working days
<b>What, if any, are the costs for accessing the service?</b>	There is no charge for this service
<b>What documents are required?</b>	Application letter from requesting institutions and written official permission from IRST headquarters
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>• Submit the application letter to the central secretariat</li> <li>• Provided that the application is in order, the official permission will be issued within 3 days</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>	No any
<b>Is there a complaint procedure?</b>	If the applicant does not receive a good service, he/she can present his claim to the Head of Research Station, Research Program

	Director, Director of Administration or, if necessary to the IRST Director General
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit: <a href="http://www.irst.ac.rw">www.irst.ac.rw</a> for information. For further information, call on this number: Fix (250) (0) 252 530 395, Fax (250) 252 530 939, E-mail: <a href="mailto:irst@irst.ac.rw">irst@irst.ac.rw</a> or <a href="mailto:irst2001@yahoo.fr">irst2001@yahoo.fr</a>
<b>Available forms</b>	No
<b>Relevant legal documents</b>	No

## **10. PROVIDING CONSULTING SERVICES IN BOTANY AND ENVIRONMENT**

**Type of service: Botanical and environmental consultancy and advices**

<b>What is the Service?</b>	To provide consultancies in environmental and botanical related fields
<b>Am I eligible?</b>	Yes
<b>Department to be approached</b>	Herbarium staff and experts
<b>When can I access the service?</b>	Monday to Thursday 7:00 am to 5:00 pm Friday 7:00 am to 12:00 pm.
<b>Once a request is made or an application is submitted, how</b>	3 working days

<b>long will it take?</b>	
<b>What, if any, are the costs for accessing the service?</b>	Consultancy fee
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>• An official application letter and</li> <li>• Official permission from IRST headquarter</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>• Submit the application letter to the central secretariat</li> <li>• Provided that the application is in order, the official permission will be issued within 3 days</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>	If the applicant does not receive a good service, he can present his claim to the Head of Research Station, Research Program Director, Director of Administration or, if necessary the IRST Director General
<b>Is there any additional information regarding this service that is</b>	Always visit: <a href="http://www.irst.ac.rw">www.irst.ac.rw</a> for information. For further information, call on this number: Fix (250) (0) 252 530 395, Fax (250) 252 530 939, E-mail:

<b>useful to know?</b>	<a href="mailto:irst@irst.ac.rw">irst@irst.ac.rw</a> or <a href="mailto:irst2001@yahoo.fr">irst2001@yahoo.fr</a>
<b>Available forms</b>	No
<b>Relevant legal documents</b>	No

## 11. PROVIDING SCIENTIFIC INFORMATION ON PLANT SPECIES

### Type of service: Scientific information on plant species

<b>What is the Service?</b>  <b>Am I eligible?</b>	To provide scientific information on various plant uses, medicinal properties, economic potentials, geographical distribution, vegetation mapping, ecological requirements, phonological data and conservation status of Rwandan plant species. Researchers, students, traditional healers, decision makers and any Citizen are eligible.
<b>Department to be approached</b>	Herbarium staff and experts
<b>When can I access the service?</b>	Monday to Thursday 7:00 am to 5:00 pm Friday 7:00 am to 12:00 pm.
<b>Once a request is made or an application is submitted, how long will it take?</b>	3 working days
<b>What, if any, are the costs for accessing the service?</b>	There is no charge for this service

<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>• An official application letter and</li> <li>• Official permission from IRST headquarter</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>• Submit the application letter to the central secretariat</li> <li>• Provided that the application is in order, the official permission will be issued within 3 days</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>	If the applicant does not receive a good service, he can present his/her complaint to the Head of Research Station, Research Program Director, Director of administration or, if necessary the IRST Director General
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit: <a href="http://www.irst.ac.rw">www.irst.ac.rw</a> for information. For further information, call on this number: Fix (250) (0) 252 530 395, Fax (250) 252 530 939, E-mail: <a href="mailto:irst@irst.ac.rw">irst@irst.ac.rw</a> or <a href="mailto:IRST2001@yahoo.fr">IRST2001@yahoo.fr</a>
<b>Available forms</b>	No
<b>Relevant legal documents</b>	No

## 12. PROVIDING SCIENTIFIC INFORMATION ON BOTANY RESEARCH AND PUBLICATION

### Type of service: Research and publications

<b>What is the Service? Am I eligible?</b>	To provide research findings to the Government and general public
<b>Department to be approached</b>	Herbarium staff and experts
<b>When can I access the service?</b>	Monday to Thursday 7:00 am to 5:00 pm Friday 7:00 am to 12:00 pm.
<b>Once a request is made or an application is submitted, how long will it take?</b>	Once the request is received, the feedback is done promptly.
<b>What, if any, are the costs for accessing the service?</b>	There is no charge for this service
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>• An official application letter and</li> <li>• Official permission from IRST headquarter</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>• Submit the application letter to the central secretariat</li> <li>• Provided that the application is in order, the official permission will be issued within 3 days</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>	If the applicant does not receive a good service, he can present his/her claim to the Head of Research Station, Research Program Director, Director of Administration, or if necessary the IRST Director General
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit: <a href="http://www.irst.ac.rw">www.irst.ac.rw</a> for information. For further information, call on this number: Fix (250) (0) 252 530 395, Fax (250) 252 530 939, E-mail: <a href="mailto:irst@irst.ac.rw">irst@irst.ac.rw</a> or <a href="mailto:irst2001@yahoo.fr">irst2001@yahoo.fr</a>
<b>Available forms</b>	No
<b>Relevant legal documents</b>	No

**Approved by:**  
**Director General of Institute of Scientific and  
technologic Research/IRST**

**Dr NDUWAYEZU Jean Baptiste**