

REPUBLIC OF RWANDA



MINISTRY OF NATURAL RESOURCES

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CITIZEN'S CHARTER

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CLIENT CHARTER FOR THE MINISTRY OF NATURAL RESOURCES (MINIRENA)

FORWARD

It is my pleasure to present to you this Service Charter for The MINISTRY OF NATURAL RESOURCES (MINIRENA).

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 MINISTRY OF NATURAL RESOURCES and highlights the services offered and requirements therein. It lists the service agencies 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.

Hon. Amb. KAMANZI Stanislas

Minister of Natural Resources



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The present Citizen's Charter reflects the service provided by MINIRENA 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 MINIRENA 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 MINIRENA:
 - Specification of services provided by MINIRENA,
 - 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 MINIRENA. 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 MINIRENA
- Contact information of key officers in charge of these services
- Complaint procedures or grievance redress mechanisms and how to access them

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- 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 MINIRENA and sets standards for transparency in public services. It is expected that through Citizen's Charter, MINIRENA'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, MINIRENA commits to inform them what services are available to them and what their rights and obligations are in accessing these services.

Realizing that MINIRENA 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, MINIRENA expects continuous interaction with citizens seeking its services. For this, MINIRENA 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, MINIRENA encourages its clients to give their feedback through the complaints mechanisms that are accessible, approachable and

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open to all. It goes without saying that the MINIRENA 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 MINIRENA 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 MINIRENA 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 MINIRENA 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, MINIRENA 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, MINIRENA 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;

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- 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, MINIRENA 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.

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

Contact:

Ministry of Natural Resources (MINIRENA)

Tel.: + Tel. +250 252 582628 fax: +250 252 582629

E-mail: info@minirena.gov.rw,

Website: www.minirena.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.

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❖ INTRODUCTION

The MINISTRY OF NATURAL RESOURCES (MINIRENA) was established to ensure sustainable management and wise use of natural resources, relies heavily on good planning which involves all concerned actors and is based on national orientations and policies (Vision 2020, the National Strategies for Economic Development and Poverty Reduction, the Government Agenda, NIS, Good Governance and Decentralization etc), as well as on regional orientations and policies such as the Millennium Development Goals, NEPAD, Nile Basin Initiative, EAC initiatives, the National Summit on National Development,...to contribute to economic growth with a view to changing the quality of life of the population.

❖ VISION

The global vision of the policy for sustainable socio-economic development is drawn from the principles of Vision 2020 for Rwanda which focuses on socio-economic integration and sustainable economic growth with priorities being placed on the agriculture sector, rural development as well as environment and natural resources management through the following specific objectives:

- Equitable, productive and sustainable use and management of land resources;
- Equitable and sustainable utilization of water resources through integrated water resources management and conservation;
- Adequate and sustainable supply of forest and biomass resources to meet the growing multiple demands for food, fibre, fodder, fuel as well as environmental services;
- Promoting productive, efficient and environmentally sensitive mineral exploration and exploitation;
- Restoring, conserving and sustainable management of ecosystems to ensure continued and enhanced functioning of critical ecosystems;
- Raising awareness of and integrating environmental sustainability principles in/ across all key sectors of the EDPRS;
- Strengthening policy and legislative frameworks for sustainable environment and natural resources management, by harmonizing policies, legal and regulatory instruments within/

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across sectors and with regional and international frameworks;
and

- Increasing human and institutional capacity, at national and decentralized entities including civil society and private sector.

❖ **MISION**

The Mission of the Ministry of Natural Resources is to develop sustainable capacities to ensure that environment and natural resources are utilized and managed productively in support of sustainable national development in line with the EDPRS targets, MDGs and Vision 2020 aspirations, and drive forward economic growth, with a view to enhancing the quality of life of the population.

❖ **CORE FUNCTIONS**

- Prepare and ensure the follow up and evaluation of policies, strategies as well as environment protection;
- Prepare draft bills and establish norms and practices for rational exploitation and efficient land management, Environment, Water Resources and evaluate their implementation;
- Promote research and exploit Rwandan underground natural resources and set up appropriate mechanisms for their extraction and valuation;
- Initiate incentive measures and support programmes to private sector and civil society so as to invest in land protection activities, Water Resources and Environment;
- Coordinate stakeholders activities and mobilize necessary resources for land management and land use planning, Water Resources as well as Environment protection.
- Reinforce capacities of decentralized entities in matters of land management, Water Resources and Environment.

❖ **CORE VALUES**

- Integrity
- Transparency
- Efficiency and effectiveness

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- Customer care oriented : aiming at best quality service with great diligence in work and high respect to clients’;

SERVICES OFFERED BY THE MINISTRY OF NATURAL RESOURCES (MINIRENA)

Type of service: Information

What is the service? Am I eligible?	In Rwanda, the Ministry of Natural Resources is charged with policy formulation and strategies on, land, environment, forestry, mining and quarries management. Yes, anyone requesting information is eligible
Department to be approached	PLANNING, MONITORING AND EVALUATION UNIT
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 upon request Immediately upon request
What, if any, are the costs for accessing the service?	No costs
What documents are required?	Administrative letter or email message
What is the procedure?	Written request addressed to Permanent Secretary in the Ministry of Natural Resources or email on info@minirena.gov.rw
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get	REMA (Rwanda Environment Management Authority); RNRA (Rwanda Natural Resources Authority)

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additional documents)	
Is there a complaint procedure?	<ul style="list-style-type: none"> • Submission of application letter by client detailing the nature of complaint. • The client is invited to the office for further discussions and clarifications • If the complaint is within the powers of MINIRENA, The staff in charge settles the complain. • If the matter is beyond MINIRENA Powers, the client is referred to the competent authorities to solve his /her complaint.
Is there any additional information regarding this service that is useful to know?	<p>Always visit website: www.minirena.gov.rw for information.</p> <p>For further information call on this telephone number + 250 252 582628; +250 252 582628 during office hours.</p>
Available forms	None
Relevant legal documents	5 Years ENR Strategic plan, Environment Subsector Strategic Plan, Land Subsector Strategic Plan; Rwanda Geology Mining Subsector Strategic Plan; Forestry Subsector Strategic Plan; 7 years of government program 2010-2017, EDPRS document (2008-2012) and Vision 2020 document

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SERVICES OFFERED BY THE MINISTRY OF NATURAL RESOURCES (MINIRENA)

Type of service: Recruitment of Staff

What is the service? Am I eligible?	Recruitment of Staff within the Ministry Yes, anyone fulfilling the requirements is eligible for recruitment
Department to be approached	Department of Administration and Finance
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?	It will take 5 days from the deadline of applying to be short-listed, 5 days from short-listing to written Exam and One week from written Exam to oral and also one week from oral Exam to publication of results.
What, if any, are the costs for accessing the service?	None
What documents are required?	Form from Public Service Commission to be filled by every candidate, Application Letter, CV, copy of Diploma and ID
What is the procedure?	Advertisement, short-listing, Written and Oral Exam, Recruitment of successful candidates
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)	No one.
Is there a complaint	<ul style="list-style-type: none">• Submission of application letter

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procedure?	<p>by client detailing the nature of complaint.</p> <ul style="list-style-type: none"> • The client is invited to the office for further discussions and clarifications • If the complaint is within the powers of MINIRENA, The Ministry settles the complain. • If the matter is beyond MINIRENA Powers, the client is referred to the competent authorities to solve his /her complaint (MIFOTRA, Public Service Commission,...)
Is there any additional information regarding this service that is useful to know?	Always visit website: www.minirena.gov.rw for information. For further information call on this telephone number: 0788559394 during office hours.
Available forms	At the Ministry Headquarters or Website of Public Service Commission (www.psc.gov.rw)
Relevant legal documents	Law no 22/2002 of 09/07/2002 on general statutes for Rwanda Public Service

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Type of service: Invoices Payment

What is the service? Am I eligible?	Payments of the invoices
Department to be approached	Finance unit
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	3 days

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submitted, how long will it take?	
What, if any, are the costs for accessing the service?	No costs
What documents are required ?	<ol style="list-style-type: none"> 1. Tendering documents 2. Delivery note 3. Invoices
What is the procedure?	<p>The Ministry adverts a tender complying with public procurement regulations. After tender awarded, the bidder/suppliers ships goods with a delivery note. Before he comes, he/she informs logistics officer in order to be ready to receive goods. And logistics officer with the technician official(s) receive delivered goods and sign on it for the acknowledgement of reception of goods as ordered. And this activity has to be done as quick as possible; i.e the same day as delivery.</p> <p>If the supplier has shipped goods with the invoice, he/she immediately submits the invoices to central secretariat. Then Central secretary usually sends the invoice to finance unit on that day. The same day, finance secretary bring to DAF the invoice, delivery notes together with tendering documents. Then DAF send the invoice to the accountant or Budget officer for payment processing. This has to be finished the same day or not later than the following day. The payments voucher is prepared, reviewed and approved by the Accountant, DAF and PS within maximum two days.</p>

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	Brief, the payment of the invoice cannot exceed 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)	None
Is there a complaint procedure?	<ul style="list-style-type: none"> • Submission of application letter by client detailing the nature of complaint. • The client is invited to the office for further discussions and clarifications • If the complaint is within the powers of MINIRENA, The Ministry settles the complain. <p>If the matter is beyond MINIRENA Powers, the client is referred to the competent authorities to solve his /her complaint (MIFOTRA, Public Service Commission,...)</p>
Is there any additional information regarding this service that is useful to know?	The information approvided is sufficient
Available forms	We base on financial public regulations and public procurement regulations.
Relevant legal documents	Refer to Public procurement regulations and financial public regulations

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TYPE OF SERVICE: PROCUREMENT SERVICE

What is the service? Am I eligible?	Service of Procurement Yes
Department to be approched	P.S's office
When ca I access the service?	From Monday to Thursday:7:00am to 5:00pm Friday: 7:00am to 15:00pm
Time limit to access the service? Or once request is made or an application is submitted, how long will take?	<p>The time limit to access this service is differ according the tendering method :</p> <p>-Open competitive bidding the time limit is 30 days from the date of newspaper for local tender ,and 45 days for international tender, after this time (which is very defined : date and hour) the bidders submit the bids,the open minute is done one hour atfer,and do evaluation report of tender ,deliver provisional notification, after seven days if the is no complain deliver the final notification to inform all bidder the result from evaluation report, preparation and signing of contract for goods and works.</p> <p>About consultancy services the open proposals is done one hour after the deadline of submission date , do the evaluation report and deliver provisional notification of consultancy services, inform all consultants the results , seven days after, if the is no complain invite the consultant who has the high score in order to negotiate about the the contract price, preparatin and signing the contract.</p> <p>-Restricted tendering method :the time limit is 14 days minimum to</p>

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	<p>submit the bids opening one hour after ,deliver the provisional notification, after seven days deliver final notification if the is no complain.</p> <p>- Request for quotation the time limit is 3 days evaluate these quitations ,deliver prvisional notification,if no complain deliver the final notification,and prepare the purchase order to the successful bidder.</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>The cost of tender document shall be only be equivalent to the amount of money required for perparing, photocopying and sending it to the bidder ,tender security of 2% maximum of tender price,performance guarantee equal 10% of tender price.</p>
<p>What documents are required?</p>	<p>The Bidder shall submit the following documents in its bid:</p> <ul style="list-style-type: none"> a) Bid submission form and Price schedules well printed and properly organized. b) Copy of Trading License c) Original or a certified copy of the Social Security certificate d) Original or a certified copy of the tax clearance certificate e) Detailed description of the essential technical and performance characteristics of service to be supplied establishing conformity to technical specifications provided f) Written confirmation authorizing the signatory of the bid to commit the bidder
<p>What is the procedure</p>	<p>Preparation of bidding document, advertisement of tender, open</p>

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	minutes, Evaluation report, preparation of provisional notification, after seven days prepare the final notification, preparation and signing of the contract, implementation of contract, follow up the execution of contract.
What, if,other institutions do I need to visit to access the service?(eg. For payment of service cost or to get additional documents)	To pay the bidding document on the Account n ^o 120.00.46 of Rwanda Revenue Authority (RRA) open at the Rwanda National Bank (BNR)
Is there a complaint procedure	There is the hereby established an Independent Review Panel at the National level and Independent Review Panels at all District levels for the purpose of conducting Independent Administrative Reviews of complaints and challenges of the procurement process appeals against the decision taken by different institutions
Is there any additional information regarding this service that is useful to know?	The record of procurement proceedings containing the information regarding the the tender process is kept for a minimum period of 5 years from the priod of the tender relating to works ,goods,or services . These recors are : bidding document,bids, Bid open and evaluation reports, Tender award notification, a copy of the contract concluded between the procurering entity and the succssful bidder, certificate of completion, all correspondances between the procuring entity and the bidders,any other useful information, instructions and reports that are

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	related to the tender. -Visit www.minirena.gov.rw for more information.
Available forms	Bidding document form, format of Monthly report and annual procurement report format of contract, technical proposal form, financial proposal form, procurement plan form.
Relevant legal documents	Law No 12/2007 of 27 March 2007 on Public Procurement available on www.rppa.gov.rw