

REPUBLIC OF RWANDA



MINISTRY OF AGRICULTURE AND ANIMAL RESOURCES

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CITIZEN'S CHARTER

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FORWARD

It is my pleasure to present to you this Service Charter for the Ministry of Agriculture and Animal Resources (MINAGRI).

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 the Ministry of Agriculture and Animal Resources ,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 of creating a better understanding and enhancing our service delivery.



Dr. Agnes M. KALIBATA

Minister of Agriculture and Animal Resources



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

Realizing that MINAGRI 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, MINAGRI expects continuous interaction with citizens seeking its services. For this, MINAGRI 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 be. Thus, MINAGRI encourages its clients to give their feedback through the complaints mechanisms that are accessible, approachable and open to all. It's worth mentioning that the MINAGRI 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 MINAGRI 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 the channels through which users can regularly log grievances. Potential channels include a website, text

messaging, hotline and customer surveys at the point of service delivery, complaints boxes, mail, and phone.

- Assign grievance redress responsibilities within the MINAGRI 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 MINAGRI 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, MINAGRI commits to use new media and ICT such as sms, hotline calling, IVR, email, website, and social media (ex. Twitter, facebook ...) and combination of these technologies.

To improve continuously the service delivery, MINAGRI 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 systems 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, TV, newspapers and other to reach the public. Thus, MINAGRI 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
- TV and Radio Spots
- Information Kiosks that will be at CICA entrance
- 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;
- Display the charter on information kiosks
- 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;
- Hotline calling and IVR for assistance of charter clearance
- 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 MINAGRI 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 MINAGRI staff with courtesy and respect;
- Abiding by the regulations governing the academics services;
- Suggesting ways of improving our services at MINAGRI;
- Providing the MINAGRI with adequate feedback on service delivery through various dissemination technologies;
- Addressing all complaints/compliments/suggestions to relevant department.

Contact:**Ministry of Agriculture (MINAGRI)**

Tel.: (+250) 252 584644 or hotline 4127

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

Website: www.minagri.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

MINAGRI was established in sixties

II.VISION:

The Vision for is to modernize Agriculture and Livestock to achieve food security.

One of the key pillars of this vision is the transformation of Agriculture from subsistence to a productive high value; market oriented farming that is environmentally friendly and has an impact on other sectors of the economy.

The policy of the Ministry of Agriculture and Animal Resources is to increase animal production, modernize farming, reduce poverty, ensure food security and have surplus for the market. This will ultimately results in the increase of the standard of living of the population. The transformation of the animal resources industry can only be achieved if the constraints to animal production are reversed.

III.MISSION:

To initiate, develop and manage suitable programs of transformation and modernization of agriculture and livestock to ensure food security and to contribute to the national economy.

IV.CORE FUNCTIONS:

- 1.Develop and disseminate the sector policies, strategies and programs
2. Regulate the sector and related sub-sectors
3. Develop institutional and human resources capacities in the sector
4. Monitor and evaluate the implementation of sector and sub-sectors policies, strategies and programs
5. Oversee the institutions under supervision
6. Mobilize resources for the development of the sector and related programs

V.CORE VALUES

- Integrity
- Transparency

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

SERVICES OFFERED BY MINAGRI

1. Post Harvest Handling and storage

Type of service: Storage of seeds and fertilizers and harvest of farmers

What is the service? Am I eligible?	The service is to store the seeds, fertilizers imported and harvest of farmers, and yes you are eligible.
Department to be approached	Post Harvest Handling and Storage Task Force
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?	Once a request is made the time limit is three days
What, if any, are the costs for accessing the service?	No charge for accessing the service
What documents are required?	Document required: requisition or application letter
What is the procedure?	Procedure: Submission of requisition or application letter to MINAGRI and being on list made by agro dealers which have contracts with MINAGRI
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 other institution to visit for accessing to the service, only MINAGRI.
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

	<ul style="list-style-type: none"> • If the complaint is within the powers of MINAGRI, the staff in charge addresses the complaint. • If the matter is beyond MINAGRI 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?	Always visit MINAGRI website: www.minagri.gov.rw for further information call on public relations officer 0788673779or hotline: 4127
Available forms	The available form is available in Task Force post harvest
Relevant legal documents	None

2. Crops intensification program (CIP)

Type of service: *Distribute seeds and fertilizers*

What is the service? Am I eligible?	Distribute seeds and fertilizers Yes, you are eligible
Department to be approached	Crops Intensification Program (CIP) Department
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?	As long as the season begin ,the farmer can access to this service
What, if any, are the costs for accessing the service?	For the moment no cost to access to the distribution of maize and wheat seeds but to fertilizers for maize and wheat, the farmer pay 50% and the government pay 50%.In the future, this can be subject to change.
What documents are required?	Requisition or application letter
What is the procedure?	Procedure: Submission of requisition or application letter to MINAGRI being on list made

	by agro dealers which have contracts with MINAGRI
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 other institution to visit for accessing to the service, only MINAGRI.
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 MINAGRI, the staff in charge addresses the complaint. • If the matter is beyond MINAGRI 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?	Always visit MINAGRI website: www.minagri.gov.rw for further information call on public relation officer 0788673779
Available forms	Forms are available in crop intensification program
Relevant legal documents	None

3. CICA (Centre d'Information et de Communication Agricole)/Agriculture Information and communication Center

Type of service: *Information services about agriculture and livestock*

What is the service? Am I eligible?	Provide information about agriculture and livestock Yes. You are eligible
Department to be approached	Agriculture Information and communication Center/CICA
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm Or anytime on online information

	assets.
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	No time limit, every time you can access to this servicesImmediately upon request
What, if any, are the costs for accessing the service?	No charge to this service
What documents are required?	No documents required to access this service
What is the procedure?	Present yourself at the Agriculture Information and communication Center, call 4127 or email on info@minagri.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 additional documents)	No other institutions to visit for accessing to the service, only MINAGRI.
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 MINAGRI, the staff in charge addresses the complaint. • If the matter is beyond MINAGRI 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?	Always visit MINAGRI website: www.minagri.gov.rw for further information call on public relation officer 0788673779or hotline : 4127
Available forms	No forms to get this service, just to visit
Relevant legal documents	

4. RAB: Rwanda Agriculture Board
Type of service: Agriculture extension

What is the service? Am I eligible?	To contribute towards the growth of agricultural production through the development of appropriate technologies, providing advisory, outreach and extension services to stakeholders in agriculture by erosion control, Marshland Development, Hillside Irrigation, Agricultural Extension <u>-Fertilizers shops</u> <u>-Market research information</u> <u>-Agro-meteorology Extender contacts</u> <u>-Support to Farmers</u> Yes, you are eligible
Department to be approached	RAB- Agriculture Extension Department
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?	No time limit, every time you can access to this services
What, if any, are the costs for accessing the service?	No charge to this service
What documents are required?	No documents required
What is the procedure?	Please consult RAB's Citizen Charter for specific procedures
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 other institution to visit for accessing to the service, only MINAGRI-RAB
Is there a complaint procedure?	Complaints should be addressed to RAB's headquarter or RAB zone level
Is there any additional	Always visit MINAGRI website:

information regarding this service that is useful to know?	www.minagri.gov.rw, for further information call on public relations officer 0788673779 Or hotline : 4127
Available forms	
Relevant legal documents	

5. RAB: Rwanda Agriculture Board

Type of service: **Animal resources extension**

What is the service? Am I eligible?	-Artificial insemination -Animal diseases control -Animal health -Animal nutrition -Epidemiosurveillance Yes you are eligible
Department to be approached	RAB- Animal resources extension Department
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?	No time limit, every time you can access to this services
What, if any, are the costs for accessing the service?	No charge to this service
What documents are required?	No document required
Whatis the procedure?	Please consult RAB's Citizen Charter for specific procedures
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 other institution to visit for accessing to the service, only MINAGRI-RAB
Is there a complaint procedure?	Complaints should be addressed to RAB's headquarter or RAB zone level
Is there any additional information regarding this service that is	Always visit MINAGRI website: www.minagri.gov.rw , www.amis.minagri.gov.rw , for

useful to know?	further information call on public relations officer 0788673779or hotline : 4127
Available forms	No forms to get this service, just to visit MINAGRI website
Relevant legal documents	None

6. RAB: Rwanda Agriculture Board

Type of service: Provide information to agro dealers and farmers

What is the service? Am I eligible?	Provide information about agriculture and livestock. <u>Coordination of all agricultural research activities in Rwanda. RAB provides agricultural related support to the local farmers.</u> Yes. You are eligible
Department to be approached	RAB -Research Department
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?	No time limit, every time you can access to this services
What, if any, are the costs for accessing the service?	No charge to this service
What documents are required?	No documents required to access to the services.
What is the procedure?	Please consult RAB's Citizen Charter for specific procedures
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 other institution to visit for accessing to the service, only MINAGRI-RAB
Is there a complaint procedure?	Complaints should be addressed to RAB's headquarter or RAB zone level

Is there any additional information regarding this service that is useful to know?	Always visit MINAGRI website: www.minagri.gov.rw , www.amis.minagri.gov.rw , for further information call on public relations officer 0788673779or hotline: 4127
Available forms	No forms to get this service, just to visit MINAGRI website
Relevant legal documents	None

7. NAEB: NATIONAL AGRICULTURE EXPORT DEVELOPMENT BOARD

Type of service: Provide formations to farmers

What is the service? Am I eligible?	Promote competition in the coffee, tea and horticulture industries, production, processing and branding of Export Products and generally to regulate the industry in the public interest. Every group, association and cooperative which produces export products is eligible
Department to be approached	NAEB -National Agriculture Export Development Board
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?	No time limit, every time you can access to this services
What, if any, are the costs for accessing the service?	No charge to this service
What documents are required?	No documents required to access to this service
What is the procedure?	Please consult NAEB's Citizen Charter for specific procedures
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service	No other institution to visit for accessing to the service, only MINAGRI –NAEB.

costs or to get additional documents)	
Is there a complaint procedure?	Please contact NAEB with any complaints about the service received. These will be added to the complaints register in the office of Public Relations and Communication and will be passed to the relevant person to deal with.
Is there any additional information regarding this service that is useful to know?	Always visit MINAGRI website: www.minagri.gov.rw ; www.amis.minagri.gov.rw , for further information call on public relations officer 0788673779or hotline : 4127
Available forms	No forms to get this service, just to visit MINAGRI website
Relevant legal documents	None

SERVICES OFFERED BY THE MINISTRY OF AGRICULTURE

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 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 MINAGRI, the Ministry settles the complain. • If the matter is beyond MINAGRI 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.minagri.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

SERVICES OFFERED BY THE MINISTRY OF AGRICULTURE (MINAGRI)

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 submitted, how long will it take?	3 days
What, if any, are the costs for accessing the service?	No costs
What documents are required ?	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</p>

	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. 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 MINAGRI, The Ministry settles the complaint. <p>If the matter is beyond MINAGRI 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 provided is insufficient
Available forms	We base on financial public regulations and public procurement regulations.
Relevant legal documents	Refer to Public procurement regulations and financial public regulations

TYPE OF SERVICE: PROCUREMENT SERVICE

Whatistheservice? Am I eligible?	ServiceofProcurement
Department to beapproched	P.S'soffice
When ca I accesstheservice?	FromMonday to Thursday:7:00am to 5:00pm Friday: 7:00am to 15:00pm
Time limit to accesstheservice? Oroncerequestismadeoran applicationissubmitted, howlongwilltake?	The time limit to accessthiserviceisdifferaccordingthe tenderingmethod : -Open competitivebiddingthe time limitis 30 daysfromthe date ofnewspaper for local tender ,and 45 days for international tender, afterthis time (whichisverydefined : date andhour) thebidderssubmitthe bids,the open minute isdoneonehouratfer,and do evaluationreportof tender ,deliver provisional notification, aftersevendaysiftheis no complaindeliverthe final notification to informallbiddertheresultfrom evaluation report, preparationandsigningofcontract for goodsandworks. Aboutconsultancyservicethe open proposalsidoneonehourafterthedead lineofsubmission date , do theevaluationreportanddeliver provisional notificationofconsultancyservices, informallconsultantstheresults , sevendaysafter, iftheis no complain invite theconsultantwhohasthehigh score inorder to negotiateaboutthethecontractprice, preparatinandsigningthecontract. -Restrictedtenderingmethod :the time limitis 14 daysminimum to submitthe bidsopeningonehourafter ,deliverthe provisional notification, aftersevendaysdeliver final

	<p>notification if there is no complain.</p> <p>- Request for quotation the time limit is 3 days evaluate these quotations, deliver provisional 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 documents shall be only be equivalent to the amount of money required for preparing, 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> <ol 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 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.</p>
<p>What, if, other institutions</p>	<p>To</p>

do I need to visit to access the service? (eg. For payment of service cost or to get additional documents)	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 tender process is kept for a minimum period of 5 years from the period of the tender relating to works, goods, or services. These records are : bidding document, bids, Bid open and evaluation reports, Tender award notification, a copy of the contract concluded between the procurer and the successful bidder, certificate of completion, all correspondances between the procurer and the bidders, any other useful information, instructions and reports that are related to the tender. - Visit www.minagri.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