

REPUBLIC OF RWANDA



Rwanda Local Development Support Fund (RLDSF)

RLDSF

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CITIZEN'S CHARTER

December, 2011

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FORWARD

It is my pleasure to present to you this Service Charter for Rwanda Local Development Support Fund (RLDSF).

This Service Charter has been prepared in the spirit of enhancing the process of political, financial and fiscal decentralization and ensuring the implementation of EDPRS through the financing of local development projects and poverty reduction programs.

This service charter spells out the role of RLDSF, 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 RLDSF commitment to serve our customers with a view to creating a better understanding and enhancing our service delivery.



NKUNDA Laetitia

Director General of RLDSF



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

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

Contact:

Rwanda Local Development Support Fund (**RLDSF**)

RLDSF

Location: On Gikondo-Remera road

New CSR building (1^{rst}-3rd floor),

P.O. Box 7305 Kigali, Phone: (250) 588191,

Fax: (250) 588190, Email: rldsfrwanda1.com

Web site: www.rldsfrwanda.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

Rwanda Local Development Support Fund (RLDSF) is a government institution governed by law **n°41/2010** of **25/11/2010**. It was established within the context of implementing the policy of decentralization adopted by the government of Rwanda.

The Rwanda Local Development Support Fund (RLDSF) provides the financial support to local government development activities, i.e. financing the development projects focusing on infrastructures in the Districts and Kigali City.

In addition to that, RLDSF spearheads reduction of extreme poverty starting from the poorest administrative Sectors through VUP program; participatory poverty reduction at Umudugudu (village) level through UBUDEHE Scheme; and poverty reduction through labor intensive public works. The funding is delivered to local administrative entities only.

II.VISION

“RLDSF is an institution that contributes efficiently and effectively to sustainable development and poverty reduction, and mobilizes more funds to finance development efforts of decentralized entities”.

III.MISSION

To finance efforts for the development of local administrative entities with at least 10% of the national revenues allocated to this fund.

IV.CORE FUNCTIONS

- 1° To support development activities in local administrative entities;
- 2° To serve as an intermediary between local administrative entities with legal personality and donors especially those involved in financing development activities in those entities;
- 3° To put in place mechanisms of distributing financial support in local administrative entities;
- 4° To monitor the use of funds allocated by RLDSF to development activities in the local administrative entities;
- 5° To establish strategies of job creation in favor of a large number of people and assistance to those unable to perform jobs such employment;
- 6° To contribute to sensitizing population and building their

- capacities in analysing and solving their problems;
- 7° To contribute to sensitizing population to participate in development activities meant for them;
- 8° To contribute to sensitizing population on the culture of making savings and working with banks and micro-finance institutions;
- 9° To build capacities of local administrative entities within the scope of RLDSF mission;
- 10° To mobilize and collect funds.

However, provisions of the law mentioned above do not prevent the local administrative entities with legal personality from establishing direct partnership with donors.

V. CORE VALUES

The values promoted by the Rwanda Local Development Support Fund (RLDSF) are:

- Equity;
- Efficiency and effectiveness;
- Coordination;
- Harmonization;
- Community participation.

Services offered by the Rwanda Local Development Support Fund (RLDSF)

Services provided by the Local Economic Development division Analysis of projects submitted by local administrative entities

Type of service: Projects analysis

What is the Service? Am I eligible?	RLDSF receives development project proposals from local administrative entities for analysis and financing after verification of required documents and papers (project documents, District development plan, performance contract, Annual action plan).
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 4:00 pm
Once a request is made or an application is	Not more than 10 days to process a request that fulfills all the

submitted, how long will it take?	requirements.
What, if any, are the costs for accessing the service?	There is no charge for this service
What documents are required?	<p>Government funded projects: There are two types of tendering: 1. Tendering by contractors; 2. Tendering through community approach</p> <p>➤ For tendering through contractors, the requirements are:</p> <ul style="list-style-type: none"> ● Initial disbursement Provide to RLDSF a complete list of projects to be financed and cost ● Other disbursement <ol style="list-style-type: none"> 1. Cash flow plan 2. Financial report related to the transfer previously made 3. Activities Progress report 4. based on feedback from technical team field reports, if requirements are not fulfilled RLDSF Director General can advise MINECOFIN to freeze transfers ● For VUP components it will be requiring: ● Initial disbursement <ol style="list-style-type: none"> 1. Provide to RLDSF a complete lists of beneficiaries approved by JADF at sector level, in case of Direct Support, 2. List of projects and beneficiaries in case of Financial Services and routine decisions of loan committee. <p>For projects using community approach, requirements are:</p> <ol style="list-style-type: none"> 1. A signed contract between District and Community representative 2. A supervising firm,

	<p>3. Approved report from community representative</p> <ul style="list-style-type: none"> • Other disbursements <ol style="list-style-type: none"> 1. Financial report related to the transfer previously made 2. Activities Progress report <p>NB: Where a clearing Certificate (C/F) is required as detailed from notes 2-3, a checklist validated by RLDSF shall be verified and will thus be the basis for giving MINECOFIN a go ahead to disburse the requested funds to districts.</p> <p style="text-align: center;">Donors funded projects</p> <p>For these projects, requests are directly submitted to RLDSF. Requirements are as follows:</p> <ul style="list-style-type: none"> • For the first installment <ul style="list-style-type: none"> - DAO (dossier d'appel d'offre) - Bidding documents - Bid evaluation report - Provisional and final notification - Contract - Guarantee of good completion of works (for tender above Rwf5,000,000 - No objection by RPPA for tender above Rwf 300,000,000 - Tender notice • For the second installment (or any other apart from the last installment) <ul style="list-style-type: none"> - Progress report - Copy of the cheque (or any other appropriate document) on which the previous installment - Documents that certify that the entrepreneur (bidder) supplied the items concerned (in case of a supply tender)
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	<ul style="list-style-type: none"> ● For payment of last installment <ul style="list-style-type: none"> - Progress report (final discount, technical reception report) - Minutes of the provisional reception - Copy of the study in case the tender concerned is a project study - Final report if tender concerned is supervision. ● Requirements for «community approach» tenders <ul style="list-style-type: none"> - Terms of reference - Contract between District and the « group of implementing residents” - List of the group members and their signatures
What is the procedure?	<p>All requests are submitted to RLDSF central secretariat which directs them to the relevant departments</p> <ul style="list-style-type: none"> - Submit all relevant documents, - If more information is required from you regarding the financing request, you will be contacted, - If all the required documents have been submitted, the funding will be done through the District account specifying the project for which the transfer has been made.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	District, Kigali City authorities
Is there a complaint procedure?	Refer to RPPA on public procurement procedures.
Is there any additional information regarding this service that is useful to know?	Always visit RLDSF website: www.rldsf.gov.rw for information.

Available forms	None
Relevant legal documents	Law governing RLDSF.

**Services offered by the Social protection programs division
Provide direct support to vulnerable persons**

What is the Service? Am I eligible?	Provision of direct support to vulnerable families without labor in terms of unconditional transfer financial support to help them sustain their livelihood.
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 4:00 pm
Once a request is made or an application is submitted, how long will it take?	Not more than 10 days to process a request that fulfills all the requirements.
What, if any, are the costs for accessing the service?	This service is free of charge.
What documents are required?	<ul style="list-style-type: none"> • For the first transfer: <ul style="list-style-type: none"> -Letter requesting funds -List of beneficiaries and payroll -Minutes of JADF meeting • For the second and subsequent installments: <ul style="list-style-type: none"> -Letter requesting funds -Payroll justifying previous transfers stamped by the beneficiary financial institution justifying the previous transfer -Report on the previous transfers -Appeals/complaints report in case of change on the beneficiaries list
What is the procedure? Ie procedure for the selection of beneficiaries	<ul style="list-style-type: none"> - In the community (village) general assembly meeting all households are categorized into 6 categories with assistance from some facilitators - Once the list of households is established, it is sent to the sector administration , then the sector does data entry and

	<p>cleaning and sends it to the DJAF committee for approval</p> <ul style="list-style-type: none"> - Submission of approved list of beneficiaries and all required documents to the District - Submission of these documents to RLDSF
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	- District and Sector where VUP is operational
Is there a complaint procedure?	Both formal and primary appeals and complaints are submitted to the sector and cell administration but are supposed to be resolved by the village general assembly, cell general assembly, sector council, district council, and finally to the office of the Ombudsmann.
Is there any additional information regarding this service that is useful to know?	Always visit RLDSF website: www.rldsf.gov.rw for information during office hours.
Available forms	VUP appeals and complaints form at cell and sector level
Relevant legal documents	None

Providing financial services

Provision of microcredits with a pro-poor focus

What is the Service? Am I eligible?	<p>One of the objectives of the VUP is to increase the access of poor households to financial services by extending the coverage of services to poor and remote areas and helping poor households to join the formal financial system</p> <p>All VUP beneficiary households have accounts mostly with SACCOs, and the need for bank/SACCO/MFI access in VUP sectors has</p>
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	<p>accelerated the establishment and strengthening of financial institutions in them.</p> <p>Saving is encouraged but is voluntary, so VUP does not formally monitor it.</p> <p>It is a microdot with a pro-poor focus, providing individual, group or cooperative loans. Once the loan fund reaches a maximum sector limit it is expected to operate as a revolving loan fund.</p> <p>Are eligible households in UBUDEHE 1,2,3 categories for individual, group or cooperative loans; households in UBUDEHE 4,5 or 6 for group or cooperative loans provided there are also members of UBUDEHE 1, 2 or 3.</p>
When can I access the service?	<p>Monday to Thursday: 7:00 am to 5:00 pm</p> <p>Friday: 7:00 am to 4:00 pm</p>
Once a request is made or an application is submitted, how long will it take?	Not more than 10 days to process a request that fulfills all the requirements.
What, if any, are the costs for accessing the service?	This service is free of charge.
What documents are required?	<ul style="list-style-type: none"> - Proposal for viable and profitable income generating activity , - Bank account, - Performance contract with Umudugudu, cell or sector (depending on residential location of loan applicants).
What is the procedure?	<ul style="list-style-type: none"> - Requests to be channeled to RLDSF, - Submit all the required documents above to VUP,
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get	District, sector, cell

additional documents)	
Is there a complaint procedure?	Complaints are channeled to Village, cell general assembly, sector and district councils, Ombudsman
Is there any additional information regarding this service that is useful to know?	<p>Maximum loan amounts are: -RwF 60,000 for an individual person, -RwF70,000 per person for a group of 2 to 5 persons, -Rwf 80,000 per person for a group of 6-10 persons, -RwF100,000 per person for a group of 11 persons and above</p> <p>Repayment is monthly, quarterly or six-monthly. Repayment period should not exceed 12 months Interest rate is 2% per annum No guarantee for the loan The money belongs to the community. Mutual trust and community ownership form the basis of loan recovery and are crucial for effective functioning of the revolving UCS fund.</p>
Available forms	None
Relevant legal documents	None

Provision of financial services
The challenge fund

What is the Service? Am I eligible?	<p>Poor households in rural areas face constraints that keep them from realizing higher production and generating higher profits from their economic activities. The VUP challenge fund helps overcome some of these constraints by aiding access to markets and information, mechanization for simple processing and trading of crops and other goods.</p> <p>Placed under the financial services, the challenge fund aims to support the purchase and/or construction of</p>
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	<p>assets requiring relatively large capital funds. Participating groups and associations are asked to raise part of the capital cost of the investment and VUP matches this by meeting a significant proportion of the total project cost. The challenge fund targets especially investments that have the potential to boost farm productivity and enable the processing and trading/marketing of agricultural products. These include among others equipment for simple agricultural processing (e.g. grinders for crops like maize, sorghum and cassava); larger machinery such as power tillers, tractors and related farming implements; warehouses, collection centers and other storage facilities; and mini markets. The challenge fund is only operational in 10 sectors, but will be rolled-out to 60 VUP sectors in 2011/2012</p>
When can I access the service?	<p>Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 4:00 pm</p>
Once a request is made or an application is submitted, how long will it take?	<p>Not more than 10 days to process a request that fulfills all the requirements.</p>
What, if any, are the costs for accessing the service?	<p>This service is free of charge.</p>
What documents are required?	<p>- Application documents -project proposal documents</p>
What is the procedure?	
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	<p>District, sector, cell</p>
Is there a complaint	

procedure?	
Is there any additional information regarding this service that is useful to know?	Always visit RLDSF website: www.rlds.gov.rw for information.
Available forms	None
Relevant legal documents	None

Poverty reduction

Type of service: Provide poor individuals with paid works to reduce poverty (Public Works),

What is the Service? Am I eligible?	<p>Paid employment on community asset building projects</p> <p>Eligible persons are extremely poor households (UBUDEHE 1 and 2) who have at least one adult able to do manual work. Not everyone gets to work- it depends on the budget and number of jobs available.</p> <p>Most public works so far have been in environmental protection (mainly anti-erosive ditches and radical terraces) or road construction. More recently different types of assets have been constructed, including school classrooms, markets, water infrastructure, health centers, improved furnaces and bridges</p>
When can I access the service?	<p>Monday to Thursday: 7:00 am to 5:00 pm</p> <p>Friday: 7:00 am to 4:00 pm</p>
Once a request is made or an application is submitted, how long will it take?	Not more than 10 days to process a request that fulfills all the requirements.
What, if any, are the costs for accessing the service?	There is no charge for this service
What documents are required?	<p>Government funded projects:</p> <p>There are two types of tendering:</p> <ol style="list-style-type: none"> 1. Tendering by contractors;

	<p>2. Tendering through community approach</p> <p>➤ For tendering through contractors, the requirements are:</p> <ul style="list-style-type: none"> ● Initial disbursement Provide to RLDSF a complete list of projects to be financed and cost ● Other disbursement <ol style="list-style-type: none"> 1. Cash flow plan 2. Financial report related to the transfer previously made 3. Activities Progress report 4. based on feedback from technical team field reports, if requirements are not fulfilled RLDSF Director General can advise MINECOFIN to freeze transfers ● For VUP components it will be requiring: ● Initial disbursement <ol style="list-style-type: none"> 1. Provide to RLDSF a complete lists of beneficiaries approved by JADF at sector level, in case of Direct Support, 2. List of projects and beneficiaries in case of Financial Services and routine decisions of loan committee. <p>For projects using community approach, requirements are:</p> <ol style="list-style-type: none"> 1. A signed contract between District and Community representative 2. A supervising firm, 3. Approved report from community representative <ul style="list-style-type: none"> ● Other disbursements <ol style="list-style-type: none"> 1. Financial report related to the transfer previously made 2. Activities Progress report <p>NB: Where a clearing Certificate (C/F) is required</p>
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	<p>as detailed from notes 2–3, a checklist validated by RLDSF shall be verified and will thus be the basis for giving MINECOFIN a go ahead to disburse the requested funds to districts.</p> <p>DONORS FUNDED PROJECTS</p> <p>For these projects, requests are directly submitted to RLDSF. Requirements are as follows:</p> <ul style="list-style-type: none"> ● For the first installment <ul style="list-style-type: none"> - DAO (dossier d’appel d’offre) - Bidding documents - Bid evaluation report - Provisional and final notification - Contract - Guarantee of good completion of works (for tender above Rwf 5,000,000 - No objection by RPPA for tender above Rwf300,000,000 - Tender notice ● For the second installment (or any other apart from the last installment) <ul style="list-style-type: none"> - Progress report - Copy of the cheque (or any other appropriate document) on which the previous installment - Documents that certify that the entrepreneur (bidder) supplied the items concerned (in case of a supply tender) ● For payment of last installment <ul style="list-style-type: none"> - Progress report (final discount, technical reception report) - Minutes of the provisional reception - Copy of the study in case the tender concerned is a project study
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	<ul style="list-style-type: none"> - Final report if tender concerned is supervision. ● Requirements for «community approach» tenders - Terms of reference - Contract between District and the « group of implementing residents” - List of the group members and their signatures <p>NB: Where a clearing Certificate (C/F) is required as detailed from notes 2–3, a checklist validated by RLDSF shall be verified and will thus be the basis for giving MINECOFIN a go ahead to disburse the requested funds to districts.</p>
What is the procedure?	<p>Go to the Local Economic Development division,</p> <ul style="list-style-type: none"> - Submit all relevant documents, - If more information is required from you regarding the financing request, you will be contacted, - If all the required documents have been submitted, the funding will be done through the District account specifying the project for which the transfer has been made.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	District, Sector and cell authorities
Is there a complaint procedure?	Complaints are submitted to the Sector, District and RLDSF authorities.
Is there any additional information regarding this service that is useful to know?	Always visit RLDSF website: www.rldsf.gov.rw for information during office hours.
Available forms	None
Relevant legal documents	None

Poverty reduction through UBUDEHE participatory approach

Type of service: Financing poorest household and village projects at Umutugudu level

<p>What is the Service? Am I eligible?</p>	<p>The participatory poverty reduction program, known as Ubudehe was designed meant for participatory poverty assessment. The participatory poverty assessment was conducted at cell level with the aim to:</p> <ul style="list-style-type: none"> -Identify the nature of poverty in Rwanda as perceived by the poor population, and its consequences; -Identify the daily strategies used by the population to cope with poverty. -Collect statistics and data needed for the Districts to participatory formulate the development plan; -Put in place a system that will engage the population to take the lead in poverty reduction (collectively without exclusion), known as UBUDEHE in poverty reduction.
<p>When can I access the service?</p>	<p>Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 4:00 pm</p>
<p>Once a request is made or an application is submitted, how long will it take?</p>	<p>Not more than 10 days to process a request that fulfills all the requirements.</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>There is no charge for this service</p>
<p>What documents are required?</p>	<ul style="list-style-type: none"> - Project proposal -Minutes of UBUDEHE committee - A fund request with minutes of the meeting
<p>What is the procedure?</p>	<ul style="list-style-type: none"> - Approval of the project by UBUDEHE village committee - Submit copies of all documents required to RLDSF, - Funding transferred to village

	committee account through Union des Banques populaires and local banque populaire branch -Funds submitted to RLDSF
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	- District, Cell, Village, RLDSF
Is there a complaint procedure?	Complaints regarding this service may be addressed either in person or in writing to the Director General of RLDSF or to the District, sector, cell authorities of the complainant area.
Is there any additional information regarding this service that is useful to know?	Always visit RLDSF website: www.rlds.gov.rw for further information during office hours.
Available forms	None
Relevant legal documents	- Law governing RLDSF

**Services provided by the Corporate Services Division
Procedure for receiving payment for services rendered and works completed**

Type of service: State Administration and Revenue

What is the Service? Am I eligible?	Districts and sectors seeking payment from RLDSF for the provision of goods, services or works are required to adhere to the steps set out in the procedures manual of RLDSF.
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 4:00 pm
Once a request is made or an application is submitted, how long will it take?	The process does not exceed 15 days

<p>What, if any, are the costs for accessing the service?</p>	<p>There is no charge for this service</p>
<p>What documents are required?</p>	<p>The following documents are required :</p> <p>Government funded projects: There are two types of tendering: A. Tendering by contractors; B. Tendering through community approach</p> <p>➤ For tendering through contractors, the requirements are:</p> <ul style="list-style-type: none"> ● Initial disbursement Provide to RLDSF a complete list of projects to be financed and cost ● Other disbursement <ol style="list-style-type: none"> 1. Cash flow plan 2. Financial report related to the transfer previously made 3. Activities Progress report 4. based on feedback from technical team field reports, if requirements are not fulfilled RLDSF Director General can advise MINECOFIN to freeze transfers ● For VUP components it will be requiring: ● Initial disbursement <ol style="list-style-type: none"> 1. Provide to RLDSF a complete lists of beneficiaries approved by JADF at sector level, in case of Direct Support, 2. List of projects and beneficiaries in case of Financial Services and routine decisions of loan committee. <p>For projects using community approach, requirements are:</p> <ol style="list-style-type: none"> 1. A signed contract between District and Community representative 2. A supervising firm,

	<p>3. Approved report from community representative</p> <ul style="list-style-type: none"> • Other disbursements <ol style="list-style-type: none"> 1. Financial report related to the transfer previously made 2. Activities Progress report <p>NB: Where a clearing Certificate (C/F) is required as detailed from notes 2-3, a checklist validated by RLDSF shall be verified and will thus be the basis for giving MINECOFIN a go ahead to disburse the requested funds to districts.</p> <p>Donors funded projects</p> <p>For these projects, requests are directly submitted to RLDSF. Requirements are as follows:</p> <ul style="list-style-type: none"> • For the first installment <ul style="list-style-type: none"> - DAO (dossier d'appel d'offre) - Bidding documents - Bid evaluation report - Provisional and final notification - Contract - Guarantee of good completion of works (for tender above Rwf5,000,000 - No objection by RPPA for tender above Rwf300,000,000 - Tender notice • For the second installment (or any other apart from the last installment) <ul style="list-style-type: none"> - Progress report - Copy of the cheque (or any other appropriate document) on which the previous installment - Documents that certify that the entrepreneur (bidder) supplied the items concerned (in case of a supply tender)
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	<ul style="list-style-type: none"> ● For payment of last installment <ul style="list-style-type: none"> - Progress report (final discount, technical reception report) - Minutes of the provisional reception - Copy of the study in case the tender concerned is a project study - Final report if tender concerned is supervision. ● Requirements for «community approach» tenders <ul style="list-style-type: none"> - Terms of reference - Contract between District and the « group of implementing residents” - List of the group members and their signatures <p>NB: Where a clearing Certificate (C/F) is required as detailed from notes 2-3, a checklist validated by RLDSF shall be verified and will thus be the basis for giving MINECOFIN a go ahead to disburse the requested funds to districts.</p>
<p>What is the procedure?</p>	<ul style="list-style-type: none"> ▪ RLDSF funds are transferred upon request by local administrative entities after checking the application for disbursement and taking into account the liquidity depending on the flow of subsidies; ▪ The Accounts Department has to proceed with disbursement of funds authorized in strict compliance with the principles of transparency and fairness. ▪ The payment is done by establishing a payment order issued in the name and account of the concerned local administration entity; ▪ The signed Payment Order (OP) is

	sent to the bank by the Accounts Department, keeping a copy signed by the bank for reception.
What, if any, other institutions do I need to visit to access the service? (E.g. for payment of service costs or to get additional documents)	MINECOFIN (Budget Department), Districts
Is there a complaint procedure?	Complaints can be addressed to RLDSF Director General
Is there any additional information regarding this service that is useful to know?	Always visit RLDSF website: www.rldsf.gov.rw for information during office hours.
Available forms	None
Relevant legal documents	None

Procurement service through RLDSF

Type of service: State Administration and Revenue

What is the Service? Am I eligible?	<p>The procurement service within RLDSF is responsible for carrying out the procurement process from the planning phase to execution of contracts. Specific assistance is provided to individuals and/or firms interested in submitting a tender for a contract with RLDSF in the following areas:</p> <ul style="list-style-type: none"> -Publication of the tender in the media, -carrying out a technical and financial evaluation, -preparation of a report and notification of the tender award, -ensuring the adequate execution of the contract in collaboration with
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	beneficiary departments, -receipt and safekeeping of bids, publication and distribution of invitations to bid
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 4:00 pm
Once a request is made or an application is submitted, how long will it take?	The duration of the tender process will vary depending on the type of tender.
What, if any, are the costs for accessing the service?	Cost of the bid document
Cost	None
What documents are required?	Documents required may include the trade register and a tax clearance certificate from the Rwanda Revenue authority; however the kind of additional documents required will depend on the type of tender.
What is the procedure?	- Individuals and/or firms interested in submitting a tender for a contract with RLDSF should first purchase the tender document from the Corporate Services Division within RLDSF - The bid document sets out the technical and financial specifications and also includes a copy of the contract - Individuals and/or firms requiring assistance at any point during the tender process may seek advice from the Finance and Internal Resource Management unit.
What, if any, other institutions do I need to	National Tender Panel-handling unresolved complaints. National

visit to access the service? (Eg. for payment of service costs or to get additional documents)	Bank of Rwanda (NBR) or Rwanda Revenue Authority- payment of fees.
Is there a complaint procedure?	Complaints regarding this service are made in writing to the Director General of RLDSF. If the issue remains unresolved you may address your complaint to the National Tender Panel. Complaints must be submitted within 7 of receipt of the provisional notification letter
Is there any additional information regarding this service that is useful to know?	Always visit RLDSF website: www.rldsf.gov.rw for information during office hours.
Available forms	None
Relevant legal documents	Law governing RLDSF

Services offered by the Planning, monitoring and evaluation division

What is the Service? Am I eligible?	<p>Services provided by this division are:</p> <ul style="list-style-type: none"> - Strategic planning of RLDSF - Follow –up of the implementation of strategic plan of RLDSF at institutional and decentralized level - Preparation and production and dissemination of monthly, quarterly and annual reports - Progress reports on the implementation of programmes and projects financed by RLDSF - Provide quick intervention on
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	<p>projects under implementation</p> <ul style="list-style-type: none"> - Provide risk assessments on implemented projects - Carry out routine and impact monitoring and evaluation of programmes and projects financed by RLDSF at decentralized - Provide policy advice and orientations on policies implemented by RLDSF - Carry out policy review and alignment on policies implemented by RLDSF
When can I access the service?	<p>Monday to Thursday: 7:00 am to 5:00 pm</p> <p>Friday: 7:00 am to 4:00 pm</p>
Once a request is made or an application is submitted, how long will it take?	<p>Not more than 15 working days to process the request.</p>
What, if any, are the costs for accessing the service?	<p>This service is free of charge.</p>
What documents are required?	<p>Electronic request or request letter</p>
What is the procedure?	<p>None</p>
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	<p>None</p>
Is there a complaint procedure?	
Is there any additional information regarding	<p>Always visit RLDSF website: www.rldsf.gov.rw for information</p>

this service that is useful to know?	during office hours.
Available forms	None
Relevant legal documents	None

Date:

Approved by:

NKUNDA Laetitia
 Director General, RLDSF