

REPUBLIC OF RWANDA



NATIONAL INSTITUTE OF STATISTICS OF RWANDA (NISR)

**Ex-MINIPLAN Building, Muhima, P.O. Box 6139 Kigali
– Rwanda**

Tel: (250) , +250 -252-571035

Fax: (250) , +250 -252-57

Web site: www.statistics.gov.rw

Email: info@statistics.gov.rw

CITIZEN'S CHARTER

If you don't count, you don't count

December, 2011

Contents

FORWARD	3
I. INTRODUCTION.....	9
II. VISION.....	10
III. MISSION.....	10
IV. CORE FUNCTIONS	10
V. CORE VALUES	10
VI. Fundamental Principals of Official Statistics	11
SERVICES OFFERED BY NISR	12
<i>Type of service 1: Ensuring availability of statistical data to all end users.....</i>	<i>12</i>
Type of service 2: Visa.....	14
Type of service 3: Coordination of National Statistical System.....	16
Type of service 4: Administrative	19
A. Recrutement.....	19
B. Certificate of Service.....	21
Type of service 5: Procurement.....	23
Type of service 6: Financial	25
Type of service 7: Mapping.....	26

FORWARD

It is my pleasure to present to you this Service Charter of The National Institute of Statistics of Rwanda (**NISR**).

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 NISR, and highlights the services offered and requirements therein. It lists the service centers at which our services can be accessed and the guiding legal instruments.

The development of this Charter signifies our commitment to serve our clients with a view to creating a better understanding of the services offered by our institution and enhancing the users' accessibility.



Yusuf MURANGWA

Director General of NISR



The present Citizen's Charter reflects the service provided by NISR 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 NISR 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 NISR:
 - Specification of services provided by NISR,
 - 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 NISR. 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 NISR

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

Realizing that NISR 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, NISR expects continuous interaction with citizens seeking its services. For this, NISR 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, NISR 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 NISR 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 NISR 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 NISR 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 NISR 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, NISR 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, NISR 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, NISR 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 NISR 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 NISR staff with courtesy and respect;

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

Contact:

The National Institute of Statistics of Rwanda (**NISR**)

Tel.: **0788459727** or **0788753246**

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

Website: www.statistics.gov.rw

We shall acknowledge receipt and respond to all complaints made within 3 working days.

If the matter requires more investigation and time to be resolved, we shall inform you of the intended course of action and time frame of response.

I. INTRODUCTION

The National Institute of Statistics of Rwanda (**NISR**) was created in October 2005 by virtue of Organic Law No 10/2005 out of the former Department of Statistics. NISR started operations practically in mid of 2006 and full year operations in 2007. It is the primary statistical agency that has the mandate to produce general purpose statistics.

The NISR is also the National Coordinator of the National Statistical System. The data users and the general public are the ultimate clients of the Statistical System. Aside from the data users, there are other key players in the Statistical System– the respondents, the data producers, the dissemination channels and the development partners.

II. VISION

To develop and sustain a culture of excellence in statistical production and management of national development.

III. MISSION

To assume the leading role in improving capacity to use evidence-based information for decision-making by coordinating national effort to collect and archive reliable data, to analyze, document and disseminate data within an integrated and sustainable framework.

IV. CORE FUNCTIONS

- To provide relevant, high quality statistical information to meet user needs;
- To improve accessibility of official statistics;
- To develop and promote strategic partnership in improving the national Statistical system;
- To develop the statistical capacity of institutions, and;
- To ensure sustainability, cost-efficiency, cost-effectiveness, transparency and accountability in managing the resources of National statistical System

V. CORE VALUES

- Integrity & Independency
- Focusing on client service
- Applying the highest professional standards
- Providing values for money
- Teamwork

VI. Fundamental Principles of Official Statistics

Principle1. Official statistics provide an indispensable element in the information system of a democratic society, serving the Government, the economy and the public with data about the economic, demographic, social and environmental situation. To this end, official statistics that meet the test of practical utility are to be compiled and made available on an impartial basis by official statistical agencies to honor citizens' entitlement to public information.

Principle2. To retain trust in official statistics, the statistical agencies need to decide according to strictly professional considerations, including scientific principles and professional ethics, on the methods and procedures for the collection, processing, storage and presentation of statistical data.

Principle3. To facilitate a correct interpretation of the data, the statistical agencies are to present information according to scientific standards on the sources, methods and procedures of the statistics.

Principle4. The statistical agencies are entitled to comment on erroneous interpretation and misuse of statistics.

Principle5. Data for statistical purposes may be drawn from all types of sources, be they statistical surveys or administrative records. Statistical agencies are to choose the source with regard to quality, timeliness, costs and the burden on respondents.

Principle6. Individual data collected by statistical agencies for statistical compilation, whether they refer to natural or legal persons, are to be strictly confidential and used exclusively for statistical purposes.

Principle7. The laws, regulations and measures under which the statistical systems operate are to be made public.

Principle8. Coordination among statistical agencies within countries is essential to achieve consistency and efficiency in the statistical system.

Principle9. The use by statistical agencies in each country of international concepts, classifications and methods promotes the consistency and efficiency of statistical systems at all official levels.

Principle10. Bilateral and multilateral cooperation in statistics contributes to the improvement of systems of official statistics in all countries.

SERVICES OFFERED BY NISR

Type of service 1: Ensuring availability of statistical data to all end users

What is the service? Am I eligible?	The NISR serves as the one-stop shop of official statistics in the country. Thus, it publishes data it produces and those produced by other government entities. Yes.
Department to be approached	<ul style="list-style-type: none"> ✓ Statistical Methods ,Research and Publications ✓ Public Relations and Communication and One Stop Center office
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 4:00 pm
Time limit to access this service? or Once	Immediate

a request is made or an application is submitted, how long will it take?	
What, if any, are the costs for accessing the service?	None
What documents are required?	None
What is the procedure?	<p>Visit NISR on www.statistics.gov.rw Visit IMIS Rwanda on www.imisrwanada.gov.rw Visit DevInfo Rwanda on www.devinforwanda.gov.rw Email us at : info@statistics.gov.rw Visit our "One stop center" located at NISR headquarter during office hours.</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)	None
Is there a complaint procedure?	-
Is there any additional information regarding this service that is useful to know?	<ul style="list-style-type: none"> ✓ Organic Law No 10/2005 of October 2005 establishing NISR ✓ Email us at : info@statistics.gov.rw ✓ Visit our "One stop center" located at NISR headquarter during office hours. ✓ For further information, call

	on these telephone numbers: 0788459727 or 0788753246 during office hours
Available forms	-
Relevant legal documents	-

Type of service 2: Visa

What is the service? Am I eligible?	Under Articles 15 and 17 of the Organic Law No.01/2005 dated 14/02/2005 on the ORGANIZATION OF STATISTICAL ACTIVITIES IN RWANDA, statistical surveys that are nationwide or covering at least one whole province, should have a prior approval from the NISR. The review and approval of NISR is focused on the necessity and quality of the methodologies to be used. The purpose of the review is to ensure the accuracy of the data to be generated from the survey following statistical standards. Likewise, the review intends to avoid duplication that will lead to undue response burden to the households or institutions and waste of resources.
Department to be approached	Statistical Methods, Research and Publications
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm

	Friday: 7:00 am to 4:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Government Agencies and private entities are advised to submit the survey proposals and questionnaires to the NISR at least six weeks before the data collection.
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	<ul style="list-style-type: none"> ✓ Objectives of the survey ✓ Survey methodology in details (Sample frame, selection. ...) ✓ Questionnaire ✓ Survey calendar and budget ✓ CV of the Researcher ✓ Application letter addressed to the Director General of NISR
What is the procedure?	<ul style="list-style-type: none"> ✓ Application letter with all supporting document addressed to NISR DG and deposited to central secretariat ✓ Consult Instruction Manual
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"> ✓ A complaint letter addressed to the Director General of NISR ✓ Refer to Visa instruction

	manual
Is there any additional information regarding this service that is useful to know?	<p>The Organic Law No.01/2005 of 14/02/2005 on the ORGANIZATION OF STATISTICAL ACTIVITIES IN RWANDA</p> <p>For further information:</p> <ul style="list-style-type: none"> ✓ call on these telephone numbers: 0788459727 or 0788753246 during office hours or come to NISR Public Relations and Communication and One Stop Center office ✓ Visit NISR website : www.statistics.gov.rw ✓ Email us at : info@statistics.gov.rw
Available forms	-
Relevant legal documents	-

Type of service 3: Coordination of National Statistical System

What is the service? Am I eligible?	<p>The NISR aims to develop not only its own capability but also that of the whole statistical system in the production, analysis, use and dissemination of official statistics. It conducts training program and provides technical assistance to statisticians, planners and program implementers. It has to</p>
--	--

	<p>deal with the:</p> <ul style="list-style-type: none"> ✓ Adoption of statistical standards ✓ Inter-agency collaboration ✓ Formulating the National Statistical Program ✓ Use of multi-sectoral statistical frameworks ✓ Capacity-building Program <p>Eligible persons are :</p> <ul style="list-style-type: none"> ✓ Data Producers :Various government institutions that collect and provide official statistics ✓ Data users: Institutions which use statistical data for planning and decision-making ✓ Respondents/data providers: institutions, households, individuals that provide data or information to the NISR and other data producers for statistical purposes. Institutions of Learning that provide training or courses on statistics
Department to be approached	Statistical Methods, Research and publications
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 4:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long	3 days

will it take?	
What, if any, are the costs for accessing the service?	None
What documents are required?	None
What is the procedure?	<ul style="list-style-type: none"> ✓ Formal written request addressed to NISR DG ✓ NSS Coordination Framework found on NISR Website
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?	-
Is there any additional information regarding this service that is useful to know?	<ul style="list-style-type: none"> ✓ The Organic Law No.01/2005 of 14/02/2005 on the ORGANIZATION OF STATISTICAL ACTIVITIES IN RWANDA ✓ National Statistical System Coordination Framework
Available forms	
Relevant legal documents	

Type of service 4: Administrative

A. Recruitment

What is the service? Am I eligible?	<p>Recruitment: The NISR recognizes that its people are its most important asset and that the success of NISR depends to a great extent upon the significant contribution of its employees. It is, therefore, ensures that the right people, with the right knowledge, skills and talent are recruited to the organization</p> <p>NISR ensures that its recruitment and selection procedures are effective, fair and consistent with its Equal Opportunities Policy. Therefore, candidates will be selected based on merit and according to the appropriate levels of skills, experience, qualifications and abilities for the job regardless of their sex, race, color, ethnic origin, disability, marital status, age, religion, political opinion or social status.</p>
Department to be approached	Administration Unit
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 4:00 pm
Time limit to access this service? or Once a request is made or an application is	Once the vacancy arises and the recruitment processes follow the Presidential Order n°83/01 of 09/12/2010 governing

submitted, how long will it take?	modalities for the recruitment of public servants.
What, if any, are the costs for accessing the service?	None
What documents are required?	<ul style="list-style-type: none"> ✓ Application form ✓ Photocopy of ID ✓ Photocopy of required diploma, degree, etc ✓ Any other document, depending on the post and TORs
What is the procedure?	<ul style="list-style-type: none"> ✓ Candidates applying for jobs shall fill the application form available on websites of the NISR and Central secretariat and/or public Service Commission website. ✓ Application letter will be addressed to the NISR DG and sent to the Central secretariat. ✓ The application can also be done online
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)	Public Service Commission
Is there a complaint procedure?	A full complaints procedure is highlighted in the Presidential order n° 83/01 of 09/12/2010 governing modalities for the recruitment of public servants

<p>Is there any additional information regarding this service that is useful to know?</p>	<ul style="list-style-type: none"> ✓ Presidential order n°83/01 of 09/12/2010 governing modalities for the recruitment ✓ Visit NISR website : www.statistics.gov.rw to see job opportunities ✓ For further information, Email us at : info@statistics.gov.rw
<p>Available forms</p>	<p>Application form can be downloaded at the Public sector Commission website or given at NISR head office</p>
<p>Relevant legal documents</p>	

B. Certificate of Service

<p>What is the service? Am I eligible?</p>	<p>Certificate of service/to whom it may concern: The NISR recognizes that its staff is the most important resources, it is why we deliver the certificate for any staff who work with NISR or who has been working with NISR permanent or Temporary staff.</p>
<p>Department to be approached</p>	<p>Administration Unit</p>
<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>Time limit to access this service? or Once a request is made or</p>	<p>3 days after submission of the request</p>

an application is submitted, how long will it take?	
What, if any, are the costs for accessing the service?	None
What documents are required?	<ul style="list-style-type: none"> ✓ Application form ✓ Photocopy of service card or contract (temporary staff)
What is the procedure?	✓ Candidate applying for certificate shall fill the application form available at the NISR secretariat
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	
Is there any additional information regarding this service that is useful to know?	✓ For further information, Email us at : info@statistics.gov.rw
Available forms	Application form
Relevant legal documents	

Type of service 5: Procurement

<p>What is the service? Am I eligible?</p>	<p>The NISR offer procurement Services to a large section of its clientele both internal and external customers. Specific assistance is sought after and provided to individuals clients and/or firms interested in submitting Bid Documents/tenders competing to offer goods and services to NISR.</p>
<p>Department to be approached</p>	<p>Procurement office</p>
<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>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</p>	<p>The duration of the tender process will vary depending on the type of tender:</p> <ul style="list-style-type: none"> ✓ 45 days for goods and services ✓ 90 days for international services.
<p>What, if any, are the costs for accessing the service?</p>	<ul style="list-style-type: none"> ✓ Cost of the bid document ✓ A bid guarantee if applicable
<p>What documents are required?</p>	<p>Documents required may include the Trading Certificate, Tax Clearance Certificate from the Rwanda Revenue authority; however the kind of additional documents required will depend on the type of the tender in question.</p>
<p>What is the procedure?</p>	<ul style="list-style-type: none"> ✓ Individuals and/or firms interested in NISR Tender

	<p>should first purchase the tender document that stipulates all procedural requirements</p> <ul style="list-style-type: none"> ✓ Individuals and/or firms requiring assistance at any point during the tender process may seek advice from Procurement office ✓ Consult the Rwanda Public Procurement Law 12/2007 of 29th mach 2007 found on the NISR and/or RPPA Websites
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)	<ul style="list-style-type: none"> ✓ Rwanda Revenue Authority ✓ Rwanda Social Security Board ✓ Rwanda Development Board and ✓ National Bank of Rwanda ✓ Rwanda Public Procurement Authority
Is there a complaint procedure?	A full complaints procedure is highlighted in the Law act no 12/2007 of 29th mach 2007 on public procurement
Is there any additional information regarding this service that is useful to know?	<p>Always visit websites:</p> <ul style="list-style-type: none"> ✓ www.nisr.gov.rw ✓ www.market.gov.rw/DGMarket ✓ A checklist for supporting documents for completed procurement transactions available on NISR website ✓ Visit NISR Head Office
Available forms	
Relevant legal documents	

Type of service 6: Financial

What is the service? Am I eligible?	Payment: Individuals and/or firms who are seeking payment for the provision of either goods or services to the NISR are required to adhere to the steps spelt out in this procedure.
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 4:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Provided that all requirements have been fulfilled, payment should not take more than 3 days.
What, if any, are the costs for accessing the service?	None
What documents are required?	<ul style="list-style-type: none"> ✓ Purchase order ✓ Invoice ✓ Delivery note signed by both parties ✓ Bank guarantee if necessary ✓ Quitus fiscal if clients do not need tax deductions ✓ Contract
What is the procedure?	Submit the above mentioned documents to NISR Central Secretariat
What, if any, other institutions do I need to visit to access the service? (Eg. for	None

payment of service costs or to get additional documents)	
Is there a complaint procedure?	<ul style="list-style-type: none"> ✓ Terms and Conditions stipulated in the Contract ✓ Financial Regulations no..... ✓ Procedure is highlighted in the Procurement Law no 12/2007 of 29th mach 2007 on public procurement ✓ Write to the NISR DG ✓ Visit or call NISR DDG/CS or Finance Director
Is there any additional information regarding this service that is useful to know?	
Available forms	None
Relevant legal documents	Law act no 12/2007 of 29th mach 2007 on public procurement

Type of service 7: Mapping

What is the service? Am I eligible?	NISR provides several types of maps: Rwanda Administrative maps, as well as District, Sectors and Cells administrative maps, enumerations area maps up to the village level; customized thematic maps with socio economic indicators. Maps can be printed in high resolution format up to Ao(46,8*33,11
--	--

	inch). NISR can also provide a technical assistance in mapping for any survey.												
Department to be approached	ICT Unit												
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 4:00 pm												
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Will depend on the number and the kind of maps, for general administrative maps, it's 2 days maximum												
What, if any, are the costs for accessing the service?	<table> <tr> <td>Size</td> <td>Price (Rfw)</td> </tr> <tr> <td>AO</td> <td>15.000</td> </tr> <tr> <td>A1</td> <td>10.000</td> </tr> <tr> <td>A3</td> <td>5.000</td> </tr> <tr> <td>A4</td> <td>5.000</td> </tr> <tr> <td>Any digital copy</td> <td>5.000</td> </tr> </table> <p>This amount must be paid at Rwanda Revenue Authority</p>	Size	Price (Rfw)	AO	15.000	A1	10.000	A3	5.000	A4	5.000	Any digital copy	5.000
Size	Price (Rfw)												
AO	15.000												
A1	10.000												
A3	5.000												
A4	5.000												
Any digital copy	5.000												
What documents are required?	<ul style="list-style-type: none"> ✓ RRA payment slip ✓ A request letter to NISR DG 												
What is the procedure?	Submit the above mentioned documents to NISR Central Secretariat												
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None												

Is there a complaint procedure?	
Is there any additional information regarding this service that is useful to know?	<p>For further information:</p> <ul style="list-style-type: none"> ✓ Call on these tel numbers: 0788148944 or 0783730459 during office hours or come to NISR GIS section ✓ Visit NISR website: www.statistics.gov.rw ✓ Email us at info@statistics.gov.rw
Available forms	None
Relevant legal documents	None