

REPUBLIC OF RWANDA.



NATIONAL UNITY AND RECONCILIATION COMMISSION.

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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 National unity and Reconciliation Commission.

This service charter has been prepared in tandem with the Government's reform agenda and in spirit of being responsive to effective service delivery, transparency and accountability.

This service charter spells out the role of NURC and highlights the services offered and requirements therein and the guiding legal instrument.

The development of this charter signifies our commitment to serve our clients with a view to creating a better understanding and enhancing our service delivery.


Dr. Jean-Baptiste HABYALIMANA

Executive Secretary



I.INTRODUCTION

The NATIONAL UNITY AND RECONCILIATION COMMISSION was established to specifically work onto seeing that unity and reconciliation becomes a reality among Rwandans. In 1999, this is when the institution officially embarked on the mission.

In the Rwandan constitution that was adopted by Rwandans in June 2003 under article 178 as amended to date, and in reference to law no 35/2008 of 08/08/2008, NURC was given 8functions (see below).

In 2007, a National Policy of unity and Reconciliation for Rwandans was officially publicized.

Considering the Cabinet Meeting of 12th of November 2007, the decision to establish ITORERO RY'IGIHUGU within the National Unity and Reconciliation Commission was adopted. The establishment of this additional program increased the activities of the Commission due to specific mandate and mission that were assigned to the ITORERO RY'IGIHUGU.

II. Vision of NURC

The vision of NURC is to build a united, peaceful and prosperous nation.

III. Mission.

To build unity and reconciliation of Rwandans.

IV. Core Functions.

- To prepare and coordinate the national action plan aimed at promoting national unity and reconciliation;
- Establish and promote mechanisms for restoring and strengthening the Unity and Reconciliation of Rwandans
- To educate, sensitize and mobilize the population in areas of national unity and reconciliation.

- To carry out research, organize debates, disseminate ideas and make publications on the promotion of peace, and the unity and reconciliation of Rwandans.
- To propose measures and actions that can contribute to the eradication of divisionism among Rwandans and reinforce unity and reconciliation.
- To denounce and fight actions, publications, and utterances that promote any kind of division and discrimination, intolerance and xenophobia;
- To make an annual report and other reports that may be deemed necessary, on the level of attainment of national unity and reconciliation;
- Monitor how public institutions, leaders and the population in general comply with the National Unity and reconciliation policy and principles.

Specific Functions of Itorerory'Igihugu program

- To train **Intore** that are suitable for the Nation and available in all categories of Rwandans so as to serve as catalysts for effective change due to a change of the mindsets, conduct and efficiency in work.
- To promote positive values which are found in the Rwandan culture and Taboos within the Rwandan society so as to serve as the basis of building sustainable peace and development.
- To streamline the national service program (**Itoreroryokurugerero**) and also promote the culture of patriotism and appreciating positive achievements of Rwanda.

V. Core Values of NURC.

- 1. Integrity**
- 2. Commitment to work as a Team**
- 3. Quick and Smart Services**
- 4. Professionalism**

Services offered by the National Unity and Reconciliation Commission:

1. Peace building and Conflict Management.

Type of service:

1.1 Follows up and advocates for injustice and discrimination

Complaints.

What is the service? Am I eligible?	NURC follows up citizen's complaints related to social injustice and discrimination and makes advocacy.
The department to be approached	Peace building and Conflict management department
When can I access the service	Monday 7.00am to Friday 5.00pm
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 financial cost
What documents are required?	A letter of complaint addressed to the Executive Secretary of NURC, expressing out the details of the case.
What are the procedures?	<ul style="list-style-type: none"> • The written complaint is received by NURC • The complaint is analyzed by the professional staff in charge of the service. • If necessary, the applicant is contacted.

	<ul style="list-style-type: none"> •NURC makes a follow up with the concerned people or institutions. • You get your response in writing or you are contacted physically for clarifications.
What ,if any other institutions do I need to visit to access the service ?(For payment of service costs or to get additional documents)	-
Is there any additional information regarding this service that is useful to know	-
Relevant legal documents	Constitution and laws assigning the Responsibilities of NURC

Type of Service:

1.2 promotes positive social relations through dialogues and seminars.

What is the service? Am I eligible?	NURC holds dialogues and seminars in communities and on National level for unity and reconciliation promotion.
The department to be approached	Peace building and Conflict management department and Civic Education
When can I access the service	Monday to Friday 7.00am - 5.00pm
Time limit to access this service? or	This service is usually prepared by NURC for the community and

Once a request is made or an application is submitted, how long will it take?	may be prepared for specific social groups as the social relations problems may vary.
What if any, are the costs for accessing the service	No financial cost for community. The cost is on institution.
What documents are required?	
What are the procedures?	
What, if any other institutions do I need to visit to access the service? (For payment of service costs or to get additional documents)	None
Is there any additional information regarding this service that is useful to know?	-
Relevant legal documents	-

Type of Service:

1.3 Reinforce partnership for Unity and Reconciliation. (Partnership agreement)

What is the service? Am I eligible?	National and international organization may need to partner with NURC for the implementation of a specific program. The partnership certificate is valid for the duration of the program.
The department to be approached	Peace building and Conflict management department
When can I access	Monday to Friday 7.00am - 5.00pm

the service	
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 financial cost
What documents are required?	<ul style="list-style-type: none"> • An application letter addressed to the Executive Secretary of NURC. • Letter of recommendation from local authority where the NGO operates(sector/district) • Notarized copy of organization's constitution. • Strategic plan or action plan. • Annual or quarterly reports
What are the procedures?	Submission of all required documents
What, if any other institutions do I need to visit to access the service? (For payment of service costs or to get additional documents)	None
Is there any additional information regarding this service that is useful to know?	-
Relevant legal documents	-

Type of service:

1.4 Capacity building (Training)

What is the service? Am I eligible?	<ul style="list-style-type: none">• NURC offers training in matters related to peace and conflict management to institutions, local NGOs, community initiatives as well as international organizations.
The department to be approached	The Peace building and Conflict management department.
When can I access the service	Monday to Friday : 7:00 am to 5:00pm
Time limit to access this service? or Once a request is made or an application is submitted,how long will it take?	Three (3) days to give a response to the applicant
What if any, are the costs for accessing the service	No financial cost.
What documents are required?	<ul style="list-style-type: none">• An application letter describing the type of training required the target group and the type of your organization.• The agreement certificate to prove your collaboration with local authorities.
What are the procedures?	<ul style="list-style-type: none">• The application is submitted to the NURC's Executive Secretary.• The staff in charge of the program is mandated to prepare the required training.• The written response is addressed

	to the applicant in 3days after the date of reception of the application.
What, if any other institutions do I need to visit to access the service? (For payment of service costs or to get additional documents).	-
Is there a complaint procedure	-
Is there any additional information regarding this service that is useful to know?	<ul style="list-style-type: none"> • Always visit NURC web site www.nurc.gov.rw for more basic information concerning NURC's work.
Relevant legal documents	<ul style="list-style-type: none"> • National policy on Unity and Reconciliation. • NURC is constitutionally provided for with legal laws specifying the functions/scope of work to do. <p>(website: www.nurc.gov.rw)</p>

Type of Service:

1.5 Support to Community initiatives that aim at promoting peace and Social cohesion.

What is the service? Am I eligible?	Local NGOs, community initiatives, students clubs for Unity and reconciliation may seek for support from NURC (capacity building)
The department to be approached	Peace building and Conflict management department and Civic Education

When can I access the service	Monday to Friday 7.00am- 5.00pm
Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?	3 days of responding to the applicant and for the time of offering the asked service depends on the effectiveness of the proposed initiative and the planned priorities of NURC
What if any, are the costs for accessing the service	No financial cost.
What documents are required?	<ul style="list-style-type: none"> • An application letter addressed to the Executive Secretary of NURC. • Letter of recommendation from local authority where the NGO operates (sector/district/school) • Notarized copy of organization's constitution. • The project to be implemented (in details) • Previous activities' report.
What are the procedures?	<ul style="list-style-type: none"> • Partners' submit their request. Request are analysed based on institution's priorities, pertinence of the project, the effectiveness, the output and on the availability of the resource.
What ,if any other institutions do I need to visit to access the service ?(For payment of service costs or to get additional documents)	-
Is there any additional information regarding this service that is useful to know.	-

Relevant legal documents	
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Type of Service:

1.6 Recommendation letter for Local and International NGO's.

What is the service? Am I eligible?	Local and International NGOS Operating in the area of peace building and reconciliation request for a letter of recommendation from National Unity and Reconciliation Commission.
The department to be approached	Peace building and Conflict management department
When can I access the service	Monday to Friday 7.00am -5.00pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	
What if any, are the costs for accessing the service	No financial cost.
What documents are required?	<ul style="list-style-type: none"> • An application letter addressed to the Executive Secretary of NURC. • Letter of recommendation from local authority where the NGO operates (sector/district) • Notarize copy of organization's constitution. • Strategic plan or action plan. • Annual or quarterly reports.

What are the procedures?	<ul style="list-style-type: none"> • Submitted request and the documents are analyzed. •The letter is delivered to the applicant's address
What ,if any other institutions do I need to visit to access the service ?(For payment of service costs or to get additional documents)	
Is there any additional information regarding this service that is useful to know.	
Relevant legal documents	

2. Transmit civic values and education to Rwandans.

Type of Service: Promote civic values to Rwandans

What is the service? Am I eligible?	Promote civic values to all Rwandans through Ingando, Itorero, trainings, seminars, debates and communication through the media.
The department to be approached	Civic Education department and Itorero Task Force
When can I access the service	Frequently, this service is prepared by NURC on an annual basis and implementation is done accordingly. However, any institution can request for the service.
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	

What if any, are the costs for accessing the service	No financial cost.
What documents are required?	
What are the procedures?	An official request is made to the E.S's office.
What, if any other institutions do I need to visit to access the service? (For payment of service costs or to get additional documents)	None
Is there a complaint procedure?	None
Is there any additional information regarding this service that is useful to know.	Institutions and organizations are too encouraged to write to NURC requesting for the service. In this case, institutions are asked to keep in mind the National planning and budget calendar such that NURC can be able to easily include the activity in the annual work plan.
Relevant legal documents	National policy for unity and reconciliation.

3. Disseminating and communicating initiatives and messages for unity and Reconciliation

Type of Service: Dissemination and communicating for unity and reconciliation.

What is the service?	We inform and communicate to Rwandans about Unity and Reconciliation oriented initiatives of both NURC and partners. The means we use are: NURC Radio programs like Igorora, Television program of "Kubazabiterakumenya" Local newspapers, external media,
Am I eligible?	

	<p>Newsletters, website, documentaries ...</p> <p>We publish and distribute unity and reconciliation oriented research findings.</p>
The department to be approached	Communication and documentation services
When can I access the service	From 7.00am-5.00pm Monday to Friday.
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 documents are available, the request is replied to immediately.
What if any, are the costs for accessing the service	No financial cost.
What documents are required?	None
What are the procedures?	Registering with the NURC's documentation center.
What, if any other institutions do I need to visit to access the service? (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.	NURC has a documentation center, which is open to the public.
Relevant legal documents	None