

REPUBLIC OF RWANDA



RWANDA PUBLIC TRANSPORT AUTHORITY (ONATRACOM)

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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 Rwanda Public Transport Authority (ONATRACOM).

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 ONATRACOM, 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 and enhancing our service delivery.


Lt. Col. Denis BASABOSE



Ag. Director General

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

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

Contact:

Rwanda Public Transport Agency (ONATRACOM)

Tel.: + 250 575404/575411

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

Website: www.onatracom.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 ONATRACOM was established by the law no 08/2007 of 03/02/2007 determining the responsibilities, organisation and functioning of Rwanda Public Transport Authority.

II. VISION

- To promote vehicle and ship public transportation;

III. MISSION

- To make less isolated different regions of country with the aim of facilitating the population in accessing development activities;

IV. CORE FUNCTIONS

- To promote public transportation between Rwanda and other countries;
- To participate in the implementation of the public transportation policy of Ministry in charge of transportation;
- To perform any other activity that is directly or indirectly related to its objectives;
- To establish relations and collaborate with other regional and international agencies with similar attributions;

V. CORE VALUES

Courtesy
Excellence
Flexibility
Professionalism
Vigilance

SERVICES OFFERED BY THE ONATRACOM

Type of service: Public Transport

What is the service? Am I eligible?	To make less isolated different regions of the country with the aim of facilitating the population in accessing developmental activities.
Department to be approached	Transport Department
When can I access the service?	Every day from 6:00 am to 8:00 pm

Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Immediately for transport and three days for other request	
What, if any, are the costs for accessing the service?	There is no charge for this service Except the cost of transport.	
What documents are required?	An application letter of demand addressed to the Director General of ONATRACOM setting out the details of your case,	
What is the procedure?	Go to the reception for orientation; - Submit all relevant documents and explain the nature of your demand; - If more information is required from you regarding the demand, you will be contacted.	
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)	ONATRACOM Branch Managers in different provinces of the Country.	
	<table border="1"> <tr> <td>-RUBAVU -MUSANZE -KARONGI -GICUMBI</td> <td>-NYAGATARE -NGOMA -HUYE -RUSIZI</td> </tr> </table>	-RUBAVU -MUSANZE -KARONGI -GICUMBI
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Is there a complaint procedure?	Complaints related to this service are addressed to the Director General of Onatracom.	
Is there any	Always visit the website:	

additional information regarding this service that is useful to know?	www.onatracom.rw for information. For further information call on this telephone number: +250 575404/575411 during office hours.
Available forms	Audience form
Relevant legal documents	Law No. 08/2007 of 03/02/2007 determining the responsibilities, organization and functioning of Rwanda Public Transport Authority (ONATRACOM)