

REPUBLIC OF RWANDA



RWANDAN OFFICE OF INFORMATION (ORINFOR)

P.O BOX 83 Kigali, [Tel:\(0252\)576540](tel:(0252)576540),
Fax: 576185
Web site: www.orinfor.gov.rw

CITIZEN'S CHARTER

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FORE WORD

It is my pleasure to present to you this Service Charter for **ORINFOR**

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 **ORINFOR**, and highlights the services offered and requirements therein. It lists the service centres 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.

Name: ORINFOR

Willy RUKUNDO



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

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

Realizing that ORINFOR 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, ORINFOR expects continuous interaction with citizens seeking its services. For this, ORINFOR 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, ORINFOR 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 ORINFOR 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 ORINFOR 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 ORINFOR 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 ORINFOR 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, ORINFOR 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, ORINFOR 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, ORINFOR 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, donor agencies and international organizations, local communities and local authorities, general public.

Commitment to our clients:

This charter is a commitment by the ORINFOR 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 ORINFOR staff with courtesy and respect;
- Abiding by the regulations governing the academics services;
- Suggesting ways of improving our services at ORINFOR;
- Providing the ORINFOR with adequate feedback on service delivery through various dissemination technologies;
- Addressing all complaints/compliments/suggestions to relevant department.

Contact:**Rwandan Office of Information (ORINFOR)**

P.O BOX 83 KIGALI

Tel: (0252)576540, Fax: 576185Web site: www.orinfor.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

ORINFOR was established in 1961

II.VISION

To be the leading, cutting-edge, public service, multi-media network in the region.

III.MISSION

To be at the forefront of engaging audiences with quality information, programmes and multi-media services

IV.CORE FUNCTIONS

ORINFOR is Rwanda's state-owned media house, the Radio Rwanda, Rwanda Television, two National newspapers; Imvaho Nshya and La Nouvelle Releve and 5 Community Radios.

V.CORE VALUES

Integrity, Professionalism, Quality, Forward-Looking, & Caring.

1. SERVICES OFFERED BY REGIONAL INFORMATION CENTERS AND COMMUNITY RADIOS.

1.1 Services provided by the office of Regional Information centers and community radios.

Type of service: Coordinating all activities of the unit

<p>What is the service? Am I eligible?</p>	<p>To link our clients from the National with our representatives in districts and provinces. Clients here referred to are people from all circles who may have activities taking place down in districts and want them to be reported. To send announcements and spots(adverts) to community radios of which the clients want them to be aired on those media outlets yet they have paid from ORINFOR's head quarters in Kigali</p>
<p>Department to be approached</p>	<p>Office of the Director</p>
<p>When can I access the service?</p>	<p>Monday to Friday: 7:00 am to 6:00 pm and even beyond at times</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>1 hour</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>- For the case of an event to be reported, the cost is only informing on an appropriate time,</p>

	<ul style="list-style-type: none"> - For announcements to be sent no any other cost after paying the money required for them to be aired out on a community radio of a client's choice,
What documents are required?	<ul style="list-style-type: none"> - For the case of an event to be reported, if there is an invitation letter, a written agenda and any other related written material concerning the event can serve better. However if it proves to be an impromptu event yet of the public interest we usually inform using the telephones only. - For sending announcements and spots (adverts) what is required is the proof of payment only. However for the interest of quick service delivery sending arrangements are done between this unit's and that one of finance.
What is the procedure?	<ul style="list-style-type: none"> - For event coverage it's a question of bringing to the Unit's Director all the above mentioned requirements - For Spots and other announcements it's a question of bringing them to the Director of unit in his/her office on time
What, if any, other institutions do I need to visit to access the	This unit can link you with other units of our institution which you may need to visit

service? (Eg. for payment of service costs or to get additional documents)	
Is there a complaint procedure?	.A client is free to come in the office and raise his/her complaint in case he/she feels the service rendered is not satisfactorily
Is there any additional information regarding this service that is useful to know?	Always visit ... website: <u>www.orinfor.gov.rw</u> for information. For further information call on this telephone number: (0252)572136 during office hours.
Available forms	None
Relevant legal documents	None

1.2 Services provided by the Regional information centers (CRI)/Up country offices with no community Radios

Type of service: Reporting stories of human interest

What is the service? Am I eligible?	- To cover, edit and report stories from local sources to almost all ORINFOR's media outlets – Radio Rwanda, Rwanda Television and Imvaho Nshya news paper. Any institution wishing the event or any story of human interest and public concern to be reported can approach any of our up country offices
Department to be approached	-ORINFOR Offices in Districts

When can I access the service?	Monday to Sunday: 7:00 am to 5:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	1 hour
What, if any, are the costs for accessing the service?	- Informing the journalist(correspondent) on time
What documents are required?	- For the case of an event to be reported, if there is an invitation letter, written agenda and any other related written material concerning the event can serve better. However if it proves to be an impromptu event yet of the public interest a journalist can be informed using a telephone only
What is the procedure?	For event coverage it's a question of bringing to our upcountry office all the above mentioned requirements
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)	Our up country representative(Head of CRI) can give any information that renders the accessibility to the services of our institution
Is there a complaint procedure?	If the client is not satisfied with the service rendered he/she can approach the service provider

	and if the matter is not solved he/she can go ahead and approach top administration beginning with the Director of unit
Is there any additional information regarding this service that is useful to know?	CRI Kigali- Tel/Fax 0252 503474, CRI Bugesera- Tel/Fax 0252 561281-0252 561282, CRI Rwamagana- Tel/Fax 0252 567464, CRI Ngoma- Tel/Fax 0252 566164, CRI Gicumbi – Tel/Fax 0252 564170, CRI Muhanga- Tel/Fax 0252 562194, CRI Nyamagabe- Tel/Fax 0252 535054, CRI Karongi- Tel/Fax – 0252 568186
Available forms	None
Relevant legal documents	None

1.3 Services provided by Community Radios

Type of service: Airing news stories and dialogue – based community programmes

What is the service? Am I eligible?	<ul style="list-style-type: none"> - To cover, edit and report stories to those community Radios - To cover edit and air interactive dialogue – based community programmes centering on key constructive issues among the local community - To air announcements and spots
Department to be approached	-Community Radio Accountant Secretary or Marketing

	department-Kigali
When can I access the service?	Monday to Sunday 5:00 am to 11:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Depending on the issue but usually it can't exceed 1 hour
What, if any, are the costs for accessing the service?	<ul style="list-style-type: none"> - For stories it's a question of informing journalists on a right time - For announcements it's a question of paying the money meant for the service
What documents are required?	<ul style="list-style-type: none"> - For the case of an event to be reported, if there is an invitation letter, written agenda and any other related written material concerning the event can serve better. However if it proves to be an impromptu event yet of the public interest the Head of a community Radio can be informed using a telephone only
What is the procedure?	For event coverage it's a question of bringing to the community Radio premises all the above mentioned requirements
What, if any, other institutions do I need to visit to access the service? (Eg. for	Our up country representative(Head of a Community Radio) can give any information that renders the

payment of service costs or to get additional documents)	accessibility to the services of our institution
Is there a complaint procedure?	. If the client is not satisfied with the service rendered he/she can approach the service provider and if the matter is not solved he/she can go ahead and approach top administration beginning with the Director of unit
Is there any additional information regarding this service that is useful to know?	Always call: Huye community Radio- Tel/Fax 0252 530255/ 0252 531321, Rubavu Community Radio – Tel 0252 540424, Rusizi Community Radio – Tel 0252 537215, Musanze Community Radio- Tel 0252 546392, Nyagatare Community Radio – Tel 0252 565243
Available forms	None
Relevant legal documents	None

2. SERVICES OFFERED BY RADIO RWANDA

Type of service: Disseminating information to the public

What is the service? Am I eligible?	Radio Rwanda offers a variety of services including news, information, current affairs, talk shows, advertisements, announcements, entertainment and many others. We broadcast in 4 official languages Kinyarwanda, English, French,
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	<p>Kiswahili. Radio Rwanda is a pioneer national radio station in Rwanda. We provide well documented news items based on facts and we remain the most trusted Radio station in Rwanda since 1964. Radio Rwanda was established in 1964 as a channel for giving Rwandans a voice to air their views. More about us is up and running on our website www.orinfor.gov.rw/radio We cover the whole country as we have regional correspondents spread across the country 24 hours and 7 days a week. Every Rwandan and non Rwanda have equal access to services offered by Radio Rwanda</p>
<p>Department to be approached</p>	<p>Radio Rwanda</p>
<p>When can I access the service?</p>	<p>24 hours 7 days a week. On air and online www.orinfor.gov.rw/radio</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>New coverage for events: A formal email detailing kind of event, date, time and venue attached and press kit detailing all necessary information about event is sent 2 days prior to event. News are not charged for.</p> <p>Advertorials: With the help of our marketing department's prices we receive sound in mp3 format to be</p>

	<p>played as adverts at any desired time of the day and night. Reception is done upon payment</p> <p>Announcements: We air Death announcements and public or private institutions announcements upon reception of paid for well typed announcement.</p>
What, if any, are the costs for accessing the service?	The cost depends on the service requested. News is not charged for
What documents are required?	An email requesting for news coverage 2 days before event
What is the procedure?	There must be a written request to the Director of Radio Rwanda
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)	Anyone who needs to access airtime that is paid for go through the finance department. News coverage is handled directly by the Director of Radio Rwanda since it free of charge
Is there a complaint procedure?	Yes, you can send an sms to Radio Rwanda through 0788383800 or write to ORINFOR and copy to the Director of Radio Rwanda filing your complaint using infor@orinfor.gov.rw Every citizen has a right to reply a Media house that inaccurately reports news about them.
Is there any additional information regarding this service that is useful to know?	Always visit our website: http://www.orinfor.gov.rw/ for information. For further information call on this

	telephone number: (+250) 252 572276 or 788383800 any time
Available forms	None
Relevant legal documents	None

3. RWANDA TELEVISION

3.1 NEWS COVERAGE AND BROADCAST

What is the service? Am I eligible?	Rwanda Television covers all kinds of news to be broadcast to the general public.
Department to be approached	Rwanda Television News Department, office of the head of Rwanda Television, office of ORINFOR Director General
When can I access the service?	All the time
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	No time limit
What, if any, are the costs for accessing the service?	This service is offered free of charge
What documents are required?	For news coverage a letter to Director General of ORINFOR suffices
What is the procedure?	None
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?	Communicate with the DG ORINFOR.
Is there any additional information regarding this service that is useful to know?	Always visit ... website: www.orinfor.go.rw for information. For further information call on this telephone number: +250 252576540 during office hours.
Available forms	None
Relevant legal documents	None

3.2. TV PROGRAM PRODUCTION

What is the service? Am I eligible?	Rwanda Television Produces a variety of programs such as documentaries, Talk Shows, cultural and entertainment
Department to be approached	RTV Program and production Department ,and the ORINFOR Marketing Department
When can I access the service?	All the Time
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	No time limit
What, if any, are the costs for accessing the service?	Rates are available in the Marketing Department
What documents are	A MOU or a contract with

required?	ORINFOR
What is the procedure?	Entering the MOU or Contract with ORINFOR
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?	Communicate with the DG ORINFOR.
Is there any additional information regarding this service that is useful to know?	Always visit ... website: www.orinfor.gov.rw for information. For further information call on this telephone number+250 252 575640: during office hours.
Available forms	none
Relevant legal documents	none

3.3. LIVE BROADCAST OF SPECIAL EVENTS

What is the service? Am I eligible?	Rwanda Television provides live broadcast of special events like national and public events as well as sports tournaments at local and international levels
Department to be approached	DG ORINFOR, RTV office, ORINFOR Technical Department
When can I access the service?	All the time
Time limit to access this service? or Once a request is made or an	All the time

application is submitted, how long will it take?	
What, if any, are the costs for accessing the service?	Rates are obtained in the Marketing Department
What documents are required?	Purchase Order or Contract.
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)	ORINFOR Marketing Department
Is there a complaint procedure?	Writing to the DG ORINFOR.
Is there any additional information regarding this service that is useful to know?	Always visit ... website: www.orinfor.gov.rw for information. For further information call on this telephone number: +250252 576540 during office hours.
Available forms	NONE
Relevant legal documents	NONE

4. SERVICES OFFERED BY THE ORINFOR TECHNICAL SERVICES

4.1. Nationwide broadcasting Radio and Public address system offer

What is the service? Am I eligible?	ORINFOR Technical services department is broadcasting
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	<p>national radio to the citizens. It operates and maintains the FM transmitters countrywide and make sure that every home receives radio signal.</p> <p>Ensure that the transmission is perfect at all 17 broadcasting sites and intervene and repair where possible within 24 hours.</p> <p>Execute coverage planning for new areas with radio blackout coverage</p> <p>This department also takes care of the smooth running of radio studios to deliver a quality of audio signal to the citizens.</p> <p>Ensure that radio live coverage reaches homes' citizens at the right time with right expected quality of the signal.</p> <p>Broadcast any event requested by a group, company, institution or any citizen. The content and time must be amended by an agreement by both parties.</p> <p>Prepare all requirements for any broadcaster who needs to be hosted at ORINFOR broadcasting sites.</p> <p>The technical department can offer maintenance services for any radio broadcasting house or any radio production house.</p> <p>Provide all necessary equipment for Public address system for government officials during national events, talk show or other important ceremonies.</p> <p>Provide the public address</p>
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	<p>system to any entity or any citizen who makes a request for this service.</p> <p>Technical department can also offer services to operate and maintain any production or any public address system.</p> <p>Provide any technical assistance to ORINFOR staff</p> <p>The technical department offers technical internships for students from various telecommunications and IT educational institutions</p>
Department to be approached	Radio Transmission and sound system departments
When can I access the service?	Monday to Sunday: Any time
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	The service can be accessed any time without any limitation
What, if any, are the costs for accessing the service?	The cost depends on the service requested and it is negotiable
What documents are required?	There must be a contract or MoU between the two parties
What is the procedure?	There must be a written request to the Director General of ROINFOR
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service	Anyone who needs to access our services has to contact the ORINFOR Director General then the technical department and finally the finance department.

costs or to get additional documents)	
Is there a complaint procedure?	Yes, you can send the sms to radio which will be read immediately, write to ORINFOR and copy to the technical department which will answer your technical complaint.
Is there any additional information regarding this service that is useful to know?	Always visit our website: http://www.orinfor.gov.rw/ for information. For further information call on this telephone number: (+250) 252 575736 during office hours.
Available forms	None
Relevant legal documents	None

4.2. IT Services

What is the service? Am I eligible?	<p>We are delivering to the public an on line news access by streaming Radio and TV on line; we also have 2 news paper on-line</p> <p>By using sms message the public can give a feed back</p> <p>The public can send their news product via an FTP server which can be retrieved at ORINFOR headquarters</p> <p>We cover live event via fiber far from ORINFOR headquarters using streaming techniques</p> <p>The technical department offers technical internships for students from various telecommunications and IT</p>
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	<p>educational institutions Provide any technical assistance to ORINFOR staff IT department can provide IT support to any company requesting this service to ORINFOR</p>
Department to be approached	IT Department
When can I access the service?	Monday to Monday: 24/24H
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Any time you request the services you can get it because it on line services .only for the coverage event via fiber we need 2days to do testing to confirm the fusibility of the action.
What, if any, are the costs for accessing the service?	To be discussed with the finance department
What documents are required?	There must be a contract or MoU between the two parties
What is the procedure?	There must be a written request to the Director General of ROINFOR
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)	ORINFOR direction, Radio department, TV department, Finance department and the technical services department
Is there a complaint procedure?	If the client is not satisfied with the service rendered he/she can approach the service provider and if the matter is not solved he/she can go ahead and

	approach top administration beginning with the Director of unit
Is there any additional information regarding this service that is useful to know?	Always visit our website: http://www.orinfor.gov.rw/ for information. For further information call on this telephone number: (+250) 252 575736 during office hours.
Available forms	None
Relevant legal documents	None

4.3. TV and OBVAN production, operation and broadcasting coverage.

What is the service? Am I eligible?	<p>ORINFOR Technical services department is broadcasting national TV to the citizens. It operates and maintains the TV transmitters countrywide and make sure that every home receives TV signal.</p> <p>Ensure that the transmission is perfect at all 15 broadcasting sites and intervene and repair where possible within 24 hours. Execute coverage planning for new areas with TV blackout coverage</p> <p>This department also takes care of the smooth running of TV studios to deliver a quality of TV signal to the citizens.</p> <p>Ensure that TV live coverage reaches homes' citizens at the right time with right expected quality of the signal.</p>
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	<p>Broadcast any event requested by a group, company, institution or any citizen. The content and time must be amended by an agreement by both parties. Prepare all requirements for any broadcaster who needs to be hosted at ORINFOR broadcasting sites. The technical department can offer maintenance services for any TV broadcasting house or any TV production house. Provide all necessary equipment for TV Production for government officials during national events, talk show or other important ceremonies. Provide the production equipment to any entity or any citizen who makes a request for this service. Technical department can also offer services to operate and maintain any production house or any TV station. The technical department offers technical internships for students from various telecommunications and IT educational institutions Provide any technical assistance to ORINFOR staff</p>
<p>Department to be approached</p>	<p>RTV Technical Department</p>
<p>When can I access the service?</p>	<p>The service can be accessed any time without any limitation</p>

Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	Any time you request the services you can get it because it on line services .only for the coverage event via fiber we need 2days to do testing to confirm the fusibility of the action.
What, if any, are the costs for accessing the service?	To be discussed with the finance department
What documents are required?	There must be a contract or MoU between the two parties
What is the procedure?	There must be a written request to the Director General of ORINFOR
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)	ORINFOR direction, TV department, Finance department and the technical services department
Is there a complaint procedure?	Send sms to TV during newscast or email to furahajanvier@yahoo.fr , inonkuru@yahoo.com ,
Is there any additional information regarding this service that is useful to know?	Always visit our website: http://www.orinfor.gov.rw/ for information. For further information call on this telephone number: (+250) 252 575736 during office hours.
Available forms	None
Relevant legal documents	None

5. SERVICES OFFERED BY PRINT MEDIA

Type of service: Newspapers and Commercial printing services.

<p>What is the service? Am I eligible?</p>	<p>PRINT MEDIA UNIT is Rwanda's state owned print media that started in 1961. It owns two newspapers IMVAHO NSHYA (Kinyarwanda) and LA NOUVELLE RELEVÉ (French). The services provided are:</p> <ul style="list-style-type: none">-Print and Publish Government newspapers, sectioned based on subject and content including advertisements, opinions, entertainment and other interest news.-Select the most important or interesting news and display it on the front page of the publication in order to attract readers.-Publish educative and entertainment articles for the better of the Country.-Distribute the newspapers Nationwide on time.-Print for private newspapers daily or periodicals.-Print commercial jobs in respect of the customer's needs-Give the most favoured prices to our customers-Deliver finished products to our customers at a given time.-Avoiding giving <u>better price</u> than other customer.-Advise the advertisers the
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	ways of designing their adverts at reasonable prices and good looking for readers.
Department to be approached	1. Marketing department 2. Printing production department. 3. Imvaho Nshya department 4. La Nouvelle Releve department.
When can I access the service?	Every day including weekends and public holidays for advertisements is 07h00 am to 18h00 pm.
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	No time limit to access this service somebody is always on standby. It will take maximum 6hours to print a newspaper.
What, if any, are the costs for accessing the service?	The Unit of Finance makes arrangements with the customers in terms and conditions of payments.
What documents are required?	Justifications of payments, or MOU between the client and Institution.
What is the procedure?	There must be a written request to the Director General of ORINFOR
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)	To access the services, there must be a request to the Director General of ORINFOR for arrangements with the concerned departments.
Is there a complaint	Yes, make appointment with the

procedure?	person in charge, e.g If it is a complaint related with money you can call the Unit of Finance' If it is a complaint related to poor quality then call the production manager, or Send an SMS.
Is there any additional information regarding this service that is useful to know?	Visit our website: http://www.orinfor.gov.rw/ for information. For further information call on this telephone number: (+250) 252 575735 during office hours.
Available forms	None
Relevant legal documents	None

6. SERVICES OFFERED BY THE ORINFOR's FINANCE & INTERNAL RESOURCES MANAGEMENT UNIT

Type of service: Accounting, procurement and commercialisation of Radio, TV and printing press service

What is the service? Am I eligible?	The Finance and Internal resources management offers various services to internal public and external public through the following 4 sections: I. Accounting section 1. Provides travel allowances to the internal public 2. Provides accounts to management and other external users 3. Effect payments to suppliers and service providers of
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	<p>ORINFOR</p> <p>4. Prepare reports as per public financial management rules</p> <p>II. Procurement section</p> <p>1. Prepare tenders and manage contracts of suppliers</p> <p>2. Receive and arrange procurement processes of different items and equipments needed in ORINFOR</p> <p>3. Prepare necessary reports as per public procurement law</p> <p>III. Marketing and debts recovery sections</p> <p>1. Receive customers and sell them various products of ORINFOR</p> <p>2. Follow up whether a customer has been given a better service</p> <p>3. Prepare invoices to customers</p> <p>IV. Logistics and transport</p> <ul style="list-style-type: none"> - Arrange transport of ORINFOR staff on duty - Receive materials in stock and dispatch them according to approved requisitions
Department to be approached	Finance and Internal resources management
When can I access the service?	Monday to Sunday, for counter desk services: Any time
Time limit to access this service? or Once a request is made or an application is	<ul style="list-style-type: none"> - Depending on the nature of service, for marketing and debts recovery section, the service to be accessed it only takes less than 10

<p>submitted, how long will it take?</p>	<p>minutes.</p> <ul style="list-style-type: none"> - For services offered by procurement sections, when all requirements by the public procurement law, it only takes five working days to access the service - For accounting section, after fulfilling all requirements of public financial management, it just takes less than one day
<p>What, if any, are the costs for accessing the service?</p>	<p>The cost depends on the service requested and it is negotiable</p>
<p>What documents are required?</p>	<p>There must be approved requisitions and contracts and all necessary supporting documents as per procurement law and public financial management rules and regulations.</p>
<p>What is the procedure?</p>	<p>There must be a written document approved by the Director General or Director of Finance and internal resources management depending on the nature and value of the expenditure.</p> <p>As far as marketing is concerned there should be pro-forma invoice or commercial invoice and if necessary an official contract</p>
<p>What, if any, other institutions do I need to visit to access the service? (Eg. for</p>	<p>There is no need to visit for one to access our service. Our customers can use internet facility when negotiating prices,</p>

payment of service costs or to get additional documents)	payments and immediately receive e the service access the service.
Is there a complaint procedure?	Yes, we have provided a toll free line for that purpose, or one can use our cell phone numbers attached to every unit office door of can use official correspondence.
Is there any additional information regarding this service that is useful to know?	Always visit our website: http://www.orinfor.gov.rw/ for information. For further information call on this telephone number: (+250) 252 575736 during office hours.
Available forms	Payment voucher, vehicle request form, etc
Relevant legal documents	Procurement law, official tariffs, chart of accounts and financial manual.