

# REPUBLIC OF RWANDA



## RWANDA AGRICULTURE BOARD (RAB)

Office of the Director General  
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KIGALI-RWANDA

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# RAB CITIZEN'S CHARTER

January, 2012

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## **FORWARD**

The Service Charter of Rwanda Agriculture Board (RAB) 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 Rwanda Agricultural Board (RAB), and highlights offered services and requirements therein. It shows the service centers for RAB service delivery and the guiding legal instruments.

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

**Prof. Martin Shem NDABIKUNZE**  
**Director General**  
**Rwanda Agricultural Board (RAB)**



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

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

Realizing that RAB 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, RAB expects continuous interaction with citizens seeking its services. For this, RAB 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, RAB 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 RAB 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 RAB 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 RAB 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 RAB 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, RAB 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, RAB 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, RAB 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 RAB 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 RAB staff with courtesy and respect;
- Suggesting ways of improving our services at RAB;

- Providing the RAB with adequate feedback on service delivery through various dissemination technologies;
- Addressing all complaints/compliments/suggestions to relevant department.

**Contact:**

**RWANDA AGRICULTURE BOARD**

**PO. BOX 5016**

**KIGALI-RWANDA**

[www.rab.gov.rw](http://www.rab.gov.rw)

E-mail: [info@rab.gov.rw](mailto:info@rab.gov.rw)

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

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

## **I.INTRODUCTION**

Rwanda Agricultural research and extension agencies have been undergoing major reforms with the aim of strengthening linkages and synergies between public research and extension of service delivery system. At the onset consensus has been built on the establishment of Rwanda Agriculture Board (RAB) as the major institution for agriculture research and extension resulted from the merging of three agriculture agencies, namely Rwanda Animal Resources Development Authority (RARDA), Rwanda Agricultural Development Authority (RADA) and Rwanda Agricultural Research Institute (ISAR in its French acronym). It is expected that this reform will enable the agricultural sector to further improve livelihoods of Rwandans and the economy as a whole and bring about efficiency in the sector while improving integrated agricultural development which could not be easily reached in the past since it bridges the gaps among existed institutions.

## **II.VISION**

The vision of Rwanda Agriculture Board (RAB) is to improve food security and livelihoods of all Rwandans in line with Rwanda Vision 2020 by transforming subsistence agriculture into modern agriculture through the application of generated research and extension innovations which integrate sustainable crop production, animal resources and natural management. This involves crop intensification programme driven by the use of agricultural inputs, sustainable land husbandry and development of animal husbandry technologies which are environment friendly in Rwandan land use systems.

## **III.MISSION**

The mission of the Rwanda Agricultural Board is to develop agriculture and animal husbandry through their reform, and using modern methods in crop and animal production, research, agricultural extension, education and training of farmers in new technologies to improve livelihoods.

## **IV.CORE FUNCTIONS**

In particular, RAB has the following responsibilities:

1. Implement the national policy of agriculture and animal husbandry;

2. Contribute in determining policy in agriculture, animal husbandry, agricultural and animal husbandry research and technology;
3. Provide farmers and consumers of agricultural products with information, techniques and services meant for improving their professionalism and supplying the internal market with increased and quality production thereby raising their agricultural and animal husbandry incomes;
4. Prevent and fight against animal diseases and implement appropriate strategies meant to ensure the control, prevention, diagnosis and treatment of animal diseases;
5. Prevent and control plant diseases, insects and pests and implement appropriate strategies meant for ensuring control and prevention of plant diseases;
6. Conduct baseline survey and research aiming at developing and solving problems identified in agriculture and animal husbandry and by products;
7. Monitor and coordinate activities of persons exercising the profession of agriculture, animal husbandry, research and stakeholders;
8. Identify and provide farmers with new technologies for proper management of land, water and use of agricultural mechanization and animal husbandry;
9. Coordinate activities aiming at promoting agricultural and animal husbandry infrastructure;
10. Examine and issue certificates of standards for agricultural and animal husbandry products for export;
11. Examine, verify and issue certificates authorizing imports of domestic animals, semen, fertilized eggs, seeds, plants and cuttings and other agricultural and animal husbandry products;
12. Work closely with other institutions in charge of standards and environment while importing fertilizers, crop protection products and other agricultural and animal husbandry inputs;
13. Contribute in establishing, publicizing and enforcing laws and regulations governing agriculture, animal husbandry, research as well as related products;
14. Establish relations and collaborate with other regional and international institutions having the same mission as RAB;
15. Ensure preparation, conservation, issuance and use of veterinary and crop protection products as well as their import and export;
16. Issue license and control the trade of veterinary products and agriculture inputs;

17. Ensure and monitor activities of production, control and trade of selected seeds;
18. Collect national and international innovations, new and appropriate technologies and refine them for use in agriculture and animal husbandry in Rwanda;
19. Provide agricultural extension services in accordance with agricultural and animal husbandry needs;
20. Coordinate activities of agricultural extension and research plans and disseminate such agricultural and animal husbandry needs as determined by zonal branches of RAB;
21. Support and coordinate agricultural extension and research activities in administrative decentralized entities;
22. Support agricultural and animal husbandry cooperatives towards a better service delivery;
23. Ensure partnership and coordinate activities of the non-governmental organizations, private operators and organs involved in implementation of agricultural and animal husbandry programs.

## **V.SERVICES OFFERED BY RWANDA AGRICULTURAL BOARD (RAB)**

### **Component 1: Support to crop production for enhanced food security and improved livelihoods**

#### **1) Type of service: Certified Seed production**

|  |  |
|--|--|
| <b>What is the service?<br/>Am I eligible?</b>   | Private seed multipliers are confirmed by RAB, RAB sales basic seed to them RAB does inspection and monitoring |
| <b>Department to be approached</b>   | Directorate of Agriculture Extension   |
| <b>When can I access the service?</b>  | Whole Cropping Seasons A & B and C<br>Monday to Friday during Office hours                                     |
| <b>Time limit to access this service? or<br/>Once a request is made or an application is submitted, how long will it take?</b> | 10 days  |

|   |  |
|---|--|
| <b>What, if any, are the costs for accessing the service?</b>   | Buying Basic seeds and fertilizers   |
| <b>What documents are required?</b>   | Request from Multipliers   |
| <b>What is the procedure?</b>   | <ul style="list-style-type: none"> <li>• Request to be a multiplier,</li> <li>• Approval by RAB</li> <li>• Field visit by RAB's Inspector,</li> <li>• Inspection Report,</li> <li>• Certificate</li> </ul> |
| <b>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)</b> | No other institutions  |
| <b>Is there a complaint procedure?</b>  | Complaints about the service received should be addressed to RAB agriculture Zone or RAB's headquarter   |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>                                 |
| <b>Available forms</b>  | No   |
| <b>Relevant legal documents</b>   | No   |

## 2) Type of service: Seed inspection

|   |  |
|---|--|
| <b>What is the service? Am I eligible?</b>  | RAB Inspectors visit private multipliers during agricultural season        |
| <b>Department to be approached</b>  | Directorate of Agriculture Extension                                       |
| <b>When can I access the service?</b>   | Whole cropping seasons A, B and C?<br>Monday to Friday during Office Hours |
| <b>Time limit to access this service? or Once a request is made or an application is submitted, how long will</b> | One week   |

|   |  |
|---|--|
| <b>it take?</b>   |  |
| <b>What, if any, are the costs for accessing the service?</b>   | No cost for small farmers and current price for big farmers  |
| <b>What documents are required?</b>   | Request  |
| <b>What is the procedure?</b>   | <ul style="list-style-type: none"> <li>• Request to be multiplier,</li> <li>• Approval by RAB</li> <li>• Field visit by RAB's Inspector,</li> <li>• Inspection Report,</li> <li>• Certificate</li> </ul> |
| <b>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)</b> | None   |
| <b>Is there a complaint procedure?</b>  | Complaints about the service received should be addressed to RAB agriculture Zone or RAB's headquarter   |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>                               |
| <b>Available forms</b>  | No   |
| <b>Relevant legal documents</b>   | No   |

### 3) Type of service: Seed distribution of major crops

|  |   |
|--|---|
| <b>What is the service? Am I eligible?</b>   | RAB distributes certified seeds to farmers                        |
| <b>Department to be approached</b>   | Directorate of Agriculture Extension                              |
| <b>When can I access the service?</b>  | Beginning of Season A, B & C Monday to Friday during Office hours |
| <b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b> | Two weeks   |

|   |  |
|---|--|
| <b>What, if any, are the costs for accessing the service?</b>   | None   |
| <b>What documents are required?</b>   | Request letter from District   |
| <b>What is the procedure?</b>   | <ul style="list-style-type: none"> <li>• RAB provides seeds to Agronomists of sectors</li> <li>• Technicians/Service providers(in partnership with Sectors) distribute the seeds to farmers</li> </ul> |
| <b>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)</b> | Sectors for Farmers' registration  |
| <b>Is there a complaint procedure?</b>  | Complaints about the service received should be addressed to RAB agriculture Zone or RAB's headquarter   |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>                             |
| <b>Available forms</b>  | No   |
| <b>Relevant legal documents</b>   | No   |

#### 4) Type of service: fertilizer distribution (DAP, UREA, NPK)

|  |  |
|--|--|
| <b>What is the service? Am I eligible?</b>   | RAB distributes fertilizer to farmers                              |
| <b>Department to be approached</b>   | Directorate of Agriculture Extension                               |
| <b>When can I access the service?</b>  | Beginning of Season A, B & C Monday to Friday during working hours |
| <b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b> | Two weeks  |

|   |  |
|---|--|
| <b>What, if any, are the costs for accessing the service?</b>   | Current price  |
| <b>What documents are required?</b>   | Request through service providers and sector's agronomist  |
| <b>What is the procedure?</b>   | RAB prepare auction of fertilizers and private distributors purchase its, after that dispatch across districts and retailers distribute it to farmers.                     |
| <b>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)</b> | Farmers to be registered by sectors agronomists and service providers  |
| <b>Is there a complaint procedure?</b>  | Complaints about the service received should be addressed to RAB agriculture Zone or RAB's headquarter   |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> |
| <b>Available forms</b>  | No   |
| <b>Relevant legal documents</b>   | No   |

### 5) Type of service: Spawn (mushroom Seed) distribution

|  |   |
|--|---|
| <b>What is the service? Am I eligible?</b>   | RAB distributes spawns to farmers who wish to grow mushroom     |
| <b>Department to be approached</b>   | Directorate of Agriculture Extension                            |
| <b>When can I access the service?</b>  | Any Times you request from Monday to Friday during Office hours |
| <b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b> | Two weeks   |

|   |  |
|---|--|
| <b>What, if any, are the costs for accessing the service?</b>   | Farmer pay 500 Rwf for One tube made of agriculture waste products   |
| <b>What documents are required?</b>   | Request letter from District   |
| <b>What is the procedure?</b>   | After preparation of spawns RAB avails them to farmers   |
| <b>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)</b> | None   |
| <b>Is there a complaint procedure?</b>  | Complaints about the service received should be addressed to RAB agriculture Zone or RAB's headquarter   |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> |
| <b>Available forms</b>  | No   |
| <b>Relevant legal documents</b>   | No   |

#### 6) Type of service: Training private seed multipliers

|   |  |
|---|--|
| <b>What is the service? Am I eligible?</b>  | RAB identifies private multipliers and train them on seed production |
| <b>Department to be approached</b>  | Directorate of Agriculture Extension                                 |
| <b>When can I access the service?</b>   | Beginning Season A & Season B Monday to Friday during Office hours   |
| <b>Time limit to access this service? Once a request is made or an application is submitted, how long will it take?</b> | Two weeks  |
| <b>What, if any, are the costs for accessing the service?</b>   | No cost  |
| <b>What documents are</b>   | Request letter   |

|   |   |
|---|---|
| <b>required?</b>  |   |
| <b>What is the procedure?</b>   | <ul style="list-style-type: none"> <li>• Elaboration of teaching material by RAB Staff,</li> <li>• Identification of the private seed multipliers with training needs, ````</li> <li>• Training of the identified private multipliers.</li> </ul> |
| <b>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)</b> | None  |
| <b>Is there a complaint procedure?</b>  | Complaints about the service received should be addressed to RAB agriculture Zone or RAB's headquarter  |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>  |
| <b>Available forms</b>  | No  |
| <b>Relevant legal documents</b>   | No  |

### 7) Type of service: Training farmers in main crop production

|   |  |
|---|--|
| <b>What is the service? Am I eligible?</b>  | Training of farmers in main crop production        |
| <b>Department to be approached</b>  | Directorate of Agriculture Extension               |
| <b>When can I access the service?</b>   | Beginning Season A & Season B during working hours |
| <b>Time limit to access this service? Once a request is made or an application is submitted, how long will it take?</b> | Two weeks  |
| <b>What, if any, are the costs for accessing the service?</b>   | No cost  |
| <b>What documents are</b>   | A requesting letter                                |

|   |  |
|---|--|
| <b>required?</b>  |  |
| <b>What is the procedure?</b>   | <ul style="list-style-type: none"> <li>• Elaboration of teaching material by RAB Staff,</li> <li>• Identification of the farmers and farmers' cooperatives with training needs,</li> <li>• Training of the identified farmers and cooperatives' representatives, as trainers.</li> </ul> |
| <b>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)</b> | None   |
| <b>Is there a complaint procedure?</b>  | Complaints about the service received should be addressed to RAB agriculture Zone or RAB's headquarter   |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>   |
| <b>Available forms</b>  | No   |
| <b>Relevant legal documents</b>   | No   |

**8) Type of service: Training farmers in postharvest, handling and storage**

|   |   |
|---|---|
| <b>What is the service? Am I eligible?</b>  | Training farmers in postharvest, handling and storage |
| <b>Department to be approached</b>  | Directorate of Agriculture Extension                  |
| <b>When can I access the service?</b>   | Mid Season A & Season B during working hours          |
| <b>Time limit to access this service? Once a request is made or an application is submitted, how long will it take?</b> | Two weeks   |
| <b>What, if any, are the costs for accessing the</b>  | No cost   |

|   |  |
|---|--|
| <b>service?</b>   |  |
| <b>What documents are required?</b>   | A requesting letter  |
| <b>What is the procedure?</b>   | <ul style="list-style-type: none"> <li>• Elaboration of teaching material by RAB Staff,</li> <li>• Identification of the farmers and farmers' cooperatives with training needs,</li> <li>• Training of the identified farmers and cooperatives' representatives, as trainers.</li> </ul> |
| <b>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)</b> | None   |
| <b>Is there a complaint procedure?</b>  | Complaints about the service received should be addressed to RAB agriculture Zone or RAB's headquarter   |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>   |
| <b>Available forms</b>  | No   |
| <b>Relevant legal documents</b>   | No   |

### 9) Type of service: Training of farmers in mushroom production

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| <b>What is the service?<br/>Am I eligible?</b>  | Training of farmers in mushroom production |
| <b>Department to be approached</b>  | Directorate of Agriculture Extension       |
| <b>When can I access the service?</b>   | Any time during working hours              |
| <b>Time limit to access this service?<br/>Once a request is made or an application is submitted, how long will it take?</b> | Two weeks                                  |

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| <b>What, if any, are the costs for accessing the service?</b>   | No   |
| <b>What documents are required?</b>   | A requesting letter  |
| <b>What is the procedure?</b>   | <ul style="list-style-type: none"> <li>• Elaboration of teaching material by RAB Staff,</li> <li>• Identification of the farmers and farmers' cooperatives with training needs,</li> <li>• Training of the identified farmers and cooperatives' representatives, as trainers.</li> </ul> |
| <b>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)</b> | None   |
| <b>Is there a complaint procedure?</b>  | Complaints about the service received should be addressed to RAB agriculture Zone or RAB's headquarter   |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a>   |
| <b>Available forms</b>  | No   |
| <b>Relevant legal documents</b>   | No   |

## **Component 2: Support to animal resources for enhanced food security and improved livelihoods**

### **1) Type of service: Bovine Artificial Insemination (AI)**

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| <b>What is the service?<br/>Am I eligible?</b> | RAB facilitates the provision of improved genetic materials by using artificial insemination techniques, conducts trainings, equipping and monitoring inseminators. Inputs provided include AI kits, liquid nitrogen, semen and consumables. |
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| <b>Department to be approached</b>  | Sector Veterinary Technician or Private inseminator   |
| <b>When can I access the service?</b>   | Farmers have access to AI on a daily basis (Monday to Sunday): 7:00 am to 6:00 pm   |
| <b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>                          | Inseminators are supplied with AI inputs on a monthly basis whereas farmers access the service within 12 hours to their cows on natural and within one week for cows to be induced.   |
| <b>What, if any, are the costs for accessing the service?</b>   | RwF 1,500 per cow. Sexed semen and Super bull's semen are not subsidized.   |
| <b>What documents are required?</b>   | None  |
| <b>What is the procedure?</b>   | <ul style="list-style-type: none"> <li>• Advise to the farmer on good management practices (nutrition, health, housing, reproduction)</li> <li>• When the farmer meets the necessary conditions, then there is a regular sexual recycling.</li> <li>• In case of animal natural heat, the farmer contacts the sector inseminator to carry out insemination activity.</li> <li>• If it is induced heat, which is done through AI campaign, then the inseminator plans accordingly.</li> <li>• 2-3 months after insemination the inseminator carries out pregnancy diagnosis (PD).</li> </ul> |
| <b>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)</b> | Sector veterinarians, local administrations and RAB agric Zone will assist by providing advice and information on AI practices.   |
| <b>Is there a complaint procedure?</b>  | For any complaint, please contact the Executive Secretary of the Sector, the staff in charge of   |

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|   | livestock at Zone level or the Vet District   |
| <b>Is there any additional information regarding this service that is useful to know?</b> | For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a><br>For further information call on this telephone number during office hours : 078 850 6713 , 078 532 4631<br>Extension materials (pamphlets, brochures) are also available at RAB Headquarter and RAB Zones<br>RAB also provides information on TVR, Radio. |
| <b>Available forms</b>  | No  |
| <b>Relevant legal documents</b>   | No  |

**2) Type of service: Provision of improved genetic materials (bovine, small ruminants, monogastrics, fish, and apiary)**

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| <b>What is the service? Am I eligible?</b>   | RAB facilitates the provision of improved animals, particularly male animals that have been bred and selected for specific characteristics. This includes Boer bucks, Merino rams, improved boars etc. RAB can also facilitate the farmer in purchase of improved animals within or outside the country. |
| <b>Department to be approached</b>   | Directorate of animal resources extension<br>RAB Zone level  |
| <b>When can I access the service?</b>  | Monday to Thursday: 7:00 am to 5:00 pm<br>Friday: 7:00 am to 12:00 pm  |
| <b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b> | Immediately when we are contacted at the office (Hq or Zone)<br>If it is a request by letter, reply within 72 h<br>For the duration for delivering   |

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|   | animals: 1 - 2 weeks for a smaller number of animals, but up to 2 months for a larger number, depending also on the applicant's capacity   |
| <b>What, if any, are the costs for accessing the service?</b>   | No charge  |
| <b>What documents are required?</b>   | None   |
| <b>What is the procedure?</b>   | Requests for an animal should be addressed in writing to the Director General of RAB. The letter should set out the reasons for requesting an animal and the specific needs in your area, as well as details of your capacity to manage the animal. Your local administration or sector veterinarian can advise and assist you in preparing the letter. They will also be involved in verifying the community needs for the animal.<br>If the request is approved, you will be required to sign a management contract prepared by RAB. |
| <b>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)</b> | Sector veterinarians, District Vet and RAB agric Zone will assist both advice and information.   |
| <b>Is there a complaint procedure?</b>  | Complaints about the service received should be addressed to your sector veterinarian, the satellite laboratory or, alternatively if you are not satisfied with the response, to RAB agriculture Zone or RAB's headquarter   |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | For further information call on this telephone number during office hours: 078 850 6713, 078 532 4631<br>For any additional information  |

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|                                 | <p>please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a></p> <p>Extension materials are also available at RAB Hq and RAB Zones</p> <p>Note that RAB also provides information on TVR, Radio, other extension materials like pamphlets and brochures.</p> |
| <b>Available forms</b>          | No   |
| <b>Relevant legal documents</b> | No   |

### 3) Type of service: Provision of animal pedigree certificates

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| <b>What is the service? Am I eligible?</b>   | Provision of a certificate that shows your animal's family history  |
| <b>Department to be approached</b>   | Directorate of animal resources extension   |
| <b>When can I access the service?</b>  | Monday to Thursday: 7:00 am to 5:00 pm<br>Friday: 7:00 am to 12:00 pm   |
| <b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b> | Immediately if required documents are provided  |
| <b>What, if any, are the costs for accessing the service?</b>  | No cost   |
| <b>What documents are required?</b>  | None  |
| <b>What is the procedure?</b>  | Bring animal's birth certificate to RAB head office This should have been provided by a sector veterinarian or a private inseminator at the time of birth or purchase of the animal. RAB will then provide a certificate. |
| <b>What, if any, other institutions do I need to visit to access the service? (Eg. for</b>                                 | Sector veterinarians, District Vet and RAB agric Zone will assist by providing advice and information.  |

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| <b>payment of service costs or to get additional documents)</b>                           |  |
| <b>Is there a complaint procedure?</b>  | Complaints should be addressed to RAB's headquarter  |
| <b>Is there any additional information regarding this service that is useful to know?</b> | For further information call on this telephone number during office hours : 078 850 6713 , 078 532 4631<br>Extension materials are also available at RAB Hq and RAB Zones.<br>For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> |
| <b>Available forms</b>  | No   |
| <b>Relevant legal documents</b>   | No   |

#### 4) Type of service: Provision of fodder seeds

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| <b>What is the service? Am I eligible?</b>   | Provision of information, technical assistance and provision of pasture seeds for improvement of animal nutrition. This is done both on zero grazing and land pasture system animals. |
| <b>Department to be approached</b>   | Directorate of animal resources extension<br>RAB Zone level   |
| <b>When can I access the service?</b>  | Monday to Thursday: 7:00 am to 5:00 pm<br>Friday: 7:00 am to 12:00 pm   |
| <b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b> | Immediately when we are contacted at the office (Hq or Zone), in September, October , January and February every year. If it is a request by letter, reply within 72 h                |
| <b>What, if any, are the costs for accessing the service?</b>  | No cost   |
| <b>What documents are required?</b>  | A request letter  |

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| <b>What is the procedure?</b>   | Contact a Veterinarian in your District or Sector in the first instance for information, assistance and advice. You can also contact the RAB Head Office or RAB agriculture Zone. Direct your enquiry to them by phone, letter or in person and it will be directed to the appropriate technical unit to respond.                                       |
| <b>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)</b> | RAB agric Zone, District and Sector veterinarians are the primary sources for advice and information on animal nutrition and practices.   |
| <b>Is there a complaint procedure?</b>  | Complaints about the service received should be addressed to your sector veterinarian or, alternatively if you are not satisfied with the response, to RAB agriculture Zone or RAB's headquarter  |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | For further information call on this telephone number during office hours : 078 850 6713 , 078 858 2906<br>For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a><br>Extension materials are also available at RAB Hq and RAB Zones |
| <b>Available forms</b>  | No  |
| <b>Relevant legal documents</b>   | No  |

**5) Type of service: Information and technical assistance on animal production and livestock farming**

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| <b>What is the service?<br/>Am I eligible?</b> | To provide / assist farmers with information and advice on animal production and livestock farming, |
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|   | for example but not exclusively on: animal husbandry techniques; diversification; value addition on animal products; and the profitability of your business.   |
| <b>Department to be approached</b>  | Directorate of animal resources extension<br>RAB Zone level  |
| <b>When can I access the service?</b>   | Monday to Thursday: 7:00 am to 5:00 pm<br>Friday: 7:00 am to 12:00 pm  |
| <b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>                          | Immediately or as soon as possible depending on query<br>If it is a request by letter, reply within 72 h   |
| <b>What, if any, are the costs for accessing the service?</b>   | None   |
| <b>What documents are required?</b>   | None   |
| <b>What is the procedure?</b>   | As the first point of call, you should contact the nearest sector veterinarian for advice, for example in terms of animal husbandry techniques such as nutrition, housing or diseases, as well as for routine services. However, you can also contact the RAB headquarter or RAB agric Zone (in writing, in person or by phone) with your query. |
| <b>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)</b> | None   |
| <b>Is there a complaint procedure?</b>  | Complaints about the service received should be addressed to your sector veterinarian or, alternatively or if you are not satisfied with the response, to RAB  |

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|   | agriculture Zone or RAB's headquarter  |
| <b>Is there any additional information regarding this service that is useful to know?</b> | For further information call on this telephone number during office hours : 078 850 6713 , 078 858 2906<br>For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a><br>Extension materials are also available at RAB Hq and RAB Zones<br>Note that RAB also provides information on TVR, Radio, other extension materials like pamphlets and brochures |
| <b>Available forms</b>  | No   |
| <b>Relevant legal documents</b>   | No   |

#### 6) Type of service: Poultry farming and provision of chicks

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| <b>What is the service? Am I eligible?</b>  | Provision of information, technical assistance and provision of One day old chicks   |
| <b>Department to be approached</b>  | Directorate of animal resources extension<br>RAB Zone level  |
| <b>When can I access the service?</b>   | Monday to Thursday: 7:00 am to 5:00 pm<br>Friday: 7:00 am to 12:00 pm  |
| <b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b> | Immediately when we are contacted at the office (Head office or Zone)<br>For the duration of delivering One day old chicks : 1 month |
| <b>What, if any, are the costs for accessing the service?</b>   | RwF 500 per one Broiler chick (on hatchery price)<br>RwF 700 per one Layer chick (on hatchery price)                                 |
| <b>What documents are required?</b>   | None   |
| <b>What is the procedure?</b>   | Requests/Booking of chicks for an  |

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|   | <p>animal should be addressed to the Manager of Rubirizi Hatchery (Direct your enquiry to him by phone or in person).<br/>After approval of the booking, to confirm your request you pay for the booked chicks at the RAB Bank account the amount equivalent to the number of chicks booked. Then the Manager of the hatchery will call you 2 to 3 days before the hatching day to invite you to come and pick your chicks. You will come with the Bank receipt.</p>                         |
| <b>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)</b> | Sector veterinarians, District Vet and RAB agric Zone will assist both advice and information on Poultry sector  |
| <b>Is there a complaint procedure?</b>  | Complaints about the service received should be addressed to your sector veterinarian, the satellite laboratory or, alternatively or if you are not satisfied with the response, to RAB agriculture Zone or RAB's headquarter  |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | <p>For further information call on this telephone number during office hours : 078 850 6713 , 078 835 9212</p> <p>For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a></p> <p>Extension materials are also available at RAB Hq and RAB Zones</p> <p>Note that RAB also provides information on TVR, Radio, other extension materials like pamphlets and brochures.</p> |
| <b>Available forms</b>  | No   |
| <b>Relevant legal documents</b>   | No   |

## 7) Type of service: Information and technical assistance on aquaculture and fisheries

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| <b>What is the service?<br/>Am I eligible?</b>   | Information and advice on fish farming and fisheries;<br>Provide with improved genetic materials (fingerlings)<br>Facilitation in acquiring modern equipments and materials for fish farming and fisheries.<br>Sensitization to farmers in joining cooperatives, empowering ownership to cooperative so as to avoid injection |
| <b>Department to be approached</b>   | Directorate of animal resources extension<br>RAB Zone level   |
| <b>When can I access the service?</b>  | Monday to Thursday: 7:00 am to 5:00 pm<br>Friday: 7:00 am to 12:00 pm   |
| <b>Time limit to access this service? or<br/>Once a request is made or an application is submitted, how long will it take?</b> | Immediate in case of request of information or technical advice<br>2 weeks for providing fingerlings  |
| <b>What, if any, are the costs for accessing the service?</b>  | No charge   |
| <b>What documents are required?</b>  | None  |
| <b>What is the procedure?</b>  | Contact a veterinarian in your district or sector or the RAB agric Zone in the first instance for information, assistance and advice. You can also contact RAB Head Office. Direct your inquiry to them by phone, letter or in person and it will be directed to the appropriate technical unit to respond.                   |
| <b>What, if any, other institutions do I need to visit to access the service? (Eg. for</b>                                     | District and Sector veterinarians are the primary sources for advice and information on fish farming and fisheries' practices.  |

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| <b>payment of service costs or to get additional documents)</b>                           |  |
| <b>Is there a complaint procedure?</b>  | Complaints should be addressed to RAB's headquarter or RAB agric Zone.   |
| <b>Is there any additional information regarding this service that is useful to know?</b> | For further information call on this telephone number during office hours : 078 850 6713 , 078 855 2268<br>For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a><br>Extension materials are also available at RAB Hq and RAB Zones<br>Note that RAB also provides information on TVR, Radio, other extension materials like pamphlets and brochures |
| <b>Available forms</b>  | No   |
| <b>Relevant legal documents</b>   | No   |

### **8) Type of service: Information and technical assistance on Beekeeping**

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| <b>What is the service?<br/>Am I eligible?</b> | Provision of information, technical assistance and advice on bee keeping practices; provision of modern equipments and materials for bee keeping. Sensitizing farmers to join cooperatives, empowering ownership to cooperative so as to avoid injection |
| <b>Department to be approached</b>             | Directorate of animal resources extension<br>RAB agriculture Zone  |
| <b>When can I access the service?</b>          | Monday to Thursday: 7:00 am to 5:00 pm<br>Friday: 7:00 am to 12:00 pm  |
| <b>Time limit to access this service? or</b>   | Immediate depending on request.<br>Between one and two months for  |

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| <b>Once a request is made or an application is submitted, how long will it take?</b>  | providing modern equipments   |
| <b>What, if any, are the costs for accessing the service?</b>   | No charge   |
| <b>What documents are required?</b>   | None  |
| <b>What is the procedure?</b>   | Contact a veterinarian in your district or sector or the RAB agric Zone in the first instance for information, assistance and advice. You can also contact RAB Head office. Direct your inquiry to them by phone, letter or in person and it will be directed to the appropriate technical unit to respond.   |
| <b>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)</b> | District and Sector veterinarians are the primary sources for advice and information on modern Beekeeping practices.  |
| <b>Is there a complaint procedure?</b>  | Complaints should be addressed to RAB's headquarter or RAB agriculture Zone.  |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | For further information call on this telephone number during office hours : 078 850 6713 , 078 847 3031<br>For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a><br>Extension materials are also available at RAB Head Office and RAB Zones<br>Note that RAB also provides information on TVR, Radio, other extension materials like pamphlets and brochures |
| <b>Available forms</b>  | No  |

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| <b>Relevant legal documents</b> | No |
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### 9) Type of service: Animal Health test Certification

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| <b>What is the service?<br/>Am I eligible?</b>   | Anyone who wishes to sell animals need to get an authorization document from RAB.<br>A test conducted to verify the health of an animal. For example, this will be required by Districts if you wish to move your animal across local administrative boundaries. |
| <b>Department to be approached</b>   | Directorate of animal resources extension<br>RAB agriculture Zone level<br>RAB satellite Labs  |
| <b>When can I access the service?</b>  | Monday to Thursday: 7:00 am to 5:00 pm<br>Friday: 7:00 am to 12:00 pm  |
| <b>Time limit to access this service? or<br/>Once a request is made or an application is submitted, how long will it take?</b> | 1 - 2 days   |
| <b>What, if any, are the costs for accessing the service?</b>  | Testing fee cost is RwF 250 per sample, if you wish on farm visit, additional of RwF 1,500 is charged per visit including transport costs. For more information RAB head office or RAB agriculture Zone can provide a tariff.                                    |
| <b>What documents are required?</b>  | Products and the place of production are checked against set minimum standards. Contact RAB for details on the minimum standards applicable to your products. They can also confirm if you are required to present any specific documentation.                   |
| <b>What is the procedure?</b>  | Visit RAB Head office or RAB agriculture Zone or RAB satellite Lab and they will arrange for a   |

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|   | technician to visit your farm, carry out the test and provide you with the results.  |
| <b>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)</b> | Livestock movements require authorization from Umurenge authority.   |
| <b>Is there a complaint procedure?</b>  | Complaints about the service received should be addressed to RAB's Head office, or RAB agriculture Zone or RAB satellite Laboratory  |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | For further information call on this telephone number during office hours : 078 850 1785<br>For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> |
| <b>Available forms</b>  | No   |
| <b>Relevant legal documents</b>   | Animal health law  |

## 10) Type of service: Vaccinations

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| <b>What is the service?<br/>Am I eligible?</b>   | RAB avails vaccines and coordinates annual vaccination campaigns and any required/urgent vaccination in case of disease outbreak. |
| <b>Department to be approached</b>   | Directorate of animal resources extension<br>RAB agric Zone level<br>RAB satellite Labs   |
| <b>When can I access the service?</b>  | Farmers have access to vaccinations according to the programme communicated by RAB to Districts                                   |
| <b>Time limit to access this service? or<br/>Once a request is made or an application is</b> | Within one month  |

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| <b>submitted, how long will it take?</b>  |  |
| <b>What, if any, are the costs for accessing the service?</b>   | RwF 250 per dose (Anthrax, Blackquarter)<br>RwF 250 per dose (Lumpy skin disease)<br>RwF 500 per dose (FMD)<br>For more information, RAB Head office or RAB agriculture Zone can provide a tariff.   |
| <b>What documents are required?</b>   | None   |
| <b>What is the procedure?</b>   | Sector veterinarians, local administrations and RAB agriculture Zone will assist sensitize and inform on vaccination campaign programme. Then the Vets sectors vaccinate accordingly.  |
| <b>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)</b> | Local administration (districts, Sector)<br>Veterinary Sector<br>RAB agriculture Zone  |
| <b>Is there a complaint procedure?</b>  | Yes. Contact the Executive Secretary of the Sector, or the staff in charge of livestock at Zone level or the Veterinary District   |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | For further information call on this telephone number during office hours: 078 850 1785 ; 078 850 3589<br>For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> |
| <b>Available forms</b>  | No   |
| <b>Relevant legal documents</b>   | Animal health Law  |

### 11) Type of service: Veterinary inspection

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| <b>What is the service? Am I eligible?</b> | Inspection of live animals and animal products (slaughterhouses, |
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|   | Supermarkets, Butchers, Pharmacies, check points, ...)  |
| <b>Department to be approached</b>  | Directorate of animal resources extension<br>RAB agriculture Zone level<br>RAB satellite Laboratory   |
| <b>When can I access the service?</b>   | Monday to Thursday: 7:00 am to 5:00 pm<br>Friday, Saturday and Sunday : 7:00 am to 12:00 pm   |
| <b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>                          | Inspection can be conducted anytime. Only in abattoirs, it is done according to the programme of the abattoir   |
| <b>What, if any, are the costs for accessing the service?</b>   | No charge from RAB to the farmers.<br>Except in abattoirs : Minimum: RwF 2000 per head and Maximum RwF 10000 per head for bovine, Minimum: RwF 500 per head and Maximum RwF 2500 per head for Small ruminant, Minimum: RwF 1000 per head and Maximum RwF 3500 per head for Pigs |
| <b>What documents are required?</b>   | Livestock movement permit for animals to be slaughtered   |
| <b>What is the procedure?</b>   | Visit RAB Head Office or RAB agriculture Zone or Veterinary Sector and they will give you more details on the respective procedures.  |
| <b>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)</b> | RAB Head office or RAB agriculture Zone Sector.   |
| <b>Is there a complaint procedure?</b>  | Complaints about the service received should be addressed to RAB's Head office, or RAB agriculture Zone or Veterinary District  |

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| <b>Is there any additional information regarding this service that is useful to know?</b> | For further information call on this telephone number during office hours : 078 850 1785<br>For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> |
| <b>Available forms</b>  | No   |
| <b>Relevant legal documents</b>   | Animal health law  |

## 12) Type of service: Import and export permits for animals and animal products

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| <b>What is the service? Am I eligible?</b>   | Anyone who wishes to export animals or animal products requires an export permit.  |
| <b>Department to be approached</b>   | Directorate of animal resources extension<br>RAB agriculture Zone  |
| <b>When can I access the service?</b>  | Monday to Thursday: 7:00 am to 5:00 pm<br>Friday: 7:00 am to 12:00 pm  |
| <b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b> | Immediate if all required documents are available  |
| <b>What, if any, are the costs for accessing the service?</b>  | No charge  |
| <b>What documents are required?</b>  | <ul style="list-style-type: none"> <li>- Passport or identification for animal (that includes health details)</li> <li>- Import-export authorization documents from the country of destination</li> <li>- Flight number used to move it, if you are moving the animal by airplane</li> </ul> |
| <b>What is the procedure?</b>  | Visit RAB's headquarter with the required documents. If you do not have a passport or identification paper for your animal, you should   |

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|   | contact a private veterinarian who can test the animal and provide the required papers. RAB will then arrange the permit for you, either immediately or inform you when you can return to collect it.  |
| <b>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)</b> | None   |
| <b>Is there a complaint procedure?</b>  | Complaints about the service received should be addressed to RAB's headquarter   |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | <p>The law governing the movement of animals specifies requirements for transporting animals. Contact RAB for information and legal requirements relating to specific animals and animal products, including requirements for packaging and production for importation.</p> <p>Failure to conform to the laws governing the movement of animals is punishable by either a maximum of 6 months prison sentence or a payable fine not exceeding 1,000,000 Rwf.</p> <p>For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a></p> <p>For further information call on this telephone number during office hours : 078 850 1785</p> |
| <b>Available forms</b>  | No   |
| <b>Relevant legal documents</b>   | Animal health law  |

### 13) Type of service: Authorization for sale of animal products

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| <b>What is the service?<br/>Am I eligible?</b>  | Anyone who wishes to sale animal products needs to get an authorization document from RAB  |
| <b>Department to be approached</b>  | Directorate of animal resources extension<br>RAB agriculture Zone  |
| <b>When can I access the service?</b>   | Monday to Thursday: 7:00 am to 5:00 pm<br>Friday: 7:00 am to 12:00 pm  |
| <b>Time limit to access this service? or<br/>Once a request is made or an application is submitted, how long will it take?</b>                      | Within one week, if the requirements are met   |
| <b>What, if any, are the costs for accessing the service?</b>   | No charge  |
| <b>What documents are required?</b>   | Products and the place of production are checked against set minimum standards. Contact RAB for details on the minimum standards applicable to your products. They can also confirm if you are required to present any specific documentation. |
| <b>What is the procedure?</b>   | A requesting letter  |
| <b>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)</b> | None   |
| <b>Is there a complaint procedure?</b>  | Complaints about the service received should be addressed to RAB's headquarter   |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | For further information call on this telephone number during office hours : 078 850 1785<br>For any additional information please visit our website  |

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|                                 | <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail:<br><a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> |
| <b>Available forms</b>          | No  |
| <b>Relevant legal documents</b> | Animal health law   |

### Component 3: Natural resources management and mechanization

#### 1) Type of service: Integrated Soil Fertility Management

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| <b>What is the service?<br/>Am I eligible?</b>   | RAB facilitates the provision of Integrated Soil Fertility Management technologies of different crops like the use of fertilizers, the intercropping, rotation, compost making, and use of biomass for plant production, raw planting, etc. |
| <b>Department to be approached</b>   | <ul style="list-style-type: none"> <li>- Directorate of Infrastructure and Mechanization at RAB head office</li> <li>- Directorate of Research at RAB head office</li> <li>- RAB zone</li> </ul>  |
| <b>When can I access the service?</b>  | Farmers have access during any working daily (Monday to Friday) : 7:00 am to 5:00 pm  |
| <b>Time limit to access this service? or<br/>Once a request is made or an application is submitted, how long will it take?</b> | One week Maximum  |
| <b>What, if any, are the costs for accessing the service?</b>  | The service is free but the transport should be provided if the visit of sites is necessary   |
| <b>What documents are required?</b>  | None  |
| <b>What is the procedure?</b>  | Visit the Directorate of Infrastructure and Mechanization and consult a Scientist or Extensionist working in Soil Conservation Program.   |
| <b>What, if any, other</b>   | Agriculture Universities (UNR,  |

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| <b>institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b> | UNATEK, Umutara Polytechnic), MINAGRI, Local Government and NGOs.  |
| <b>Is there a complaint procedure?</b>  | Complaints about the service received should be addressed to the Directorate of Infrastructure and Mechanization at RAB head office<br>And at Zone level   |
| <b>Is there any additional information regarding this service that is useful to know?</b>                                       | Extension materials (pamphlets, brochures) are also available at RAB Head office and RAB Zones. RAB also provides information on TVR, Radio.<br>For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> |
| <b>Available forms</b>  | No   |
| <b>Relevant legal documents</b>   | No   |

## 2) Type of service: Laboratory analysis of soils, plants and food

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| <b>What is the service? Am I eligible?</b>   | Laboratory analysis of samples taken from Soils, Plants, Livestock and Food.  |
| <b>Department to be approached</b>   | Natural Resources Management and Mechanization Directorate in the Southern Agriculture Zone Division. Responsible of Laboratory at Rubona RAB station |
| <b>When can I access the service?</b>  | Monday to Thursday: 7:00 am to 5:00 pm<br>Friday: 7:00 am to 12:00 pm   |
| <b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b> | This depends on the type of analysis requested but the maximum duration is 2 weeks.   |

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| <b>What, if any, are the costs for accessing the service?</b>   | The analysis is charged as indicated in the price catalogues of the lab analysis.   |
| <b>What documents are required?</b>   | An analysis Form filled   |
| <b>What is the procedure?</b>   | <ul style="list-style-type: none"> <li>- RAB laboratory staff takes the samples;</li> <li>- Fill in the analysis form ;</li> <li>-Payment for service to the RAB Account</li> </ul>   |
| <b>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)</b> | NUR and ISAE Busogo   |
| <b>Is there a complaint procedure?</b>  | Complaints about the service received should be addressed to the Directorate of Infrastructure and Mechanization, RAB agriculture Zone and or to the Directorate of Research at RAB Head Office   |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | <p>Extension materials are available in the RAB Zones</p> <p>Note that RAB also provides information on TVR, Radio, other extension materials like pamphlets and brochures.</p> <p>For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a></p> |
| <b>Available forms</b>  | No  |
| <b>Relevant legal documents</b>   | No  |

### 3) Type of service: Soil Erosion Control Technologies

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| <b>What is the service?<br/>Am I eligible?</b> | RAB monitors and provides the technical support on the implementation of soil control infrastructures such as radical and progressive terracing to districts |
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|   | and farmers   |
| <b>Department to be approached</b>  | Directorate of Infrastructure and Mechanization<br>RAB Zone level at the Directorate of NRM & Mechanization   |
| <b>When can I access the service?</b>   | Monday to Thursday: 7:00 am to 5:00 pm<br>Friday: 7:00 am to 12:00 pm   |
| <b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>                          | Immediately when we are contacted at the office (Zone Level)<br>If it is a request by letter, reply within 72 h   |
| <b>What, if any, are the costs for accessing the service?</b>   | No charge   |
| <b>What documents are required?</b>   | The technical evidence of the kind of erosion control techniques required   |
| <b>What is the procedure?</b>   | Addressing the request to the Directorate of Infrastructure and Mechanization<br>The beneficiaries should be a cooperative, have contributed at a certain percentage                      |
| <b>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)</b> | Districts, REMA and NGOs  |
| <b>Is there a complaint procedure?</b>  | Complaints about the service received should be addressed to your sector, District, to RAB agriculture Zone or RAB's headquarter  |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | Extension materials are also available at RAB Head office and RAB Zones<br>Note that RAB also provides information on TVR, Radio, other extension materials like pamphlets and brochures. |

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|                                 | For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> |
| <b>Available forms</b>          | No   |
| <b>Relevant legal documents</b> | No   |

#### **4) Type of service: Rain Water harvesting Technologies (hillside small and medium scale irrigation)**

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| <b>What is the service? Am I eligible?</b>   | RAB provides the technical support on the implementation of Rain Water harvesting Technologies in Rwanda (small scale irrigation) to districts and farmers           |
| <b>Department to be approached</b>   | Directorate of Infrastructure and Mechanization<br>RAB Zone level at the Directorate of NRM & Mechanization  |
| <b>When can I access the service?</b>  | Monday to Thursday: 7:00 am to 5:00 pm<br>Friday: 7:00 am to 12:00 pm  |
| <b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b> | Immediately when we are contacted at the office (Zone Level)<br>If it is a request by letter, reply within 72 h  |
| <b>What, if any, are the costs for accessing the service?</b>  | No charge  |
| <b>What documents are required?</b>  | The technical evidence of the kind of erosion control techniques required  |
| <b>What is the procedure?</b>  | Addressing the request to the Directorate of Infrastructure and Mechanization<br>The beneficiaries should be a cooperative, have contributed at a certain percentage |
| <b>What, if any, other institutions do I need to visit to access the service? (Eg. for</b>                                 | Districts, REMA and NGOs   |

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| <b>payment of service costs or to get additional documents)</b>                           |   |
| <b>Is there a complaint procedure?</b>  | Complaints about the service received should be addressed to your sector, District, to RAB agriculture Zone or RAB's headquarter  |
| <b>Is there any additional information regarding this service that is useful to know?</b> | Extension materials are also available at RAB Head office and RAB Zones<br>Note that RAB also provides information on TVR, Radio, other extension materials like pamphlets and brochures.<br>For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> |
| <b>Available forms</b>  | No  |
| <b>Relevant legal documents</b>   | No  |

### **5) Type of service: Provision of Trees and AF Seeds and their Technology Packages**

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| <b>What is the service? Am I eligible?</b>   | Forestry and Agroforestry (AF) trees Seeds and their Technology Packages. The availability of the tree seed centers                 |
| <b>Department to be approached</b>   | The Southern Agriculture Zone in the NRM & Mechanization Directorate. Forestry and Agroforestry Program at Ruhande RAB station/Huye |
| <b>When can I access the service?</b>  | Monday to Thursday: 7:00 am to 5:00 pm<br>Friday: 7:00 am to 12:00 pm   |
| <b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b> | Immediately when we are contacted at the office   |

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| <b>What, if any, are the costs for accessing the service?</b>   | The Forestry and AF seeds are charged according to the price catalogue  |
| <b>What documents are required?</b>   | A written request when asking for Technical Assistance  |
| <b>What is the procedure?</b>   | Contact the Forestry and AF Program at Ruhande in Huye District   |
| <b>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)</b> | None  |
| <b>Is there a complaint procedure?</b>  | Complaints about the service received should be addressed to the head of Ruhande station , alternatively or if you are not satisfied with the response, to RAB agriculture Zone or RAB's headquarter                                    |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | Extension materials are also available at Ruhande Station<br>For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> |
| <b>Available forms</b>  | No  |
| <b>Relevant legal documents</b>   | No  |

**6) Type of service: Link farmers to MINAGRI task force for Hiring or get tractors and other agriculture Mechanization services**

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| <b>What is the service? Am I eligible?</b> | Link farmers to MINAGRI task force for Hiring or get tractors and other agriculture Mechanization services          |
| <b>Department to be approached</b>         | Directorate of Infrastructures and Mechanization at the Head office, NRM & Mechanization Directorate at zonal level |
| <b>When can I access the</b>               | When needed during ploughing,   |

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| <b>service?</b>   | and any time according to mechanization stages of a given crop.   |
| <b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>                          | One week  |
| <b>What, if any, are the costs for accessing the service?</b>   | Free for the linkages but the service provided by the MINAGRI task force is charged.  |
| <b>What documents are required?</b>   | A requesting letter   |
| <b>What is the procedure?</b>   | Write to DDG of Infrastructures and Mechanization at the Head office with a copy to NRM & Mechanization Directorate at zonal level  |
| <b>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)</b> | MINAGRI Irrigation and Mechanization Task Force and the Local Government at District level  |
| <b>Is there a complaint procedure?</b>  | Any complaint regarding this service should be addressed to the DDG of Infrastructures and Mechanization at the Head office, DG RAB Head office   |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | Extension materials are also available at MINAGRI Irrigation and Mechanization Task force<br>Note that RAB also provides information on TVR, Radio, other extension materials like pamphlets and brochures.<br>For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> |
| <b>Available forms</b>  | No  |
| <b>Relevant legal documents</b>   | No  |

**7) Type of service: Technical Assistance in Irrigation and Drainage Technologies and in Geographic Information System and Remote Sensing**

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| <b>What is the service?<br/>Am I eligible?</b>  | - Irrigation and Drainage system suitable to a given location ;<br>- GIS and RS services like satellite images, AWS, slopes, land use, etc.  |
| <b>Department to be approached</b>  | NRM and Mechanization at Zonal Level   |
| <b>When can I access the service?</b>   | Monday to Thursday: 7:00 am to 5:00 pm<br>Friday: 7:00 am to 12:00 pm  |
| <b>Time limit to access this service? or<br/>Once a request is made or an application is submitted, how long will it take?</b>                      | Two weeks if all the requirement availed   |
| <b>What, if any, are the costs for accessing the service?</b>   | The cost have to be given by technicians according to the service provided   |
| <b>What documents are required?</b>   | None   |
| <b>What is the procedure?</b>   | Direct Contact to NRM and Mechanization at Zonal Level for Advice  |
| <b>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)</b> | GIS-RS Center at the NUR, ISAE Busogo, Umutara Polytechnique and UNATEK  |
| <b>Is there a complaint procedure?</b>  | Complaints about the service received should be addressed to the Director NRM & Mechanization at zonal Level, alternatively or if you are not satisfied with the response, to RAB agriculture Zone |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | Required Softwares for analysis should be adressed to NRM and Mechanization at Zonal Level for Advice  |

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|                                 | For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> |
| <b>Available forms</b>          | No   |
| <b>Relevant legal documents</b> | No   |

#### **Component 4. Support to none food cash crop research for improved income and livelihoods**

##### **Type of service 1: Best agronomic practices for the whole coffee production chain.**

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| <b>What is the service?<br/>Am I eligible?</b>  | Participatory agronomic practice activities on coffee farm management  |
| <b>Department to be approached</b>  | Extensionists of RAB/ Coffee Program   |
| <b>When can I access the service?</b>   | Any time during the Office hours   |
| <b>Time limit to access this service?or<br/>Once a request is made or an application is submitted, how long will it take?</b> | Two weeks  |
| <b>What, if any, are the costs for accessing the service?</b>   | None ( Free service)   |
| <b>What documents are required?</b>   | A Request letter   |
| <b>What is the procedure?</b>   | <ul style="list-style-type: none"> <li>• Request from the farmer,</li> <li>• Approval of competent Authorities,</li> <li>• Visit by RAB's researchers and extensionists,</li> <li>• Practical session on mentioned matter</li> </ul> |
| <b>What, if any, other institutions do I need to</b>  | None   |

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| <b>visit to access the service? (Eg. for payment of service costs or to get additional documents)</b> |  |
| <b>Is there a complaint procedure?</b>  | If the service is not offered, contact the nearest authority of RAB.   |
| <b>Is there any additional information regarding this service that is useful to know?</b>             | Very often, this knowledge is disseminated through Farmer Field School (FFS) sessions conducted every month in different coffee growing zones of the country. For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> |
| <b>Available forms</b>  | None   |
| <b>Relevant legal documents</b>   | None   |

**Type of service 2: Distribution of seeds and/or seedlings of improved coffee varieties.**

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| <b>What is the service?<br/>Am I eligible?</b>  | RAB avail improved coffee seeds and / or seedlings to farmers  |
| <b>Department to be approached</b>  | RAB's Coffee Program Staff of the nearest zone   |
| <b>When can I access the service?</b>   | During the planting period (September-December)  |
| <b>Time limit to access this service?or<br/>Once a request is made or an application is submitted, how long will it take?</b> | One month  |
| <b>What, if any, are the costs for accessing the service?</b>   | Costs are always negotiable  |
| <b>What documents are required?</b>   | <ul style="list-style-type: none"> <li>• Requesting letter,</li> <li>• Justification of payment paper, and</li> <li>• Contract.</li> </ul> |
| <b>What is the procedure?</b>   | <ul style="list-style-type: none"> <li>• Request of farmer,</li> <li>• Approval of competent</li> </ul>                                    |

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|   | <p>Authorities,</p> <ul style="list-style-type: none"> <li>• Signature of the contract,</li> <li>• Payment,</li> <li>• RAB avails the service.</li> </ul>  |
| <b>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)</b> | None   |
| <b>Is there a complaint procedure?</b>  | If the service is not offered, contact the nearest authority of RAB.   |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | <p>Seeds are available to farmer after harvesting times (2 times a year but mostly August-September), seedlings are available once a year, at list two months before planting time (July-August) and if they were requested for.</p> <p>For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a></p> |
| <b>Available forms</b>  | None   |
| <b>Relevant legal documents</b>   | None   |

**Type of service 3: Advice on pests and diseases management.**

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| <b>What is the service? Am I eligible?</b>   | RAB avails to farmers advice on pests and diseases management |
| <b>Department to be approached</b>   | RAB's Coffee Program Staff of the nearest zone                |
| <b>When can I access the service?</b>  | Any time during the Office hours                              |
| <b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b> | Immediately   |

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| <b>What, if any, are the costs for accessing the service?</b>   | None (Free service)  |
| <b>What documents are required?</b>   | None.  |
| <b>What is the procedure?</b>   | Just contact any nearest Coffee Program Staff.   |
| <b>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)</b> | None   |
| <b>Is there a complaint procedure?</b>  | If the service is not offered, please contact the nearest authority of RAB.  |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | We provide advice but most of the time the farmer must pay himself/herself all the cost that are implicated in the control if it is needed. (Eg: the products that are required for the control,...). For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> |
| <b>Available forms</b>  | None   |
| <b>Relevant legal documents</b>   | None   |

### **Component 5. Support to commercial insects research and extension for improved income and livelihoods**

#### **Type of service: information and technical support on sericulture production**

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| <b>What is the service?<br/>Am I eligible?</b> | Training of farmers about sericulture (rearing of silkworm and moriculture); Provision of information, technical assistance and advice on: planting and maintain mulberry plantation, rearing of silkworm larvae, production and post harvest of |
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|   | cocoons; deliver high quality silkworm eggs to the farmers; sensitizing farmers to practice sericulture;   |
| <b>Department to be approached</b>  | Directorate of animal resources extension<br>RAB agriculture Zone  |
| <b>When can I access the service?</b>   | Monday to Thursday: 7:00 am to 5:00 pm<br>Friday: 7:00 am to 12:00 pm  |
| <b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>                           | Immediately  |
| <b>What, if any, are the costs for accessing the service?</b>   | No charge  |
| <b>What documents are required?</b>   | MoU that state to whom we give and what is received  |
| <b>What is the procedure?</b>   | Contact the RAB agric Zone in the first instance for information, assistance and advice. You can also contact RAB Head office. Direct your inquiry to them by phone, letter or in person and it will be directed to the appropriate technical unit to respond. |
| <b>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)</b> | None   |
| <b>Is there a complaint procedure?</b>  | Complaints should be addressed to RAB's headquarter or RAB agric Zone.   |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | For further information call on this telephone number during office hours : 0788435472<br>Extension materials are also available at RAB Hq and RAB Zones   |

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|                                 | Note that RAB also provides information on TVR, Radio, other extension materials like pamphlets and brochures<br>For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> |
| <b>Available forms</b>          | None  |
| <b>Relevant legal documents</b> | None  |

## **Component 6: Support to horticulture production for increased income and improved livelihoods**

### **1) Type of service: Provision of improved planting material (scions)**

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| <b>What is the service? Am I eligible?</b>   | RAB facilitates the provision of improved planting materials (scions) of some horticultural crops such as avocado and citrus by using different orchards established in different stations. |
| <b>Department to be approached</b>   | RAB stations: Rubona, Karama, Kinigi, Tamira, Nyagatare and Ngoma   |
| <b>When can I access the service?</b>  | Monday to Thursday : 7:00 am to 5:00 pm<br>Friday : 7:00am to 12 am   |
| <b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b> | A request must be submitted to the concerned stations, one day before harvesting scions.<br>If it is a request by letter, the reply is done within two days.                                |
| <b>What, if any, are the costs for accessing the service?</b>  | RwF 30 per scion  |
| <b>What documents are required?</b>  | In case of big quantity, an order (bon de commande) is required.  |
| <b>What is the procedure?</b>  | The scions are only collected by our specialized casual label located in different stations.  |
| <b>What, if any, other</b>   | RAB zone which have those   |

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| <b>institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b> | orchards  |
| <b>Is there a complaint procedure?</b>  | Yes, please Contact the Director of agriculture zone division or in charge of horticulture in zone level.   |
| <b>Is there any additional information regarding this service that is useful to know?</b>                                       | For further information call on this telephone number during office hours : 078 867 4760 , 078 847 6658, 078 497 1338, 078 866 9629<br>For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> |
| <b>Available forms</b>  | No  |
| <b>Relevant legal documents</b>   | No  |

## 2) Type of service: Provision of grafted seedlings of avocado, citrus and mango

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| <b>What is the service? Am I eligible?</b>   | RAB facilitates the provision of grafted seedlings of avocado, citrus and mango to different beneficiaries  |
| <b>Department to be approached</b>   | RAB stations: Rubona, Karama, Ntendezi and Kinigi   |
| <b>When can I access the service?</b>  | Monday to Thursday: 7:00 am to 5:00 pm<br>Friday: 7:00 am to 12:00 am   |
| <b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b> | Contact the office (HQ or Zone). If the seedlings are available, you get them immediately.<br>If it is a request by letter the reply is provided within two days. |
| <b>What, if any, are the costs for accessing the service?</b>  | One grafted seedling's cost is 1000 Rwf   |
| <b>What documents are</b>  | In case of big quantity, an order   |

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| <b>required?</b>  | (bon de commande) is required in order to prepare the seedlings, 9 months for avocado and mango and 12 months for citrus.   |
| <b>What is the procedure?</b>   | The seedlings are made by our grafters located in different stations.   |
| <b>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)</b> | RAB zone which have those grafting nurseries like Rubona, Karama, Rusizi , Kinigi and Nyagatare stations.   |
| <b>Is there a complaint procedure?</b>  | Yes, please contact the Director of agriculture zone division or in charge of horticulture in zone level.   |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | For further information call on this telephone number during office hours : 078 867 4760 , 078 847 6658, 078 497 1338, 078 866 9629<br>For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> |
| <b>Available forms</b>  | No  |
| <b>Relevant legal documents</b>   | No  |

### 3) Type of service: training in grafting techniques and orchards management.

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| <b>What is the service? Am I eligible?</b> | RAB facilitates the training in grafting techniques and orchards management of some horticultural crops like avocado, citrus and mango to different beneficiaries. |
| <b>Department to be approached</b>         | RAB zone level, especially horticulture program  |
| <b>When can I access the service?</b>      | Monday to Thursday: 7:00 am to 5:00 pm<br>Friday: 7:00 am to 12:00 am  |
| <b>Time limit to access this</b>           | The request of training must be  |

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| <b>service? or Once a request is made or an application is submitted, how long will it take?</b>  | addressed to RAB zone one month before<br>The reply is provided within one week.  |
| <b>What, if any, are the costs for accessing the service?</b>   | No charge, if the training is done in RAB facilities. If the training is conducted outside the RAB facilities, the beneficiaries must pay some allowance to the trainers. The range of per diem is between 30000-50000 Rwf/day/trainers (including transport, accommodation and meal).  |
| <b>What documents are required?</b>   | The request letter addressed to the Director of agriculture zone division   |
| <b>What is the procedure?</b>   | The horticulture program staff conducts the training using the module already developed and a practice is also conducted in grafting nursery  |
| <b>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)</b> | None  |
| <b>Is there a complaint procedure?</b>  | Complaints should be addressed to RAB's headquarter or RAB zone level (Southern and Eastern)  |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | For further information call on this telephone number during office hours : 078 867 4760 , 078 847 6658, 078 497 1338, 078 866 9629<br>Provide the leaflet on grafting technique of avocado, citrus and mango<br>For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> |

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| <b>Available forms</b>          | None |
| <b>Relevant legal documents</b> | None |

#### **4) Type of service: Training in pineapple macro-propagation technique using crowns**

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| <b>What is the service? Am I eligible?</b>   | RAB facilitates the training on pineapple macro-propagation using crowns especially in major production districts of pineapple.   |
| <b>Department to be approached</b>   | RAB zone level, especially horticulture program   |
| <b>When can I access the service?</b>  | Monday to Thursday: 7:00 am to 5:00 pm<br>Friday: 7:00 am to 12:00 am   |
| <b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>               | The training request must be addressed to RAB zone one month before<br>The reply is provided within one week.   |
| <b>What, if any, are the costs for accessing the service?</b>  | No charge, if the training is done RAB facilities. If the training is conducted outside RAB's facilities, the beneficiaries must pay some allowance to the trainers. The range of per diem is between 30000-50000 Rwf/day/trainers (including transport, accommodation and meal). |
| <b>What documents are required?</b>  | The request letter addressed to the Director of agriculture zone division   |
| <b>What is the procedure?</b>  | The horticulture program staff conducts the training using the module already developed and a practice is also conducted in pineapple plantation.   |
| <b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional</b> | None  |

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| <b>documents)</b>   |  |
| <b>Is there a complaint procedure?</b>  | Complaints should be addressed to RAB zone level (Southern and Eastern)  |
| <b>Is there any additional information regarding this service that is useful to know?</b> | For further information call on this telephone number during office hours : 078 867 4760 , 078 847 6658, 078 497 1338, 078 866 9629<br>A leaflet on pineapple macro-propagation technique is available<br>For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> |
| <b>Available forms</b>  | No   |
| <b>Relevant legal documents</b>   | No   |

**5) Type of service: Provision seeds of indigenous vegetables (amaranth, nightshade, African eggplant, spider plant, cowpea and Ethiopian mustard).**

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| <b>What is the service? Am I eligible?</b>   | In order to promote the indigenous vegetables, RAB provides the seed of indigenous vegetables to the famers involved in their production. |
| <b>Department to be approached</b>   | RAB HQ<br>RAB Zone level  |
| <b>When can I access the service?</b>  | Monday to Thursday: 7:00 am to 5:00 pm<br>Friday: 7:00 am to 12:00 am   |
| <b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b> | Immediately<br>If it is a request by letter, the reply is provided within two days  |
| <b>What, if any, are the costs for accessing the service?</b>  | No cost   |
| <b>What documents are required?</b>  | None  |
| <b>What is the procedure?</b>  | Contact the RAB headquarter or  |

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|   | RAB agriculture Zone. If the seeds are available, you get them immediately  |
| <b>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)</b> | None  |
| <b>Is there a complaint procedure?</b>  | Complaints about this service should be addressed to RAB agriculture Zone or RAB's headquarter  |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | For further information call on this telephone number during office hours : 078 867 4760 , 078 847 6658, 078 497 1338, 078 866 9629<br>For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> |
| <b>Available forms</b>  | No  |
| <b>Relevant legal documents</b>   | No  |

## 6) Type of service: Training in seed multiplication and conservation of indigenous vegetables

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| <b>What is the service? Am I eligible?</b>   | RAB facilitates the training in seed multiplication and conservation of indigenous vegetables to different beneficiaries. |
| <b>Department to be approached</b>   | RAB zone level, specially horticulture program  |
| <b>When can I access the service?</b>  | Monday to Thursday: 7:00 am to 5:00 pm<br>Friday: 7:00 am to 12:00 am   |
| <b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b> | The training request must be addressed to RAB zone one month before<br>The reply is provided within one week.             |
| <b>What, if any, are the costs for accessing the service?</b>  | No charge, if the training is done in RAB facilities. If the training is conducted outside RAB's facilities,              |

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|   | the beneficiaries must pay some allowance to the trainers. The range of peridiem is between 30000-50000 Rwf/day/trainers (including transport, accommodation and meal).   |
| <b>What documents are required?</b>   | The letter of request to be addressed to the Director of agriculture zone division  |
| <b>What is the procedure?</b>   | The horticulture program staff conducts the training using the module already developed and a practice is also conducted in field of indigenous vegetables.   |
| <b>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)</b> | None  |
| <b>Is there a complaint procedure?</b>  | Complaints should be addressed to RAB's headquarter or RAB zone level (Southern and Eastern)  |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | For further information call on this telephone number during office hours : 078 867 4760 , 078 847 6658, 078 497 1338, 078 866 9629<br>RAB Provides leaflet on production and conservation of indigenous vegetables<br>For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> |
| <b>Available forms</b>  | No  |
| <b>Relevant legal documents</b>   | No  |

### **7) Type of service: Information and technical assistance on IPM of passion fruit and tamarillo**

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| <b>What is the service? Am I eligible?</b> | RAB provides the information and technical assistance on IPM of passion fruit and tamarillo growers |
| <b>Department to be approached</b>         | RAB Head office<br>RAB Zone level   |

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| <b>When can I access the service?</b>   | Monday to Thursday: 7:00 am to 5:00 pm<br>Friday: 7:00 am to 12:00 am  |
| <b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>                          | Immediate in case of technical advice<br>2 weeks for providing fingerlings   |
| <b>What, if any, are the costs for accessing the service?</b>   | No cost  |
| <b>What documents are required?</b>   | None   |
| <b>What is the procedure?</b>   | Contact an agronomist in your district or sector or the RAB agriculture Zone in the first instance for information, assistance and advice. You can also contact RAB Head office. Direct your inquiry to them by phone, letter or in person and it will be oriented to the appropriate technical unit to respond. |
| <b>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)</b> | District and Sector agronomist are the primary sources for advice and information. RAB zone is also ready to assist you. Call the person in charge of Horticulture program in zone level   |
| <b>Is there a complaint procedure?</b>  | Complaints should be addressed to RAB's headquarter or RAB agriculture Zone.   |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a><br>Booklet on pest and diseases management is also available at RAB zone (southern)   |
| <b>Available forms</b>  | No   |
| <b>Relevant legal documents</b>   | No   |

**8) Type of service: Internship to the students from different high education institutions**

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| <b>What is the service? Am I eligible?</b>  | RAB provides the internship to the students from different high education institutions, especially with agriculture field.   |
| <b>Department to be approached</b>  | RAB HQ<br>RAB agric Zone level   |
| <b>When can I access the service?</b>   | Monday to Thursday: 7:00 am to 5:00 pm<br>Friday: 7:00 am to 12:00 am  |
| <b>Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?</b>                          | The response to the written request is provided within two weeks.  |
| <b>What, if any, are the costs for accessing the service?</b>   | No cost  |
| <b>What documents are required?</b>   | The official request letter  |
| <b>What is the procedure?</b>   | None   |
| <b>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)</b> | None   |
| <b>Is there a complaint procedure?</b>  | Complaints should be addressed to RAB's headquarter or RAB agriculture Zone.   |
| <b>Is there any additional information regarding this service that is useful to know?</b>   | For any additional information please visit our website <a href="http://www.rab.gov.rw">www.rab.gov.rw</a> or E-mail: <a href="mailto:info@rab.gov.rw">info@rab.gov.rw</a> |
| <b>Available forms</b>  | No   |
| <b>Relevant legal documents</b>   | No   |