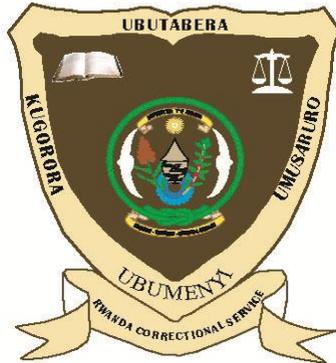


RWANDA CORRECTIONAL SERVICE



**OFFICE OF THE COMMISSIONER
GENERAL
P.O BOX 6516**

RCS CITIZEN'S CHARTER

December, 2011

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FORWARD

It is my pleasure to present to you this Service Charter for the Rwanda Correctional Service.

This Service Charter has been prepared in tandem with the Government's reform agenda and in the spirit of being responsive to citizens' needs, transparency and accountability.

The Charter spells out the role of the Rwanda Correctional Service, highlights the services offered and the requirements therein, lists the service centers at which our services can be accessed and the guiding legal instruments.

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

CG Rwarakabije Paul
Commissioner General



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

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

Realizing that RCS 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, RCS expects continuous interaction with citizens seeking its services. For this, RCS 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, RCS 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 RCS 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 RCS 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 RCS 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 RCS 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, RCS 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, RCS 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, RCS will seek to use the following channels to ensure maximum availability and visibility of its services to users and stakeholders:

- Public relations/information desk.
- Open day/Accountability day
- Publication of promotional material:
 - Leaflets,
 - Posters
 - Press releases
- Publications and creation of booklet: Production of brochures or handbills. The information contained in the brochure must be concise, clear, simple and easy to understand. The brochures should also easily be obtained;

- Print the Charter and display in front of the office and formally issue the Charter and place it on website;
- Formal announcement and publication in newspaper;
- Messages broadcasted on radio and television;
- Discussions on call-in radio and television shows;
- Internet and continuous update of the public institution web site:
 - Search engines
 - Public Websites
 - Partner Websites
 - Restricted Website
- SMS directions where to find the Charter;
- Distribution of copies to public representatives and key stakeholders;
- Newspaper articles;
- Conferences and other targeted events related to service delivery improvement.
- Trainings and orientation sessions to employees and their representatives.
- Other (mailing lists, web forums).

In brief, our customers include Public Institutions, private companies, donor agencies and international organizations, local communities and local authorities, general public.

Commitment to our clients:

This charter is a commitment by the RCS 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 RCS staff with courtesy and respect;

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

Contact:

Rwanda Correctional Service (RCS)

P. O BOX 6516

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

Website: www.RCS.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. VISION

RCS is aimed on enabling detainees and prisoners to repent and change their mentality after completion of their sentence by contributing to the national economy.

II. MISSION

The mission of Rwanda Correctional Service is to implement the general policy and strategies for effective management of prisoners and detainees by ensuring the respect of their rights and their security.

III. RIGHTS OF CLIENTS

Our clients have the rights to expect:

- To be received, listened to and served with courtesy, promptness and respect
- To have all informations needed and meet our service requirements

- To be served in a peaceful and secure environment

IV. CORE VALUES

The values promoted by the Rwanda Correctional Service are:

- Justice
- Knowledge
- Production
- Correction

V. SERVICES DELIVERED BY THE RWANDA CORRECTIONAL SERVICE

Type of service: Cooperation and partnership

What is the Service? Am I eligible?	Cooperation with national and international organizations
Which unit within the public administration do I go to?	Planning, Research and Cooperation Unit
When can I access the service?	From Monday to Friday 7:00 am to 5:00 pm.
Once a request is made or an application is submitted, how long will it take?	Depending to the kind and area of cooperation
What, if any, are the costs for accessing the service?	No cost required
What documents are required?	<ul style="list-style-type: none"> - An application letter requesting for cooperation and partnership - MoU to be signed by both parties clearly defining the nature of cooperation

What is the procedure?	<ul style="list-style-type: none"> - Submit an application letter to the Commissioner General of RCS - Meetings should be convened accordingly - MoU should be signed after a mutual understanding of the area of cooperation
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	If there is any complain it will be addressed in writing or in person to the Commissioner General of RCS.
Is there any additional information regarding this service that is useful to know?	For more, visit our website www.rcs.gov.rw
Available forms	None
Relevant legal documents	Law N° 34/2010 of 12/11/2010 on the establishment, functioning and organization of Rwanda Correctional Service (RCS)

Type of service: Supervise and coordinate the implementation of Prsions and TIG work camps countrywide

What is the Service? Am I eligible?	Visiting prisons and TIG work camps
Which unit within the public administration do I go to?	- Production Unit - Operation and Procedures Unit
When can I access the service?	From Monday to Friday 7:00 am to 5:00pm
Once a request is made or an application is submitted, how long will it take?	Within 3 working days
What, if any, are the costs for accessing the service?	No cost required
What documents are required?	An application letter requesting for accessing to TIG work camp and photocopy of a national ID or international passport.
What is the procedure?	Submit an application letter to the Commissioner General of RCS and wait for the response within 3 working days.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	In case of complain address it in writing or in person to the Commissioner General of RCS
Is there any additional information regarding	For more, visit our website www.rcs.gov.rw

this service that is useful to know?	
Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> - Law N° 34/2010 of 12/11/2010 on the establishment, functioning and organization of Rwanda Correctional Service (RCS) - The Presidential Order n° 10/01 of 07/03/2005 establishing TIG as reviewed and amended to date

Type of service: Civic education programs to inmates and tigistes convicts related to the change of mindset for the future social reintegration

What is the Service? Am I eligible?	Providing civic education for inmates and tigistes
Which unit within the public administration do I go to?	Correction and Social Affairs
When can I access the service?	From Monday to Friday 7:00am to 5:00pm
Once a request is made or an application is submitted, how long will it take?	within 3 working days
What, if any, are the costs for accessing the service?	No cost required
What documents are required?	<ul style="list-style-type: none"> - Application letter requesting for conducting a civic education session; - Abstract of a civic education program to be undertaken in prison or TIG camp; - Relevant legal documents

	<p>issued by competent organs;</p> <ul style="list-style-type: none"> - If recommended by other public Institution please attach the recommendation letter - Photocopy of national ID or International passport for foreigners
What is the procedure?	To submit an application letter to the Commissioner General of RCS and wait for the response at least 3 working days.
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)	MINALOC (if the Institution you stand for is not registered)
Is there a complaint procedure?	In case of complain address it in writing or in person to the Executive Secretary of TIG.
Is there any additional information regarding this service that is useful to know?	For more, visit our website www.rcs.gov.rw
Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> - Law N° 34/2010 of 12/11/2010 on the establishment, functioning and organization of Rwanda Correctional Service (RCS) - The Presidential Order n° 10/01 of 07/03/2005 establishing TIG as reviewed and amended to date

Type of service: Build a strong database on inmates and tigistes

What is the Service? Am I eligible?	Requesting for information related to inmates and tigistes
Which unit within the public administration do I go to?	- Operational and Procedures Unit - Production Unit
When can I access the service?	From Monday to Friday 7:00 am to 5:00 pm.
Once a request is made or an application is submitted, how long will it take?	Within 3 working days
What, if any, are the costs for accessing the service?	No cost required
What documents are required?	An application letter requesting for accessing to information about inmates and convicts
What is the procedure?	Submit an application letter to the Commissioner General and wait for the response within 3 working days.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	If there is any complain it will be addressed in writing or in person to the Executive Secretary of TIG.
Is there any additional information regarding this service that is	For more, visit our website www.rcs.gov.rw

useful to know?	
Available forms	None
Relevant legal documents	- Law N° 34/2010 of 12/11/2010 on the establishment, functioning and organization of Rwanda Correctional Service (RCS)

Approved by CG Paul Rwarakabije

The Commissioner General of RCS

Date: