



REPUBLIC OF RWANDA



**RWANDA PUBLIC PROCUREMENT AUTHORITY
(RPPA)**

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CITIZEN'S CHARTER

December, 2011

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FOREWORD

It is my pleasure to present to you this Service Charter for the Rwanda Public Procurement Authority (RPPA).

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

This Service Charter spells out the role of Rwanda Public Procurement Authority, and highlights the services offered and requirements therein. It lists the service centres at which our services can be accessed and the guiding legal instruments.

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



Augustus SEMINEGA

Director of RPPA

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

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

Contact:

RWANDA PUBLIC PROCUREMENT AUTHORITY (RPPA)

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

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

I. INTRODUCTION

The Rwanda Public Procurement Authority is a Public body established on February 20, 2008 by the law N° 63/2007 of 30/12/2007. It was created to replace the National Tender Board during a reform process in Public financial management launched by the Government of Rwanda (GoR), in which Public procurement reform was one of the most important components.

II. VISION

RPPA, the center of regional excellence in public procurement

III. MISSION

RPPA is committed to:

- Fighting corruption, promoting capacity building and enhancing best practices in public procurement;
- Achieving the best value for money for the Government of Rwanda under efficient, transparent and fair conditions

IV. CORE FUNCTIONS

- To ensure organization, analysis and supervision in public procurement matters;

- To advise the government and other public procurement organs on the policies, strategies and organization of public procurement;
- To monitor activities of public contract award and execution. In this regard procuring entities shall be obliged to provide any information and documentation requested by the RPPA;
- To develop human resources and professionalism in public procurement;
- To develop teaching materials, organize training programs, set required qualifications for public procurement professionals;
- To collect and disseminate procurement information on public procurement;
- To suspend or approve the suspension and debarment bidders in public procurement;
- To provide technical support where possible, to public procuring entities;
- To organize public awareness campaigns on matters related to public procurement;
- To establish relations and cooperate with other regional and international agencies of the same responsibilities.

V. CORE VALUES

- Transparency; Competition; Economy; Efficiency; Fairness; Accountability.

Department to be approached	The Unit in charge of capacity development
When can I access the service?	Monday to Thursday: 7:00am to 5:00pm Friday: 7:00am to 2:00pm
Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?	No later than 10 working days.
What, if any, are the costs for accessing the service?	No costs for accessing the service.
What documents are required?	None
What is the procedure?	A written request letter to the Director of RPPA
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?	Complaints about the service received should be addressed to RPPA's director
Is there any additional information regarding this service that is useful to know?	Always visit RPPA website: www.rppa.gov.rw for information. For further information call on this Telephone number: (+250) 0252501403, 0252501404, and 0252501405 during office hours.

Relevant legal documents	<ul style="list-style-type: none"> - Law N° 12/2007 of 27/3/2007 on Public Procurement; - RPPA Strategic plan; - RPPA Procurement plan <p>All found on RPPA Website.</p>
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Type of service: technical assistance and advice to government institutions

<p>What is the service?</p> <p>Am I eligible?</p>	<ul style="list-style-type: none"> - responsible for tender award processes for the 165 procuring entities; - Close monitoring of compliance of procuring entities to procedures and regulations - Maintaining a list of procuring entities, procurement officers and list of members of tender committees - Gathering data on various indicators of procurement performance - Carrying out periodic and systematic post reviews (audits) of procurement activities - Auditing contract execution and management - Preparing and setting up the strategic plan for the development of human resource in public procurement objectives - Preparing training modules - Monitoring and evaluating
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	<p>training</p> <ul style="list-style-type: none"> - Organizing training programs for public officials involved in public procurement - Providing for a public procurement career stream - Helping procurement officers to apply procurement rules and procedures correctly - Fostering professionalism, setting qualification requirements for professionals, and developing a code of conduct and conflict of interest rules and collecting information on procurement workforce - Maintaining a price mercurial for common use items - Providing technical support to procuring entities - Custodian of all procurement information, including current laws and regulations - Assisting procuring entities to solve particular problems in procurement - Organizing meetings, conference and workshop for awareness and sensitization on public procurement procedures and best practices - Upraise procurement staffing needs in procuring entities and ensure appropriate staffing levels are maintained. - Carry out regular assessment
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	<p>of equipment needs for the procurement functions in procuring entities and ensure that such needs are met</p> <ul style="list-style-type: none"> - Gathering information for the updating of the RPPA website - Reviewing periodically procurement policy, regulations and legislation and formulating proposals for improvements - Carrying out investigations and referring violation for sanctions - Organizing public awareness campaigns on public procurement regulatory framework - Housing the secretariat of the Independent Review Panel - Obtaining feedback and input from the public and private sector for improvements in the PP system - Organizing consultative meetings - Collecting and filing judicial decisions related to public procurement - Reference prices
Department to be approached	Monitoring and Audit Unit
When can I access the service?	Monday to Thursday: 7:00am to 5:00pm Friday: 7:00am to 2:00pm
Time limit to access	No later than 10 working days.

<p>this service? Or once a request is made or an application is submitted, how long will it take?</p>	
<p>What, if any, are the costs for accessing the service?</p>	<p>No costs for accessing the service.</p>
<p>What documents are required?</p>	<p>None</p>
<p>What is the procedure?</p>	<p>A written request letter to the Director of RPPA</p>
<p>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)</p>	<p>None.</p>
<p>Is there a complaint procedure?</p>	<p>Complaints about the service received should be addressed to RPPA's director</p>
<p>Is there any additional information regarding this service that is useful to know?</p>	<p>Always visit RPPA website: www.rppa.gov.rw for information. For further information call on this Telephone number: (+250) 0252501403, 0252501404, and 0252501405 during office hours.</p>
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Type of service: Advice to Government institutions and suppliers

<p>What is the service?</p> <p>Am I eligible?</p>	<ul style="list-style-type: none"> - Responding to the inquiries from officers in procuring entities and providing the necessary advice - Issuing legal advisory opinions for correct compliance with procurement rules and procedures - Developing and maintaining standard documents - Developing notes, circulars and manuals providing best practice information.
<p>Department to be approached</p>	<p>Monitoring and Audit Unit</p>
<p>When can I access the service?</p>	<p>Monday to Thursday: 7:00am to 5:00pm</p> <p>Friday: 7:00am to 2:00pm</p>
<p>Time limit to access this service?</p> <p>Or once a request is made or an application is submitted, how long will it take?</p>	<p>No defined time limit.</p> <p>No later than 10 working days.</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>No costs for accessing the service.</p>
<p>What documents are required?</p>	
<p>What is the procedure?</p>	<p>A written request letter to the Director of RPPA</p>
<p>What, if any, other Institutions do I need</p>	<p>None.</p>

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Is there a complaint procedure?	Complaints about the service received should be addressed to RPPA's director
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Relevant legal documents	- Law N° 12/2007 of 27/3/2007 on Public Procurement; - RPPA Strategic plan; - RPPA Procurement plan All found on RPPA Website.

Approved by:

Augustus SEMINEGA
Director of RPPA