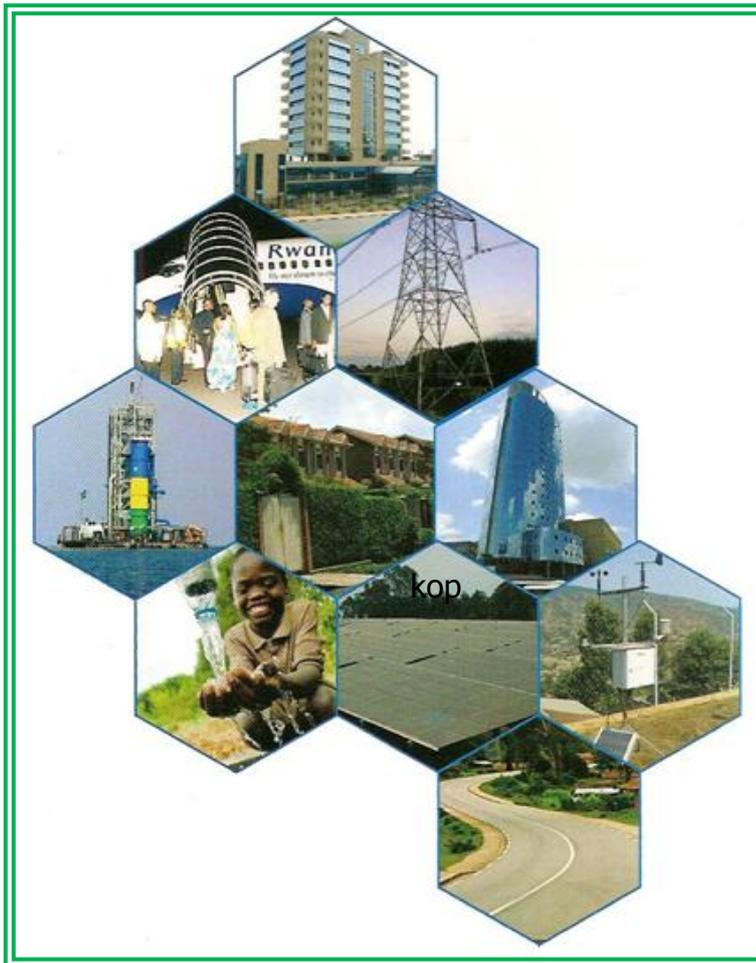


# REPUBLIC OF RWANDA



## MINISTRY OF INFRASTRUCTURE



P.O. BOX 24  
KIGALI, RWANDA

Email: [info@mininfra.gov.rw](mailto:info@mininfra.gov.rw)  
Web site: [www.mininfra.gov.rw](http://www.mininfra.gov.rw)

## **SERVICE CHARTER**

### **FORWARD**

It is my pleasure to present to you this Service Charter for the Ministry of Infrastructure (MININFRA).

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 the Ministry of Infrastructure and highlights the services offered and requirements therein. It lists the service centers at which our services can be accessed and the guiding legal instruments.

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

Albert NSENGIYUMVA

Minister of Infrastructure

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

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

## **Contact:**

### **Ministry of Infrastructures (MININFRA)**

*Tel.:* +250 585503 *Fax. :* +250 585755

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

Website: [www.mininfra.gov.rw](http://www.mininfra.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.

## ❖ INTRODUCTION

The Ministry of Infrastructure (MININFRA) was established to ensure sustainable development of infrastructure and contribute to economic growth with a view to changing the quality of life of the population.

## ❖ MISSION

The Mission of the Ministry of Infrastructure is to ensure sustainable development of infrastructure covering transport, energy, water supply and sanitation, housing and human settlement as well as meteorology, and drive forward economic growth, with a view to enhancing the quality of life of the population.

The Mission Statement incorporates national and international aspirations which are to underpin infrastructure sector development.

## ❖ VISION

The global vision of the policy for sustainable socio-economic development is drawn from the principles of Vision 2020 for Rwanda which focuses on socio-economic integration and sustainable economic growth with priorities being placed on the agriculture sector, rural development as well as infrastructure

## ❖ CORE FUNCTIONS

- Formulate Laws/policies, develop sub-sector strategies and programs
- Regulate the sub-sectors under infrastructure
- Develop institutional and human resource capacities
- Support infrastructure development program under the decentralized structures in the respective sub-sectors
- Mobilize resources for the sector activities

## ❖ CORE VALUES

- ❖ To be public focused in providing its social services and products to the public;
- ❖ To be more responsive to public needs and requirements;
- ❖ Fostering collaboration, mutual partnership and cost sharing with other interested stakeholders for accelerating Rwanda's social and economic development;
- ❖ Demonstrating transparency, reliability and honesty in all aspects of the ministry's operations;
- ❖ Promoting "best practices" in the delivery of its services to the public;

- ❖ Stimulating and responding to effective public demands.
- ❖ To be gender sensitive and
- ❖ Environmental friendly.

## SERVICES OFFERED BY THE MINISTRY OF INFRASTRUCTURE (MININFRA)

### SERVICES OFFERED BY THE RWANDA TRANSPORT DEVELOPMENT AGENCY (RTDA)

**Type of service: Transport development**

<p><b>What is the service?</b></p> <p><b>Am I eligible?</b></p>	<p>Development and maintenance of transport infrastructure in Rwanda for both, road, air, marine and railway</p> <p>Mininfra is responsible for improving productivity and social as well as economic growth of the country</p>
<p><b>Department to be approached</b></p>	<p>Managing Director's office</p>
<p><b>When can I access the service?</b></p>	<p>Monday to Thursday: 7:00 am to 5:00 pm</p> <p>Friday: 7:00 am to 12:00 pm</p>
<p><b>Time limit to access this service? Or</b></p> <p><b>Once a request is made or an application is submitted, how long will it take?</b></p>	<p>3 day</p>
<p><b>What, if any, are the costs for accessing the service?</b></p>	<p>No costs</p>
<p><b>What documents are required?</b></p>	<p>An official letter requesting the service</p>
<p><b>What is the procedure?</b></p>	<p>Submission of the official letter to RTDA</p>
<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></p>	<p>None</p>
<p><b>Is there a complaint procedure?</b></p>	<ul style="list-style-type: none"> <li>• Complaints should be addressed to RTDA's Managing Director.</li> <li>• Submission of application letter by client detailing the nature of complaint.</li> <li>• The client is invited to the office for further discussions</li> </ul>

	<p>and clarifications</p> <ul style="list-style-type: none"> <li>• If the complaint is within the powers of RTDA, the staff in charge addresses the complaint.</li> <li>• If the matter is beyond RTDA Powers, the client is referred to the competent authorities to solve his /her complaint.</li> </ul>
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit our website: <a href="http://www.mininfra.gov.rw">www.mininfra.gov.rw</a> for additional information. For further information call on this Telephone number 585503 during office hours.
<b>Available forms</b>	No
<b>Relevant legal documents</b>	Law establishing RTDA

## SERVICES OFFERED BY THE ENERGY, WATER and SANITATION (EWSA)

### Type of service: Water, Energy and Sanitation

<b>What is the service?</b>	Provision of water, Energy and Sanitation in the country
<b>Am I eligible?</b>	
<b>Department to be approached</b>	Commercial Department
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm 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>	3 days
<b>What, if any, are the costs for accessing the</b>	No costs

<b>service?</b>	
<b>What documents are required?</b>	Request forms
<b>What is the procedure?</b>	Filling the forms related to the service needed
<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>	<ul style="list-style-type: none"> <li>• Complaints should be addressed to EWSA's Managing Director.</li> <li>• Submission of application letter by client detailing the nature of complaint.</li> <li>• The client is invited to the office for further discussions and clarifications</li> <li>• If the complaint is within the powers of EWSA, the staff in charge addresses the complaint.</li> <li>• If the matter is beyond EWSA Powers, the client is referred to the competent authorities to solve his /her complaint.</li> </ul>
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit website: <a href="http://www.ewsa.rw">www.ewsa.rw</a> for information. For further information call on this Telephone numero 3535 during office hours.
<b>Available forms</b>	Connection request form
<b>Relevant legal documents</b>	Law establishing EWSA

## SERVICES OFFERED BY THE RWANDA HOUSING AUTHORITY (RHA)

### Type of service: Housing

<p><b>What is the service?</b></p> <p><b>Am I eligible?</b></p>	<p>Local development plans (master plan), manage and monitor government property, put in place standard regulations and laws and development of codes, norms regarding urban planning and construction.</p>
<p><b>Department to be approached</b></p>	<p>RHA Director Generals' office</p>
<p><b>When can I access the service?</b></p>	<p>Monday to Thursday: 7:00 am to 5:00 pm</p> <p>Friday: 7:00 am to 12:00 pm</p>
<p><b>Time limit to access this service? Or</b></p> <p><b>Once a request is made or an application is submitted, how long will it take?</b></p>	<p>Depends on the service.</p> <p>Some services go through tender process</p>
<p><b>What, if any, are the costs for accessing the service?</b></p>	<p>No costs</p>
<p><b>What documents are required?</b></p>	<p>An official letter requesting the service</p>
<p><b>What is the procedure?</b></p>	<p>Submission of the official letter to RHA</p>
<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></p>	<p>None</p>
<p><b>Is there a complaint procedure?</b></p>	<ul style="list-style-type: none"> <li>• Complaints should be addressed to RHA's Managing Director.</li> <li>• Submission of application letter by client detailing the nature of complaint.</li> <li>• The client is invited to the office for further discussions and clarifications</li> <li>• If the complaint is within the powers of RHA, the staff in charge addresses the complaint.</li> <li>• If the matter is beyond RHA Powers, the client is referred to the competent authorities to solve his /her complaint.</li> </ul>

<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit ... website: <a href="http://www.rha.gov.rw">www.rha.gov.rw</a> for information. For further information call on this telephone number 250 585503 during office hours.
<b>Available forms</b>	None
<b>Relevant legal documents</b>	Law establishing the RHA

## SERVICES OFFERED BY THE METEOROLOGY

### Type of service: Meteorology

<b>What is the service?</b>	Weather forecasting, data collection and dissemination of information for use by stakeholders
<b>Am I eligible?</b>	
<b>Department to be approached</b>	Meteorology Director General's Office
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm 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>	1 day
<b>What, if any, are the costs for accessing the service?</b>	No costs
<b>What documents are required?</b>	Requisition form
<b>What is the procedure?</b>	Submission of the requisition form
<b>What, if any, other institutions do I need to visit to access the</b>	None

service? (Eg. for payment of service costs or to get additional documents)	
Is there a complaint procedure?	<ul style="list-style-type: none"> <li>• Complaints should be addressed to Meteorology's Managing Director.</li> <li>• Submission of application letter by client detailing the nature of complaint.</li> <li>• The client is invited to the office for further discussions and clarifications</li> <li>• If the complaint is within the powers of Meteorology, the staff in charge addresses the complaint.</li> <li>• If the matter is beyond Meteorology Powers, the client is referred to the competent authorities to solve his /her complaint.</li> </ul>
Is there any additional information regarding this service that is useful to know?	Always visit ... website: <a href="http://www.meteorwanda.gov.rw">www.meteorwanda.gov.rw</a> for information. For further information call on this telephone number 0252575813 or 0252501343 during office hours.
Available forms	None
Relevant legal documents	Law establishing Rwanda Meteorological Agency

## SERVICES OFFERED BY THE MINISTRY OF INFRASTRUCTURES (MININFRA)

Type of service: Recruitment of Staff

<b>What is the service?</b>	Recruitment of Staff within the Ministry
<b>Am I eligible?</b>	Yes, anyone fulfilling the requirements is eligible for recruitment
<b>Department to be approached</b>	Department of Administration and Finance
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm 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>	It will take 5 days from the deadline of applying to be short-listed, 5 days from short-listing to written Exam and One week from written Exam to oral and also one week from oral Exam to publication of results.
<b>What, if any, are the costs for accessing the service?</b>	None
<b>What documents are required?</b>	Form from Public Service Commission to be filled by every candidate, Application Letter, CV, copy of Diploma and ID
<b>What is the procedure?</b>	Advertisement, short-listing, Written and Oral Exam, Recruitment of successful candidates
<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 one.
<b>Is there a complaint procedure?</b>	<ul style="list-style-type: none"> <li>• Submission of application letter by client detailing the nature of complaint.</li> <li>• The client is invited to the office for further discussions and clarifications</li> <li>• If the complaint is within the powers of MININFRA, the Ministry settles the complain.</li> <li>• If the matter is beyond MININFRA Powers, the client is referred to the competent authorities to solve his /her complaint (MIFOTRA, Public Service Commission,)</li> </ul>
<b>Is there any additional information regarding this service that is useful to know?</b>	Always visit website: <a href="http://www.mininfra.gov.rw">www.mininfra.gov.rw</a> for information. For further information call on this telephone number: during office hours.

<b>Available forms</b>	At the Ministry Headquarters or Website of Public Service Commission ( <a href="http://www.psc.gov.rw">www.psc.gov.rw</a> )
<b>Relevant documents</b>	<b>legal</b> Law no 22/2002 of 09/07/2002 on general statutes for Rwanda Public Service

## SERVICES OFFERED BY THE MINISTRY OF INFRASTRUCTURES (MININFRA)

### Type of service: Invoices Payment

<b>What is the service?</b>	Payments of the invoices
<b>Am I eligible?</b>	
<b>Department to be approached</b>	Finance unit
<b>When can I access the service?</b>	Monday to Thursday: 7:00 am to 5:00 pm 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>	3 days
<b>What, if any, are the costs for accessing the service?</b>	No costs
<b>What documents are required ?</b>	<ol style="list-style-type: none"> <li>1. Tendering documents</li> <li>2. Delivery note</li> <li>3. Invoices</li> </ol>
<b>What is the procedure?</b>	<p>The Ministry adverts a tender complying with public procurement regulations. After tender awarded, the bidder/suppliers ships goods with a delivery note. Before he comes, he/she informs logistics officer in order to be ready to receive goods. And logistics officer with the technician official(s) receive delivered goods and sign on it for the acknowledgement of reception of goods as ordered. And this activity has to be done as quick as possible; i.e the same day as delivery.</p> <p>If the supplier has shipped goods with the invoice, he/she immediately submits the invoices to central secretariat. Then Central secretary usually sends the invoice to finance unit on that day. The same day, finance secretary bring to DAF the invoice, delivery notes together with tendering documents.</p>

	Then DAF send the invoice to the accountant or Budget officer for payment processing. This has to be finished the same day or not later than the following day. The payments voucher is prepared, reviewed and approved by the Accountant, DAF and PS within maximum two days.  Brief, the payment of the invoice cannot exceed 3 days
<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>	<ul style="list-style-type: none"> <li>• Submission of application letter by client detailing the nature of complaint.</li> <li>• The client is invited to the office for further discussions and clarifications</li> <li>• If the complaint is within the powers of MININFRA, The Ministry settles the complaint.</li> </ul> <p>If the matter is beyond MININFRA Powers, the client is referred to the competent authorities to solve his /her complaint (MIFOTRA, Public Service Commission,)</p>
<b>Is there any additional information regarding this service that is useful to know?</b>	The information provided is sufficient
<b>Available forms</b>	We base on financial public regulations and public procurement regulations.
<b>Relevant legal documents</b>	Refer to Public procurement regulations and financial public regulations

**TYPE OF SERVICE: *PROCUREMENT SERVICE***

What is the service?	Service of Procurement
Am I eligible?	
Department to be approached	PS's Office
When ca I access the service?	From Monday to Thursday:7:00am to 5:00pm  Friday: 7:00am to 15:00pm
Time limit to	The time limit to access this service is different depending on the

<p>access the service? Or once request is made or an application is submitted, how long will take?</p>	<p>tendering method :</p> <p>-Open competitive bidding the time limit is 30 days from the date of newspaper for local tender ,and 45 days for international tender, after this time ( which is very defined : date and hour ) the bidders submit the bids,the open minute is done one hour after,and do evaluation report of tender ,deliver provisional notification, after seven days if the is no complain deliver the final notification to inform all bidder the result from evaluation report, preparation and signing of contract for goods and works.</p> <p>About consultancy services the open proposals is done one hour after the deadline of submission date , do the evaluation report and deliver provisional notification of consultancy services, inform all consultants the results , seven days after, if the is no complain invite the consultant who has the high score in order to negotiate about the the contract price, preparatin and signing the contract.</p> <p>-Restricted tendering method :the time limit is 14 days minimum to submit the bids opening one hour after ,deliver the provisional notification, after seven days deliver final notification if the is no complain.</p> <p>- Request for quotation the time limit is 3 days evaluate these quitations ,deliver prvisional notification,if no complain deliver the final notification,and prepare the purchase order to the successful bidder.</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>The cost of tender document shall be only be equivalent to the amount of money required for perparing, photocopying and sending it to the bidder ,tender security of 2% maximum of tender price,performance guarantee equal 10% of tender price.</p>
<p>What documents are required?</p>	<p>The Bidder shall submit the following documents in its bid:</p> <ul style="list-style-type: none"> <li>a) Bid submission form and Price schedules well printed and properly organized.</li> <li>b) Copy of Trading License</li> <li>c) Original or a certified copy of the Social Security certificate</li> <li>d) Original or a certified copy of the tax clearance certificate</li> <li>e) Detailed description of the essential technical and performance characteristics of service to be supplied establishing conformity to technical specifications provided</li> <li>f) Written confirmation authorizing the signatory of the bid to commit the bidder</li> </ul>
<p>What is the procedure</p>	<p>Preparation of bidding document, advertisement of tender, open minutes, Evaluation report, preparation of provisional notification, after seven days prepare the final notification, preparation and signing of the contract, implementation of contract, follow up the execution of contract.</p>

What, if, other institutions do I need to visit to access the service?( eg. For payment of service cost or to get additional documents)	To pay the bidding document on the Account n <sup>o</sup> 120.00.46 of Rwanda Revenue Authority (RRA) open at the Rwanda National Bank (BNR)
Is there a complaint procedure	There is the hereby established an Independent Review Panel at the National level and Independent Review Panels at all District levels for the purpose of conducting Independent Administrative Reviews of complaints and challenges of the procurement process appeals against the decision taken by different institutions
Is there any additional information regarding this service that is useful to know?	The record of procurement proceedings containing the information regarding the the tender process is kept for a minimum period of 5 years from the period of the tender relating to works ,goods,or services . These records are : bidding document,bids, Bid open and evaluation reports, Tender award notification, a copy of the contract concluded between the procuring entity and the successful bidder, certificate of completion, all correspondances between the procuring entity and the bidders,any other useful information, instructions and reports that are related to the tender.  -Visit <a href="http://www.mininfra.gov.rw">www.mininfra.gov.rw</a> for more information.
Available forms	Bidding document form, format of Monthly report and annual procurement report format of contract, technical proposal form, financial proposal form,procurement plan form.
Relevant legal documents	Law No 12/2007 of 27 March 2007 on Public Procurement available on <a href="http://www.rppa.gov.rw">www.rppa.gov.rw</a>