

IRIBURIRO

Nejejwe no kubagezaho igitabo gikubiyemo serivisi zitangwa n'Intara y'Iburengerazuba. Iki gitabo cyateguwe hashingiwe kuri gahunda y'Igihugu, y'ivugurura rifite icyerekezo cyo kuzamura ubushobozi bw'abakozi n'ibigo, hagamijwe kandi gutanga serivisi zinoze, hanagerwa ku ntego nkuru y'Iterambere ry'Igihugu no kwegera ubuyobozi n'ubushobozi abaturage. Ibi bigakorwa hagamijwe gushyiraho ibibazo by'abaturage mu mucyo kandi abantu bakabazwa ibyo bakora.

Intara ni urwego rw'imitegekere y'Igihugu cy'u Rwanda. Ubuyobozi bwayo buhagarariye Ubutegetsi bwite bwa Leta. Intara y'Iburengerazuba igabanyijemo Uturere 7 dufite ubuzimagatozi, aritwo Karongi, Ngororero, Nyabihu, Nyamasheke, Rubavu, Rusizi na Rutsiro, hashingiwe ku Itegeko Ngenga n° 29/2005 ryo kuwa 23/12/2005 rigena inzego z'imitegekere y'Igihugu cy'u Rwanda.

Iki gitabo kigamije kumenyekanisha uruhare rw'Intara mu itangwa rya serivisi, serivisi zitangwa n'Intara, uburyo zitangwa, abo zigenewe, ibisabwa n'ibyo amategeko ateganya kugira ngo usaba serivisi ayihabwe. Gifasha Ubuyobozi bw'Intara kunoza imitangire ya Serivise hihutishwa iterambere rirambye ry'Igihugu. Gifasha abatanga n'abahabwa serivisi kugira imyumvire imwe ku mitangire inoze ya serivisi. Cyateguwe hashingiwe k'urutonde rwa serivisi zihabwa abagana Ubuyobozi bw'Intara, aho serivisi itangirwa n'umukozi cyangwa abakozi babishinzwe, ibyo usaba serivisi agomba kuba yujuje, igihe agomba kuba yasubirijwe cyangwa yayihereye, n'uburyo yakoresha kugira ngo amenyekanishe ko atishimiye serivisi yahawe.

Intara yiyemeje kubahiriza ibikubiye muri iyi nyandiko, guhora ishishikajwe n'uko serivisi zihabwa abaturage zarushaho kunoga no kumenyekanisha impinduka zakozwe kuri iyi nyandiko zigamije korohereza abaturage guhabwa serivisi.


KABAHIZI Célestin
Guverineri w'Intara y'Iburengerazuba

I. INTANGIRIRO

Intara y'Iburengerazuba iyoborwa na Guverineri.

II. INSHINGANO Z'INTARA

1. Gukurikirana no kugira inama Uturere mu ishyirwa mu bikorwa rya gahunda za Leta;
2. Gukorera Uturere ubuvugizi ku nzego zisumbuye;
3. Kugira inama Uturere ku bikorwa by'Amajyambere;
4. Kwita ku bikorwa byo kubungabunga umutekano w'abantu n'ibintu.

Izi nshingano z'Intara zose zikorwa k'Ubufatanye bwa Guverineri, Ubunyamabanga Nshingwabikorwa bw'Intara n'Ubuyobozi bw'imirimo butandukanye bwuzuzanya. Izo nzego ni izi zikurikira:

1. Ibiro bya Guverineri
2. Ibiro by'Ubunyamabanga Nshingwabikorwa
3. Ubuyobozi bw'Imiyoborere myiza;
4. Ubuyobozi wa Gahunda zihariye;
5. Ubuyobozi bwa Gahunda z'Iterambere ry'Uturere;
6. Ubuyobozi w'Imari n'Igenamigambi.

III. ICYEREKEZO CY'INTARA

Icyerekezo cy'Intara ni ukwihutisha iterambere ry'imibereho myiza n'ubukungu by'abaturage mu rwego rwo kwihutisha vuba ishyirwa mu bikorwa rya gahunda za Leta (Vision 2020, EDPRS, 7YGP, etc).

IV. INSHINGANO Z'IFATIZO

Inshingano fatizo z'Intara ni:

1. Kumenyekanisha no guteza imbere gahunda z'Igihugu, gushishikariza abaturage gushyira mu bikorwa ibyemezo byafatiwe ku rwego rw'Igihugu no mu buyobozi bw'inzego zibanze.
2. Gukurikirana ishyirwa mu bikorwa ry'imyanzuro y'inama z'Intara n'ibyemezo byafatiwe mu nzego nkuru z'Igihugu.
3. Gutegura raporo z'igihembwe na raporo y'umwaka ku bikorwa bikorerwa mu Ntara no kuzigeza kuri MINALOC n'izindi nzego.
4. Gukurikirana no gushyira mu bikorwa ku gihe gahunda n'ibikorwa by'Intara n'Uturere.
5. Gushyiraho amabwiriza ajyanye n'ishyirwa mu bikorwa rya gahunda za Leta.
6. Gushyiraho ingamba n'uburyo byo kubungabunga umutekano w'abantu n'ibintu.
7. Gushyiraho no gutanga umurongo ngenderwaho byihutisha Iterambere ry'ubukungu n'imibereho myiza mu Ntara.
8. Guteza imbere imikoranyire hagati y'Intara, ibigo bya Leta, abikorera n'imiryango itegamiye kuri Leta yo mu Rwanda na Mpuzamahanga bikorerwa mu Ntara.

V. INDANGAGACIRO Z'INGENZI Z'INTARA Y'IBURENGERAZUBA

9. Kwiubaha no kubaha abandi
10. Gukorera ku ntego
11. Kubazwa ibyo dukora
12. Gukora neza kandi vuba
13. Gukorera mu mucyo
14. Guha abatugana serivise nziza

VI. SERIVISI ZITANGIRWA KU NTARA Y'IBURENGERAZUBA

1. Gukemura ibibazo by'abaturage.

Serevisi ni iyihe? Ndayemerewe?	Intara yakira ibibazo by'abaturage byagejewe ku nzego z'ibanze (Umugugudu, Akagari, Umurenge n'Akarere) ntibikemuke.
Ni ryari serivisi itangwa?	<u>Ku bazana ikibazo ku Ntara:</u> Ku wa mbere kugeza ku wa kane, kuva saa moya za mugitondo kugeza saa kumi n'imwe z'umugoroba no ku wa gatanu kuva saa moya za mu gitondo kugera saa sita z'amanya. <u>Ku bakoresha e-mail :</u> buri gihe;
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Iminsi itatu ikibazo cyakiriwe kandi wujuje ibyangombwa bisabwa.
Niba serivisi yishyurwa, igiciro ni ikihe?	Ntiyishurwa.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	1. Kohereza ku Ntara ibaruwa yandikiwe ubuyobozi bw'Intara isaba gukemurirwa ikibazo, ikubiyemo ku buryo burambuye imiterere y'ikibazo n'izindi mpapuro zirebana n'ikibazo igihe zihari; ibaruwa ishobora kuzanwa mu ntoki cyangwa ikanyuzwa ku Iposita <u>B.P 62 KIBUYE</u> cyangwa hakifashishwa email (westernprovince@westernprovince.gov.rw cyangwa thewesternprovince@yahoo.fr); 2. Ikaye y'umuturage igaragaza uko ikibazo cye cyagiye gikemurwa mu nzego z'ibanze, haherewe ku rwego rw'aho ikibazo cyatangiriye (Umudugudu, Akagari, Umurenge cyangwa Akarere) n'izindi mpapuro zirebana n'ikibazo igihe zihari.
Binyura mu zihe nzira kugira ngo uyihabwe?	Ushaka gukemurirwa ikibazo n'Intara: 1. Azana inyandiko zisaba gukemurirwa ikibazo zifite ku mugereka ikaye y'umuturage, akazishyikiriza mu bunyamabanga rusange bw'Intara. 2. Ashobora kwiyizira ku Ntara, Umunyamabanga wa Guverineri akamuyobora ku mukozi ikibazo cye kireba; 3. Ashobora guhamagara ku murongo utishyurwa N°3639 hagasobanurwa mu buryo burambuye uko ikibazo giteye. 4. Iyo hakenewe ibisobanuro bitari mu nyandiko zatanzwe, ufite ikibazo asabwa ibisobanuro. 5. Iyo ikibazo cyumvikanye uwagitanze ahabwa igisubizo.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya	Akagari, Umurenge cyangwa Akarere

serivisi cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Iyo usaba gukemurirwa ikibazo atishimiye icyemezo cyafashwe na Guverineri w'Intara cyangwa iyo nta gisubizo ahawe, ikibazo ashobora kugishyikiriza Minisiteri/Ikigo kireba, Umuvunyi cyangwa Inkiko.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Igihe uwasabye gukemurirwa ikibazo, akeneye andi makuru, kumenya aho gukemura ikibazo cye bigeze kimwe n'ushaka kugira amakuru mbere yo kugeza ikibazo ku Ntara, yakwifashisha: 1. E-mail (westernprovince@westernprovince.gov.rw cyangwa thewesternprovince@yahoo.fr) 2. Umurongo utishyurwa 3639 hagatangwa igisubizo cyangwa hakabaho kuyoborwa.
Hari impapuro zuzuzwa?	K'ushaka Guverineri atahamusanze yuzuzura urupapuro rusaba kwakirwa (rendez-vous) akazamenyeshwa igihe azazira kubonana na we.
Hari inyadiko zemewe n'amategeko zihari?	Ntazo

2.Gupiganira amasoko ya Leta ku Ntara.

Serevisi ni iyihe? Ndayemerewe?	Bitewe n'imiterere y'isoko, umuntu ku giti cye cyangwa sosiete ashobora gupiganira isoko ryo gutanga serivisi cyangwa ibikoresho mu gihe cyatangajwe n'Intara.
Ni ryari serivisi itangwa?	Ku wa mbere kugeza ku wa kane, kuva saa moya za mu gitondo kugeza saa kumi n'imwe z'umugoroba, no ku wa gatanu kuva saa moya za mu gitondo kugera saa sita z'amanya
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	- Kumenyeshya by'agateganyo ibyavuye mu ipiganwa ni iminsi itarenga 21 nyuma y'ifungurwa ry'inyandiko z'ipiganwa; - Kumenyeshya bya burundu ibyavuye mu ipiganwa ni iminsi 7 nyuma y'imenyekanisha ry'agateganyo iyo nta wajuriye.
Niba serivisi yishyurwa, igiciro ni ikihe?	- Inyandiko z'ipiganwa hakoreshejwe gusaba ibiciro zitangwa nta kiguzi; - Inyandiko z'ipiganwa rigenewe abantu bake zitangwa nta kiguzi; - Inyandiko z'ipiganwa mu buryo busesuye, zitangwa hishyuwe amafaranga 100 kuri buri paji y'urupapuro
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	1. Inyemezabwishyu ya BNR mu gihe ari isoko ripiganwa mu buryo busesuye. 2. Kuba afite Registre y'Ubucuruzi n'icyemezo gitangwa na Rwanda Revenue Authority cyerekana ko upiganwa nta misoro abereyemo Lata.
Binyura mu zihe nzira kugirango uyihabwe?	1. Kwishyura ikiguzi cy'igitabo kigenga ipiganwa ry'isoko kuri BNR; 2. Gushyura igitabo ipiganwa ry'isoko k' umukozi ushinze Amasoko ya Leta mu Ntara, hitwajwe inyemezabwishyu ya BNR; 3. Bibaye ngobwa, upiganira isoko ashobora kugera ku Ntara gusaba ibisobanuro ku isoko ripiganirwa; 4. Hubahirijwe umunsi, isaha n'ibiro byakira ibitabo by'ipiganwa, gushyikiriza i Ntara ibyasabwe byose gupiganirwa isoko ryatangajwe n'Intara. 5. Gutegereza imenyeshya by'agateganyo na burundu ibyavuye mu ipiganwa; 6. Gusinya masezerano y'isoko.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushyura ibindi byangombwa)	1. Banki Nkuru y'Igihugu y'u Rwanda (BNR)
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	1. Gusaba kurenganurwa bikorwa mu nyandiko yandikiwe Umunyamabanga Nshingwabikorwa w'Intara bitarenze iminsi 7 ubonye urwandiko rumenyeshya icyemezo cyafashwe ku itangwa ry'isoko by'agateganyo. 2. Iyo kurenganurwa bidashobotse ku Munyamabanga Nshingwabikorwa w'Intara, witabaza akanama k'ubujurire ko mu

	Rwego rw'Iguhugu rushinzwe Imicungire y'Amasoko ya Leta mu gihe cy'iminsi 7 Umunyamabanga Nshingwabikorwa yakiriye ubujurire
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Andi makuru wayasanga ku rubuga rwa interineti (www.westernprovince.gov.rw), www.Dgmarket , PPS n'ibitangazamakuru. Ahamanikwa matangazo ku Ntara, guhamagara ku murongo utishyurwa wa 3639 .
Hari impapuro zuzuzwa?	Ntazo
Hari inyadiko zemewe n'amategeko zihari?	Ntazo

3. Guhabwa ubwishyu kuri Serivisi zahawe Intara y'Uburengerazuba.

Serivisi ni iyihe? Ndayemerewe?	Umuntu cyangwa sosiyete yagurishije ibikoresho ku Ntara cyangwa yayigurishije serivisi, ifite uburenganzira bwo kwishyuza igikorwa yakoreye Intara hagendewe ku masezerano hagati y'impande zombi.
Ni gihe ki serivisi itangwa?	Ku wa mbere kugeza ku wa kane, kuva saa moya za mugitondo kugeza saa kumi n'imwe z'umugoroba no ku wa gatanu kuva saa moya za mu gitondo kugera saa sita z'amanya.
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	4. Kwishyura ntibigomba kurenza iminsi 7 y'akazi uhereye igihe ibisabwa byose byakiriwe.
Niba serivisi yishyurwa, igiciro ni ikihe?	Ntiyishyurwa.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	Ibisabwa uwishyuza: <ul style="list-style-type: none"> • Inyemezabuguzi iriho N° ya konti ye n'iya TIN; • Inyandiko igaragaza ibikoresho cyangwa serivisi Intara yasabye (Bon de commande); • Amasezerano yagiranye n'Intara (contrat); • Inyandiko igaragaza ko yazanye ibikoresho cyangwa yatanze serivisi kandi byashimwe (byakiriwe); • Inyandiko itangwa na RRA igaragaza ko adakurwamo 3% iyo ihari.
Binyura mu zihe nzira kugira ngo uyihabwe?	<ul style="list-style-type: none"> • Kugeza mu Bunyamabanga Rusange bw'Intara ibyangombwa byose bisabwa uwishyuza; • Nyuma y'iminsi itatu ushobora guhamagara cyangwa ukajya kubaza umukozi ushizwe gucunga Ingengo y'Imari cyangwa Ibaruramari kugira ngo urebe aho dosiye yawe igeze yishyurwa.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe?	Banki Nkuru y'Igihugu iyo wishyuwe hakoreshejwe Uburenganzira bwo kwishyura (ordre de paiement)
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Iyo usaba serivisi yo kwishyurwa atayihawe mu gihe cyateganijwe kandi atasobanuriwe impamvu, abigeza k'Umunyamabanga Nshingwabikorwa w'Intara.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Oya ntabyo.
Hari impapuro zuzuzwa?	Ntazo.
Hari inyandiko zemewe n'amategeko zihari?	Ntazo.

4. Gusaba inyandiko zijyanye no kurangiza neza imirimo.

Serevisi ni iyihe? Ndayemerewe?	Uwahaye Serivisi Intara y'Iburengerazuba ijyanye no kugemura ibintu cyangwa se imirimo ijyanye n'iby'ubumenyi/ gutanga serivisi zo gukora inyigo (Tekiniki) ashobora gusaba impapuro zigaragaza ko yarangije imirimo neza.
Ni gihe ki serivisi itangwa?	Ku wa mbere kugeza ku wa kane, kuva saa moya za mugitondo kugeza saa kumi n'imwe z'umugoroba no ku wa gatanu kuva saa moya za mu gitondo kugeza saa sita z'amanya.
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Kuva uyisabye iboneka bitarenze iminsi 3.
Niba serivisi yishyurwa, igiciro ni ikihe?	Ntiyishyurwa.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	Ibaruwa yanditse isaba guhabwa Urwandiko rwo kurangiza neza imirimo rugenewe Umunyamabanga Nshingwabikorwa w'Intara
Binyura mu zihe nzira kugira ngo uyihabwe?	Kunyuzwa ibaruwa isaba mu bunyamabanga rusange bw'Intara, iriho inyandiko zigaragaza ko yagiranye amasezerano yo guha serivisi Intara. Nyuma y'iminsi itatu ushobora guhamagara cyangwa ukajya ku mukozi ushizwe Ubunyamabanga rusange.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Ntazo.
Ese hari uburyo bwo kurengegurwa mu gihe udahawe iyo serivisi?	Kwiyambaza Guverineri w'Intara.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ntazo.
Hari impapuro zuzuzwa?	Ntazo.
Hari inyandiko zemewe n'amategeko zihariye?	Ntazo.

Byemejwe na: **KABAHIZI Célestin**

Guverineri w'Intara y'Iburengerazuba

Bikorewe i Karongi, kuwa 05 Werurwe 2013

Annex: FEEDBACK FORM

(Ibitekerezo kuri serivisi)

Please let us know how we have served you. You may use this form for compliments, complaints or suggestions. Simply check the corresponding box

(Tubwire uko twaguhaye serivisi. Wakoresha uru rupapuro mu gushima, kugaya cyangwa gutanga icyakorwa. Shyira akamenyetso mu gasnduku gahwanyeye n'icyo wifuza)

Complement
(Gushima)

Complaint
(Kugaya)

Suggestion
(Icyakorwa)

Person(s)/Unit/Office Concerned or involved:

(Abakozi/Ishami/Ibiro birebwa cyangwa byatanze serivisi)

Facts or Details Surrounding the Dissatisfaction

(Ibikorwa cyangwa Ibimenyetso bifatika bigaragaza kutanyurwa na serivisi)

Please use additional sheet/s if necessary (Koresha urupapuro rw'inyongera niba ari ngobwa)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

Ibitekerezo/Icyakorwa/Icyo mwifuza cyakorwa n'urwego rwacu

Please use additional sheet/s if necessary (Koresha urupapuro rw'inyongera niba ari ngobwa)

Names :

Amazina

Office/Agency(if any):

Ikigo mukorera(niba gihari):

Adress:

Aho ubarizwa

Contact number(s) (if any):

Telefoni

E-mail Address (if any)

Signature:

Umukono

Date:

Itariki

Annex: FEEDBACK FORM

(Ibitekerezo kuri serivisi)

Please let us know how we have served you. You may use this form for compliments, complaints or suggestions. Simply check the corresponding box

(Tubwire uko twaguhaye serivisi. Wakoresha uru rupapuro mu gushima, kugaya cyangwa gutanga icyakorwa. Shyira akamenyetso mu gasnduku gahwanye n'icyo wifuza)

Complement
(Gushima)

Complaint
(Kugaya)

Suggestion
(Icyakorwa)

Person(s)/Unit/Office Concerned or involved:

(Abakozi/Ishami/Ibiro birebwa cyangwa byatanze serivisi)

Facts or Details Surrounding the Dissatisfaction

(Ibikorwa cyangwa Ibimenyetso bifatika bigaragaza kutanyurwa na serivisi)

Please use additional sheet/s if necessary *(Koresha urupapuro rw'inyongera niba ari ngobwa)*

Recommendation(s)/Suggestion(s)/Desired Action from our Office

Ibitekerezo/Icyakorwa/Icyo mwifuza cyakorwa n'urwego rwacu

Please use additional sheet/s if necessary *(Koresha urupapuro rw'inyongera niba ari ngobwa)*

Names :

Amazina

Office/Agency(if any):

Ikigo mukorera(niba gihari):

Adress:

Aho ubarizwa

Contact number(s) (if any):

Telefoni

E-mail Address (if any)

Signature:

Umukono

Date:

Itariki

4. Request of Performance certificates

What is the Service? Am I eligible?	A supplier provided services or furniture can request a performance certificate at the Provincial Level.
When can I access the service?	Monday to Thursday from 7:00 am to 5:00 pm and Friday from 7:00 am to 5:00 pm
Once a request is made or an application is submitted, how long will it take?	3 days
What, if any, are the costs for accessing the service?	There is no charge for this service
What documents are required?	-Request letter addressed to the Chief Budget Manager of the PROVINCE for completion of service and the copy of contract.
What is the procedure?	Submit all relevant documents of your request mentioned above to the Central Secretariat of the Province. After 3 days the client can call or visits the Central Secretariat of the Province
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)	Not applicable
Is there a complaint procedure?	Once the client is not satisfied, he/she applies to the Governor of the Province.
Is there any additional information regarding this service that is useful to know?	Not applicable
Available forms	
Relevant legal documents	Not applicable



Approved by KABAHIZI Eteshin

Governor of Western Province

Done at Karongi, on March 5th, 2013

<p>The client can refer to the Organic Law of the Budget or to the Procurement laws and regulations.</p>	<p>Relevant legal documents</p>
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3. Receiving payment for services rendered to PROVINCE

What is the Service? Am I eligible?	Individuals and/or firms who are seeking payment for either goods or services rendered to the PROVINCE are required to adhere to the steps set out in this procedure.
When can I access the service?	Monday to Thursday from 7:00 am to 5:00 pm and Friday from 7:00 am to 12:00 pm
Once a request is made or an application is submitted, how long will it take?	Provided that all the requirements have been met, payment for services should not take more than 7 work days.
What, if any, are the costs for accessing the service?	There is no charge for this service.
What documents are required?	<ul style="list-style-type: none"> • A copy of invitation letter inviting all Individuals/Companies to provide goods or services to the Province • Copy of Contract • Copies of the invoice • Delivery note signed by both parties to the contract, • Final notification letter • Purchase order • Quietus fiscal if necessary
What is the procedure?	<ul style="list-style-type: none"> • Relevant documents should be submitted to the Central Secretariat of the Province. • Central Secretariat submits all received documents in Financial department • After 3 days the client can call or visits the office of the Budget Officer or Accountant Officer to ensure whether your invoice has been treated, recorded, and paid or it is in the process of payment. (The client can do this or not)
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)	✓ National Bank of Rwanda
Is there a complaint procedure?	Complaints regarding this service should be addressed to the Executive Secretary of PROVINCE.
Is there any additional information regarding this service that is useful to know?	Not applicable
Available forms	Not applicable

None	Relevant legal documents
None	Available forms

2. Procurement service through PROVINCE

<p>Individual or company can apply for a any tender published by the Province</p>	<p>What is the Service? Am I eligible?</p>
<p>Monday to Thursday from 7:00 am to 5:00 pm and Friday from 7:00 am to 12:00 pm</p>	<p>When can I access the service?</p>
<p>–Provisional notification is made within 21 days after tender opening date while definitive notification is made 7 days after provisional notification once no complain is raised</p>	<p>Once a request is made or an application is submitted, how long will it take?</p>
<p>Cost of the bid document in open tender is 100 Rwf/page, and no cost for other types of tender</p>	<p>What, if any, are the costs for accessing the service?</p>
<p>Documents required may include the trade register and a tax clearance certificate from the Rwanda Revenue authority; however the kind of additional documents required will depend on the type of proposal submitted.</p>	<p>What documents are required?</p>
<p>1. Individuals and/or firms interested in submitting a tender for a contract with PROVINCE should first purchase the tender document from the Procurement office in the PROVINCE after deposit of required amount at BNR. 2.To pick up the Tender document from the Province; 3.If necessary the bidders can visit the Province to seek more information; 4.The bid document sets out the technical and financial specifications and also includes a copy of the contract. 5. Individuals and/or firms requiring assistance at any point during the tender process may seek advice from the Procurement Office; 6. Signing the tender.</p>	<p>What is the procedure?</p>
<p>✓ National Bank of Rwanda (NBR).</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>✓ Complaints regarding this service are made in writing to the Executive secretary of the Province. ✓ If following the presentation of a complaint to the Executive Secretary, if your issue remains unresolved you may address your complaint to the National Tender Panel. ✓ Complaints must be submitted within 7 days of receipt of the provisional notification letter.</p>	<p>Is there a complaint procedure?</p>
<p>Visit the Website of the Province (www.westernprovince.gov.rw), Media, read announcement on the notes board of the Province call 3639 or visit “www.Dgmarket.</p>	<p>Is there any additional information regarding this service that is useful to know?</p>

service costs or to get additional documents)	
Is there a complaint procedure?	Once the client is not satisfied, he/she applies to the Governor, if he/she is not still satisfied; he/she applies to any concerned Ministry.
Is there any additional information regarding this service that is useful to know?	Regarding any other information the client can e-mail on the following www.westernprovince.gov.rw or call for free on 3639.
Available forms	An appointment form
Relevant legal documents	N/A

VI. SERVICES OFFERED BY PROVINCE

1. Solving population disputes/Conflict management

<p>PROVINCE receives complaints from citizens regarding issues relating to any of its areas of responsibility (local government, community development and social affairs). However, before bringing a complaint to PROVINCE, clients will be required to seek a resolution to their problem through local government channels. Where a problem has been brought before a particular local government administration and has not been resolved, the issue must then be presented to the next level of local government (i.e. if an issue was brought before village authorities and was not resolved it must next be presented to cell authorities and so on). Only when all local government authorities have been consulted and no solution given to the client then the issue can be brought to PROVINCE for a resolution.</p>	<p>What is the Service? Am I eligible?</p>
<p>- Monday to Thursday from 7:00 am to 5:00 pm, and Friday from 7:00 am to 12:00 pm - For e-mail users: every time</p>	<p>When can I access the service?</p>
<p>3 days when the Client's documents are complete</p>	<p>Once a request is made or an application is submitted, how long will it take?</p>
<p>There is no charge for this service</p>	<p>What, if any, are the costs for accessing the service?</p>
<p>-Written letter of complaint addressed to the Governor of PROVINCE stating out the details of your case, Documents showing that local government authorities have been unable to resolve your complaint, Clients complaint book explaining how the problem was handled by the village, Cell, sector and district levels, - Any document in connection with the problem.</p>	<p>What documents are required?</p>
<p>- Write a letter of complaint to the Governor of PROVINCE stating out the details of your case, -Submit all relevant documents explaining the nature of your claim, -If more information is required from you regarding the claim, you will be contacted so that an interview may be set up, -PROVINCE will also contact all other relevant local government authorities in order to obtain any additional information, -Once PROVINCE's investigation has been completed, you will be contacted in writing for any decisions taken</p>	<p>What is the procedure?</p>
<p>Local Government institutions</p>	<p>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of</p>

The core functions of the Province are:

IV. CORE FUNCTIONS

- To disseminate and promote awareness of the general policy of the country and to sensitize the population on the decisions taken from National Level and/or from the Local Administration;
- To ensure the execution of decisions taken by the Province Security Council, Provincial Coordination Committee meeting and directives issued by higher authorities of the Country;
- To elaborate quarterly and annual reports on the situation prevailing in the Province and forward them to the MINALOC and other institutions;
- To regularly supervise the implementation of programs and activities of the Province & districts;
- To establish regulations related to policies to be executed;
- To initiate measures and mechanisms for the maintenance of security of people and property in the Province
- To initiate and give directives that can boost the socio-economic development of the Province;
- To promote relations with other national and international organizations operating in the Province.

V. Core values

- Respect
- Vision
- Responsibilities and accountability
- Management for results and timely
- Transparency
- Services delivery to clients

I. INTRODUCTION

The Western Province, under the authority of the Governor.

II. MISSIONS

- 1° Supervising and counseling Districts on implementation of the State's programs;
- 2° Advocating for the Districts in higher instances;
- 3° Counseling Districts on Development activities;
- 4° To ensure the security of people and their properties.

All those functions are accomplished under Governor and Executive Secretary Offices, and different departments as listed below:

- ❖ Governor's Office
- ❖ Executive Secretary's Office
- ❖ Good Governance and Social Affairs unit
- ❖ Specific Programs Unit
- ❖ District Development Programs Unit
- ❖ Planning and Budgeting Unit.

III. VISION

The vision of the Western Province is "to accelerate Socio-Economic Development among the Clients aimed at attaining Government Programs (Vision 2020, EDPRS, 7 YGP, etc) soonest.

0. FORWARD

It is my pleasure to present to you this Service Charter for the Western Province. This Service Charter has been prepared in tandem with the Government's programs and reform agenda focused on vision of increasing capacities of human resources and institutions, in the orientation of delivering good services, for achieving the main goals of development and decentralizations of country; and in the spirit of being responsive to citizens' needs, transparency and accountability.

The province is an Administrative Entity of the Republic of Rwanda. Its administration represents the State. The Western Province is composed by 7 Districts, which have the Autonomy, namely Karongi, Ngororero, Nyabihu, Nyamasheke, Rubavu, Rusizi and Rutiro, based on the Organic Law n° 29/2005 of December 31, 2005 establishing the administrative entities of the Republic of Rwanda as amended and completed to date.

The Charter spells out the role of the Province, highlights the services offered and the requirements therein, lists the service centers at which our services can be accessed and the guiding legal instruments. This based on the list of services delivered by the Province to the Clients, where the service requested is rendered and the responsible of it, the requirements for the service, how long it takes, and complaint procedure.

The Staffs of the Western Province and their Authorities agreed to respect this service charter, and the development of this Service Charter signifies our commitment to serve our clients with a view to creating a better understanding and enhancing our service delivery, communicating any change in this service charter due to speed up and sustainable development issues of our country.



Governor of Western Province

KABAHIZI Cleshin