

REPUBLIC OF RWANDA



OFFICE OF THE PRIME MINISTER

SERVICE CHARTER

Contact Address

P.O BOX 1334: KIGALI-RWANDA

TEL: + 250 (0) 252 586 902

Email: webinfos@primature.gov.rw

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FOREWORD

It is my pleasure to present to you this Service Charter for the Office of the Prime minister (OPM). 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 Office of the Prime Minister (OPM), highlights the services offered and the requirements therein, and lists the service centers at which our services can be accessed and 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.

BARIKANA Eugene

Director of Cabinet

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CONTEXT

The Service Charter reflects the service provided by the Office of the Prime Minister (OPM) to its expectations and the demands of the general public. Therefore, it contains different services , service standards, service delivery methods and timelines, grievances and complaints channels as well as feedback mechanisms. The practical actions of the service Charter will always be directed by the Vision and Mission statement of the OPM which affirms commitment to deliver the service with :

- ✓ Integrity
- ✓ Courtesy
- ✓ Understanding
- ✓ Objectivity and impartiality
- ✓ Transparency
- ✓ Accountability
- ✓ Promptness

1. INTRODUCTION

The Office of the Prime Minister (OPM) is a Constitutional organ of the Government of Rwanda (established under the Constitution of Rwanda, 2003 Article 118 and Article 28 of the Revised Constitution dated 17th June 2010). The institutional set up of the OPM is defined further under the Prime Minister's Order No.105/03of28/09/2011 (establishing the responsibilities, organizational structure and summary of job descriptions within the OPM - Official Gazette Special No. 05/10/2011). The Constitution mandates the Rt. Hon. Prime Minister to "head the operation of Cabinet in accordance with broad guidelines given by H.E the President of the Republic and ensure the implementation of laws". Implicit in this mandate therefore, is the need to account for and influence results across government programmes. The inherent challenge in this mandate is that the OPM is largely not expected to implement but to coordinate and influence priority results through MDAs.

On the basis of these instruments, the role and responsibilities of the OPM can be summarized as follows:

- a. *Executive Functions:* Advise H.E The President; assign duties to members of the Cabinet; convene Cabinet meetings (draw up the agenda of the Cabinet in consultation with other members of the Cabinet and communicate it to the President); preside over the Cabinet meetings when the President is not in attendance; countersign laws enacted by Parliament and promulgated by the President of the Republic; appoint civil and military officers with the exception of those appointed by the President of the Republic; and Sign orders in respect of the appointment and promotion of junior officers of Rwanda Defense Force and National Police.
- b. *Coordination:* Coordinates the formulation and implementation of the government programs in consultation with other members of the Cabinet.
- c. *Monitoring and Reporting:* Monitors and reports on the implementation of the GoR programs and other government decisions.
- d. *Linkage and accountability to Parliament:* According to the Constitution, the Prime Minister is also required to present Government Programmes to Parliament within a period of thirty days after resuming office. In addition, the Prime Minister is expected to inform a joint session of Parliament about government activities as well as communicate cabinet decisions to the Bureau of each Chamber of Parliament within eight (8) days after their approval. During the session period, Parliament devotes one sitting a week for Parliamentarians to put questions and receive a response from the Executive (Cabinet).

More specifically, the detailed mandate of the OPM include to:

- ^ Head Cabinet operations in accordance with broad guidelines from the President of the Republic;
- ^ Ensure the implementation of laws”;
- ^ Account for and influence results across government programmes;
- ^ Provide advice to the President of the Republic;
- ^ Assign duties to members of the Cabinet;
- ^ Convene Cabinet meetings - draw up the agenda of the Cabinet in consultation with other members of the Cabinet and communicate it to the President;
- ^ Preside over the Cabinet meetings when the President is not in attendance;
- ^ Countersign laws enacted by Parliament and promulgated by the President of the Republic;
- ^ Appoint civil and military officers with the exception of those appointed by the President;
- ^ Sign orders in respect of the appointment and promotion of junior officers of Rwanda Defense Force and National Police;
- ^ Coordinate the formulation and implementation of the government program in consultation with other members of the Cabinet;
- ^ Monitor and report on the implementation of the Government program and other government decisions; and
- ^ Present to Parliament Government programmes within a period of thirty days after resuming office. In addition, the Prime Minister is expected to inform a joint session of Parliament for government activities as well as communicate cabinet decisions to the Bureau of each Chamber of Parliament within eight (8) days after their approval.

2.0 The Vision:

“A **passionate** institution that *consistently* delivers *efficient* and *effective* services.”

2.1 The Mission

“To lead the planning; coordinate implementation; monitor results aligned with government priority programs; and ensure effective institutional collaborations.”

2.2 THE CORE VALUES AND LEADERSHIP PRINCIPLES

2.2.1 The Core Values

In order to re-invigorate the OPM culture, the institutional values (***TIDE***) are restated as:

1. **Teamwork:** That we work together for a common purpose.
2. **Integrity:** Professionalism, ethical in conduct, accountable, open and honest.
3. **Discipline:** This implies that we exercise *self-control* and *work with decorum*.
4. **Passion for Excellence:** That we are “results-driven”, actively seek “value for money”, relentlessly pursue “personal growth”, are committed to “stakeholder satisfaction”, and are “enthusiastic to meet or exceed our target service standards”.

2.2.2 Leadership Principles:

In order to establish and maintain a “**results-culture**” at OPM, the institution commits itself to the following **leadership principles** (see figure 4 below):

1. We believe in teamwork and meaningful collaborations for “Shared Results”;
2. We believe in “Clear and Open Communication”;
3. We believe in continuous learning and improvement – we are a “Learning Organization”;
4. We are “Innovative and Results-Driven” – to do this, we “constantly innovate and take responsibility for our actions”; and
5. We say what we do and do what we say – we “Walk-the-Talk”.

3. RIGHTS OF CLIENTS

Our client has a right to expect to be:

- Received, listened to and served with courtesy, promptness and respect.
- Given the information they need to meet our service requirements.
- Escalated to the next level in hierarchy of authority if not satisfied with the service

4. DETAILS OF SERVICES DELIVERED BY OPM

4.1 Specification of Services provided.

The Charter reflects the service provided by Office of the Prime Minister (OPM) to its customers. Therefore, it contains different services, service standards, service delivery methods, and timelines and grievance mechanisms. This service charter shows the following elements:

4.2 Details of services delivered:

- Specification of services provided by OPM;
- 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 going back and forth;
- Setting of service quality standard by specifying service standards in terms of timeliness, access, accuracy, reliability, affordability, responsiveness, fairness, sensitivity and courtesy in service delivery; on this basis , citizens can expect improvement;
- Clear information about the required documents and procedures to get a service in OPM. For example, the documents to be presented or needed;
- Details of the Citizens, groups/end users or people who are eligible for each service offered by OPM;
- 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 of services.

This Service Charter is a tool to increase the information available to customers of OPM and sets standards for transparency in public services. It is expected that through Service Charter, OPM's Clients will have faster access to service, setting an end to unnecessary time wasting and delays in service delivery process.

Considering that its services have to be responsive to high expectations from citizens, OPM commits to informing them about what services are available to them and what their rights and obligations are in accessing these services.

5. CHANNELS OF SERVICE DELIVERY

Considering that information is the cornerstone of implementing and monitoring of Service Charter, this Service Charter will be delivered through various dissemination technologies and publicized widely through websites, radios, newspapers etc. to reach the public. Thus, OPM 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 materials like, Leaflets, Posters, and Press releases.
- Production and Publications of booklets: 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 it in front of the office and formally issue the Charter and place it on website;
- Formal announcement and publication in newspaper;
- Messages broadcast 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 and 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.
- Training and orientation sessions to employees and their representatives.
- Others (mailing lists, web forums).

In short, our customers include Public Institutions, private companies, local communities and local authorities, and the general public.

6. COMMITMENT TO OUR CLIENTS:

This charter is a commitment by the OPM to providing 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.

7. EXPECTATIONS FROM CUSTOMERS:

In order to serve you better, you can help us improve performance by:

- ✓ Treating OPM staff with courtesy and respect;
- ✓ Abiding by the regulations governing and coordinating the formulation and implementation of government laws, policies and program services;
- ✓ Suggesting ways of improving our services at OPM;
- ✓ Providing the OPM with adequate feedback on service delivery through various dissemination tools;
- ✓ Addressing all complaints/compliments/suggestions to relevant departments.

NOTE : 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.

Being recruited in Prime Minister's Office

Type of service: Staff Recruitment Services

What Service am I eligible for ?	Any Rwandan with skills required can apply for recruitment within the Prime Minister's Office
Department to be approached	Human Resource and Administration Department (Kalisa Joan , Tel 0788406921, Email: kjoan@primaure.gov.rw)
When can I access the service?	Monday-Thursday: 7:00am - 5.00pm, Friday: 7:00am - 2:00pm
Once a request is made or an application is lodged, how long will it take?	According to the Presidential order regarding staff recruitment; <ul style="list-style-type: none"> • 5 days for application; • 5 days for short listing; • 3 days for written exam to be held after shortlist is out; • 10 days for publication of written test results; • 3 days for conducting oral interviews; • 1 day for publishing oral test results.
What, if any, are the costs for accessing the service?	Free
What documents are required?	Application Form to be filled by every candidate, Copy of CV, degree(s), ID and Passport size photo.
What is the procedure?	As instructed in the Job announcement
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 the candidate is not satisfied with the marks awarded, he/she can appeal to the Office of the Prime Minister in a period not exceeding 3 days for clarification, and if that is not convincing, the candidate can go ahead to appeal in higher authorities (Public Service Commission) in the same specified period.
Is there any additional information regarding this service that is useful to know?	Frequent visit to our website for details regarding recruitment documents and information (www.primature.gov.rw)
Available forms	At the Office of the Prime Minister reception or website
Relevant legal documents	<ul style="list-style-type: none"> • <i>Law No.22 of 9/07/2002 on General Statutes for Rwanda Public Service</i> • <i>Recruitment Presidential Order No: 50/01 of</i>

31/07/2011

Being payment of financial services

Type of service: Finance services and Payments.

What Service am I eligible for?	<ul style="list-style-type: none">• Payment of services provided by clients (deliveries of goods, technical assistance, maintenance services, hire of conference rooms, etc).• Provision of payment proofs for those who request them and communicate to clients in case of any issue• Provision of purchase orders for transport bookings• Receiving of goods/office equipments in reference to the delivery note.
Department to be approached	Finance and Logistics Department (Nyiransengiyumva Florida, Tel 0788469060, Email; fnyiransengiyumva@primature.gov.rw)
When can I access the service?	Monday to Thursday, from 7:00am to 5:00pm and Friday from 7:00am to 2:00pm
Once a request is made or an application is lodged, how long will it take?	Reception of invoices is done on working days from 7h00-17h00. Payment made by cheques can take 3 days; Payments made by OP (payment order) which pass through MINECOFIN can take between one and two weeks (once supporting documents are complete). Payment proofs are provided on Monday and Friday
What, if any, are the costs for accessing the service?	None
What documents are required?	<ul style="list-style-type: none">• Invoices to be paid should include the full address, telephone-number, district, and name of the company• corresponding delivery note,• purchase order,• notification letter and contract if any,• TIN number and bank account of the beneficiary
What is the procedure?	<ul style="list-style-type: none">• Submit the invoice with above documents attached in Finance unit for reception and registration• After registration, the invoice is transmitted to the Director of Finance for verification and transmitted to DG Corporate Services for approval of payment• After 3 days, the supplier can call or visit the budget officer or accountant to verify if his/her

	<p>invoice is in process of payment</p> <ul style="list-style-type: none"> • Preparation and approval of payment by the budget officer/Accountant/DFL/DG CS, then transmitted to Minecofin for verification and payment. The final step is transmission to National Bank of Rwanda which transfers the money to the bank account of the client
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)	<ul style="list-style-type: none"> • Ministry of Finance and Economic Planning • National Bank of Rwanda • Bank of the supplier
Is there a complaint procedure?	In case of any complaint, it is addressed to the Chief Budget Manager (DGCS, Sesonga Benjamin, Tel 0788309154, Email: bsesonga@primature.gov.rw) or to the Director of Cabinet.
Is there any additional information regarding this service that is useful to know?	<ul style="list-style-type: none"> • We pay in the name of the individual, society or association which is written on the invoice heading • For payment which passes through MINECOFIN, it might take more time for payment than expected
Available forms	No forms to be filled.
Relevant legal documents	Budget Law and Financial user manuals

Procurement Services

Type of service: Procurement Services

What Service am I eligible for ?	A firm or an individual who needs to procure goods or any services to OPM has to check on the OPM's website or look bid publications in national or international news paper
Department to be approached	Procurement Office. (1. Nyandwi Liliane, tel. 0788679872, Email: lnyandwi@primature.gov.rw 2. Mbabazi Adelaide, Tel 0788304183, Email: ambabazi@primature.gov.rw)
Where can I access the service?	From Monday to Thursday: 7:00am to 5:00pm Friday: 7:00am to 2:00pm
Once a request is made or an application is lodged, how long will it take?	21 days after bid submission
What, if any, are the costs for accessing the service?	The cost for accessing the tender document is 100Rwf per page
What documents are required?	Bidders shall submit the following documents in their bidding documents: <ul style="list-style-type: none"> • Bid submission form • Copy of trading License • Original or a certified copy of the Social Security certificate (RSSB) • A certified copy of the tax clearance certificate • Bid security (2% of total cost) • Written confirmation authorizing the signatory of the Bid to commit the Bidder • References of similar tenders executed • Price schedules well printed and properly organized. • Any other information that the bidder considers important in the tender process as it may be indicated in the Bidding Document.
What is the procedure?	Preparation of bidding document, advertisement of tender, open session and opening report, evaluation report, preparation and distribution of provisional notification, after seven days after distribution of final notification, preparation and negotiation of contract, implementation of contract, follow up of contract execution.
What, if any, other institutions do	Pay for the bidding document on the ACCOUNT NO

I need to visit to access the service? (eg. for payment of service costs or to get additional documents)	120.00.46 open at the Rwanda National Bank
Is there a complaint procedure?	There is 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?	Additional information regarding procurement of goods and services, available on www.primature.gov.rw
Available forms	Bidding document form, Monthly report form, procurement plan form
Relevant legal documents	Law No 12/2007 of 27 March 2007 on Public Procurement available on www.rppa.gov.rw

Right to publish in the Official Gazette

Type of service: Publication in the Official Gazette

What service am I eligible for?	<p>As part of its attributions, the Official Gazette publishes various materials from Government (Organic Laws, Laws, Presidential Orders, Prime Minister's Orders, Ministerial Orders, Regulations /Instructions etc. It also publishes nongovernmental documents. These include legal texts of associations and cooperatives with legal personality, etc);</p> <p>There are some public institutions and local governments' structures whose documents are published in the Official Gazette free of charge because it is provided by the law. These institutions include: Council of the City of Kigali, RURA, Capital Market Authority and the National Bank of Rwanda</p>
Department to be approached	<p>Official Gazette & Government Documentation Unit.</p> <p>(Ntitenguha Francois, Tel 0788684195, Email: fntitenguha@primature.gov.rw)</p>
Where can I access the service?	BP 1334 KIGAL
When can I access the service?	<p>From Monday to Thursday: 7.00 am to 17.00 pm</p> <p>Friday : 7.00 am to 2.00 pm</p>
Once a request is made or an	The Official Gazette is published every Monday. Once a pro

application is lodged, how long will it take?	forma invoice is given to a customer, payment is made to Rwanda Revenue Authority (RRA). Service to our customers is done on a first in first out basis. When there are no pending insertions, a customer's material is inserted immediately in the issue to be released the following week.
What, if any, are the costs for accessing the service?	Fourteen thousand (Rwf 14,000) per page typed and five hundred twenty five (Rwf 525) for inserts of less than one page.
What documents are required?	Customer brings a soft copy of a document for which he/she requests insertion in the Official Gazette along with a proof of payment to Rwanda Revenue Authority.
What is the procedure?	Calculation of the rates to be paid by Customer to Rwanda Revenue Authority after issue of pro forma invoice. Same customer returns with a proof of payment and soft copy of material to be inserted in Official Gazette.
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)	MINIJUST/RGB grant legal personality for organizations/Associations while Rwanda Cooperative Agency (RCA) grants legal personality to cooperatives MINIJUST approves, by a Ministerial Order, change of names ; Any payment is made to Rwanda Revenue Authority which issues proof of such a payment.
Is there a complaint procedure?	For Association/organization of which complaint we are informed, the interested party is referred to competent institutions (mostly MINIJUST & Rwanda National Police) to resolve the complaint. This often happens with religious associations. Service is granted upon notification of resolution of such complaint. In case of errors in published inserts, Customers refers to Official Gazette Unit which rectifies with <i>no additional fees</i> .
Is there any additional information regarding this service that is useful to know?	All inserts should be in Microsoft Word format and have no spelling mistakes or other errors Official Gazette is also available on PRIMATURE website: www.primature.gov.rw
Available forms	no form required
Relevant legal documents	Presidential Order N°62/01 of 05/12/2008 and Ministerial Order N° 01/03.04 of 01/01/2009 concerning subscription and advertising rates for the Official Gazette of the Republic of Rwanda

Acquiring an official Gazette

Type of service: Sale of Official Gazette

What service am I eligible to?	An individual people or legal entities willing to buy an official gazette or pay annual subscription to the Official Gazette) can go up to the Official Gazette & Government Documentation Unit getting the purchase conditions
Department to be approached	Official Gazette & Government Documentation Unit
Where can I access the service?	BP 1334 KIGALI
When can I access the service?	From Monday to Thursday: 7.00 am to 17.00 pm Friday : 7.00 am to 14.00 pm
Once a request is made or an application is submitted, how long will it take?	Immediate service
What, if any, are the costs for accessing the service?	One copy of official gazette is worth Rwf 1000 while annual subscription to the Official Gazette is Rwf 50, 0000 paid to RRA upon presentation of pay slip
What documents are required?	Pay slip
What is the procedure?	Customer presents pay slip and names the Official Gazette paid for so as to be served; in case of subscription, he/she is given all copies released and available or chooses to get them via Post office
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)	RRA and other collaborating banks cash the money and issue a pay slip; National Bank of Rwanda
Is there a complaint procedure?	Once bought, a defective and /or incomplete official gazette shall be replaced upon return
Is there any additional information regarding this service that is useful to know?	Always ensure the official gazette you want is available while the stock lasts. <u>Official Gazette is also available on PRIMATURE website:</u> www.primature.gov.rw
Available forms	no form required
Relevant legal documents	Presidential Order N°62/01 of 05/12/2008 and Ministerial Order N° 01/03.04 of 01/01/2009 concerning subscription and advertising rates for the Official Gazette of the Republic of Rwanda

